Gavin Sutton (AfCGI)

Engineering Manager

hello@gavinsutton.co.uk | gavinsutton.co.uk
linkedin.com/in/gavin-sutton-afcgi | UK - Remote / Hybrid

PROFILE

I'm an Engineering Manager at Flutter Entertainment, leading teams that build and operate customer-facing products across multiple brands. I set direction with Product, Delivery and Architecture, and give senior engineers ownership of their teams and the authority to make delivery decisions. I coach them as they develop their people. My background spans software and data engineering, architecture and analytics.

CAREER HISTORY

Engineering Manager | June 2023 - Present

Flutter Entertainment

Lead engineering delivery for Free-to-Play customer products across multiple Flutter brands: free-to-enter sports games including ITV7, Super 6, Darts Checkout Challenge, Super Swipes and World Cup offerings.

- Manage three Senior Software Engineers and a Senior QA. I introduced formal line-management responsibility for two of the senior engineers, who each manage an engineer and make day-to-day decisions for their teams.
- Review and approve pull requests and change requests, and work with engineers and architects to evaluate technical trade-offs and set direction.
- Led engineering delivery after bringing Free-to-Play products in-house and set engineering direction and scope for the launch of ITV7 Football across web, iOS and Android.
- Led resilience and capacity improvements for major sporting events and serve as Incident Commander for P1/P2 incidents, coordinating technical teams through service restoration.
- Led platform integration and helped prepare services for the 2026 FIFA World Cup and major horse racing meetings. Set engineering direction and scope for the return of ITV7 Sweepstakes on a new technology stack.
- Supported progression from engineer to senior engineer and from senior engineer to tech lead, plus ILM Level 3 and Level 5 leadership qualifications and certifications including AWS Certified AI Practitioner.
- Oversee CI/CD, automated testing, technical debt and release readiness. Use Grafana to monitor service health and discuss technical decisions involving AWS, PHP and React.
- Led AI adoption across Reward and Free-to-Play, supporting a requirements and test-readiness review agent adopted elsewhere in Flutter.
- Contribute to wider engineering strategy and standards. Invited by the Head of Technology to share the team's AI work across Flutter.

Lead Software Engineer | January 2023 - June 2023

Flutter Entertainment

Led engineers in the Customer Data Hub squad, combining line management with technical and delivery responsibility. Supported progression through one-to-ones, coaching and development planning. Worked with engineers, architects and stakeholders on solution design, priorities and dependencies.

Data Engineer | July 2020 - January 2023

Flutter Entertainment

- Built and maintained data pipelines in the Data Gaming squad, improving performance and data quality. Contributed to migration to Google Cloud Platform (GCP). Technologies included BigQuery, Airflow, Kubernetes, Spark, SQL, Kafka, Hadoop, Cloudera and Scala.
- Supported services through the out-of-hours on-call rota, diagnosed failures, reviewed code, participated in deployments and mentored colleagues and new starters.

Data Warehouse Architect | June 2019 - July 2020

StepChange Debt Charity

Led data-warehouse architecture and development, including new data marts and legacy migrations. Improved reliability, availability, recovery and performance. Translated reporting requirements into technical solutions, aligned priorities and coached BI developers. Worked with Microsoft SQL Server, SSIS and SSRS.

MI Data Analyst | September 2015 - May 2019

Medical Protection Society

Delivered reporting and analysis, improving access to information through automation and self-service. Contributed to strategic transformation workshops and Target Operating Model discussions as a subject-matter expert, translating business requirements into technical implementation.

Customer, data and leadership roles | July 2003 - September 2015

British Gas / Centrica

- Progressed into MI development, technical leadership, business partnering and credit-risk leadership. Managed analysts and reporting professionals, leading delivery, prioritisation, standards and process improvement across commercial, operational and technology functions.
- Led offshore partner delivery through a Genpact tower lead and their team across Hyderabad and Bangalore under a dotted-line arrangement. Set direction and delivery expectations, integrating offshore colleagues into team meetings and progress reporting with accountability to me for delivery.
- Transferred technical and business knowledge to the offshore partner and developed collection and recovery strategies informed by credit-risk analysis.

Operational and management roles | June 1995 - July 2003

Catering industry

Progressed from customer service to Team Leader and Assistant Manager, with line-management responsibility for teams of up to 12 people.

RECENT QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

Affiliateship of the City and Guilds of London Institute (AfCGI)
City & Guilds of London Institute | September 2025

ILM Level 5 Award in Leadership and Management
Leeds Beckett University | September 2025
Leadership development focused on leading through other people managers.

ILM Level 3 Leadership and Management
Leeds Beckett University | December 2023
Practical management, team motivation, relationships and leadership capability.