ROLE PROFILE

Job Title	**Operations Leader, Architecture**
Business Unit	Central Services
Function/Region	Group Technology Service (GTS)
Location	SBP
Leader	GTS Chief Technology Officer
People Leadership	Yes
Job Level	4A

Role Purpose

As Leader of the 'Architecture' team take responsibility for leading, managing and developing GTS operations regarding enterprise architecture, technology management, solution architecture, process architecture, data architecture and technical architecture. As a member of the GTS Leadership Team follow GTS principles and contribute towards fulfilling the GTS vision, mission and overall WG&S corporate plans.

Accountabilities

- Hold responsibility over GTS operations regarding infrastructure architecture, technology management, solution architecture, process architecture, data architecture and technical architecture.

- Be accountable for ensuring all architecture specific activities comply with the appropriate Group standards, reporting standards, governance, methodologies, policies and align with GTS strategy and 5YP objectives

- Manage the backlog of the 'Infrastructure Architecture' team, providing clarity on priority items, ensuring timely progress in a structured manner, ensuring efficient allocation and use of all available resources, and conducting quality assurance

- Hold ownership for the development and management and continuous improvement of the overall enterprise architecture framework and supporting guardrails

- Scout for emerging technologies and advice WG&S business teams on technologies and tools suitable for their business needs

- Manage requirements/ architecture rollouts in releases and solve technical dependencies

- Provide required architecture expertise to "Product teams", jointly identify business requirements, create a development roadmap and implement development projects

- Provide required architecture expertise to "Infrastructure & Operations" to identify business requirements, create a development roadmap and implement development projects

- Build and lead a highly capable team with a practical and thorough approach to all the team activities, continuously develop the capabilities of the team and all team members, and build well thought-out and realistic succession

- Develop strong relationships with key GTS and business stakeholders to ensure alignment across the Group, working pro-actively and constructively with the relevant teams and supporting cross-functional collaboration

- Develop technology architecture design authority so that it provides assurance that solution designs are fit for purpose, working to ensure that each component meets requirements and integrates and works within the complex enterprise architecture

- Improve and develop current architecture and design controls; defining and enforcing architecture standards, methodologies, processes, tools and frame works against which services and projects can deliver.'

Created by:	Chris Rydings
Date:	May 2021
HRBP:	Kirsty Morris
Date of last revision:	Jun 2021

Core Competencies:

Leading and Supervising	**Persuading and Influencing**
- Provides others with a clear direction - Sets appropriate standards of behaviour - Delegates work appropriately and fairly - Motivates and empowers others - Provides staff with development opportunities and coaching - Recruits staff of a high calibre	- Makes a strong personal impression on others - Gains clear agreement and commitment from others by persuading, convincing and negotiating - Promotes ideas on behalf of self or others - Makes effective use of political processes to influence and persuade others
Relating and Networking	**Applying Expertise and Technology**
- Establishes good relationships with customers and staff - Builds wide and effective networks of contacts inside and outside the organisation - Relates well to people at all levels - Manages conflict - Uses humour appropriately to enhance relationships with others	- Applies specialist and detailed technical expertise - Develops job knowledge and expertise through continual professional development - Shares expertise and knowledge with others - Uses technology to achieve work objectives - Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity - Demonstrates an understanding of different organisational departments and functions
Coping with Pressures and Setbacks	**Delivering Results and Meeting Customer Expectations**
- Works productively in a pressurised environment - Keeps emotions under control during difficult situations Handles criticism well and learns from it - Balances the demands of a work life and a personal life. Maintains a positive outlook at work. - Handles criticism well and learns from it.	- Focuses on customer needs and satisfaction - Sets high standards for quality and quantity - Monitors and maintains quality and productivity - Works in a systematic, methodical and orderly way - Consistently achieves project goals

Skills and Qualifications:

Essential:
- Strong analytical, conceptual and problem-solving abilities
- Knowledge of technical infrastructure and estate management
- Ability to work across organisations and cultures
- Strong written and oral communication, process, logical thinking and organisational skills
- Excellent architecture and technical support documentation skills

Desirable:

- Experience with developing strategic plans

- Proven experience in systems design and development
- Strong knowledge of hardware and software evaluation principles and practice
- Proven project planning and management experience
- Understanding of the organisation's goals and objectives