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**Team biography:**

Simon Bateman

Chief Information Officer

Simon has over 25 years of experience in delivering IT services and transformational change in senior positions across the banking and finance sector in the UK.

Beginning his career with Abbey National (now Santander) as an IT technician, he progressed quickly into IT management and service delivery roles. At the outset of the Financial Services digital revolution he established the IT Security function providing cyber security, before moving on to manage Telecommunications for Santander's IT delivery arm, Produban. During this time, while managing the day-to-day delivery of the backbone of one of the UK's largest banks, Simon was also responsible for managing and re-negotiating Produban's largest commercial agreements.

As Santander started to acquire businesses in the UK (Bradford & Bingley and Alliance & Leicester), Simon changed career to lead large scale and complex IT transformation and integration projects, culminating in running the IT function of the Santander Cards business (formerly GE Money).

Simon joined Lloyds Banking Group in 2005, where he held various Programme delivery roles in Project Verde (the migration of HBOS onto Lloyds Banking Systems) and in the IT Cost Management function, supporting the delivery of significant cost savings and supplier rationalisations.

As Transformation and Change Director, then Head of IT and Transformation for the SME and Retail Savings business at Aldermore, Simon gained in-depth experience of challenger banks.

Most recently, as CIO of Harrods Bank, Simon introduced an IT structure that improved system availability, and by automating legacy system processes, optimised operational cost savings and customer experience. In addition, Simon established a new change governance framework, allowing a significant change programme to be delivered and carried through to the sale of the bank.