



Job Description Chief Information Officer (CIO)

Document Control

Position Title: Chief Information Officer (CIO)

Department: Information Technology

Reports To: Chief Executive Officer (CEO)

Version: 1.0

Job Overview

The Chief Information Officer (CIO) leads the digital and technological strategy for Grand Royale Group. This role ensures that technology systems, cybersecurity, and digital tools enhance operational efficiency, guest experience, and business performance across hotels, restaurants, and event operations. The CIO oversees IT infrastructure, data management, and digital transformation projects to support the organisation's strategic vision and commitment to innovation.

Key Responsibilities

Technology Strategy & Innovation

- Develop and implement the organisation's IT strategy aligned with business objectives.
- Drive digital transformation initiatives to improve operational efficiency and guest engagement.
- Explore emerging technologies that enhance the Group's competitive advantage.
- Ensure that systems support scalability, data accuracy, and business intelligence.

Systems Management & Infrastructure

- Oversee IT operations, networks, and infrastructure across all properties.
- Ensure system reliability, security, and efficiency.
- Manage vendor relationships and oversee technology procurement.
- Maintain data integrity and system integration across departments.





Cybersecurity & Risk Management

- Lead cybersecurity frameworks to protect company data and guest information.
- Ensure compliance with privacy laws and data protection standards.
- Implement proactive measures against system vulnerabilities and threats.
- Conduct regular audits and security training for staff.

Data Management & Analytics

- Oversee data collection, storage, and analytics platforms.
- Enable data driven decision-making across departments.
- Collaborate with Marketing and Operations to leverage insights for performance improvement.
- Ensure compliance with data privacy and governance policies.

Team Leadership & Collaboration

Lead, mentor, and develop the IT and digital innovation team.

Foster collaboration with executive and operational leaders.

Support a culture of continuous improvement and technological literacy.

Manage IT budgets, project timelines, and performance metrics.

Qualifications and Experience

- Bachelor's degree in Information Technology, Computer Science, or related field (mandatory).
- Postgraduate qualifications in IT Management, Business, or Cybersecurity desirable.
- Minimum 10 years' IT leadership experience, ideally within hospitality or multisite operations.
- Proven success in digital transformation and infrastructure management.
- Strong understanding of cybersecurity, data analytics, and enterprise systems.





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Skills and Competencies

- Strategic technology planning and project management.
- Advanced knowledge of cybersecurity, cloud solutions, and system integration.
- Strong leadership and stakeholder engagement skills.
- Analytical mindset with problem-solving ability.
- Excellent communication and negotiation skills.

Working Conditions

This is a fulltime executive role based at Grand Royale Group's head office in Gold Coast, Queensland. The role involves collaboration across multiple properties and occasional travel. Some evening or weekend work may be required during major technology rollouts or system updates.

Key Performance Indicators (KPIs)

- System uptime and operational efficiency.
- Cybersecurity compliance and data protection outcomes.
- Successful delivery of technology projects on time and within budget.
- Improvement in digital guest engagement metrics.
- Staff satisfaction with technology tools and support.

Company Values and Culture

Grand Royale Group values innovation, reliability, and excellence in technology. The organisation fosters a culture of collaboration and forward-thinking, where technology enhances both guest experience and employee performance. IT leadership plays a crucial role in driving the Group's reputation as a modern, digital first hospitality enterprise.

Career Path

The Chief Information Officer is a senior member of the Executive Leadership Team, with opportunities to advance into Chief Technology Officer or global IT strategy roles within international hospitality and enterprise organisations.

