

Job Description

Job title	Solution Architect
Profession	Digital, Technology & Data Analytics
Band	D
Directorate	CIO (Information Technology)
Accountable to	Head of Business Platforms

Job Purpose:

The role will work under a federated model within CIO, which means that it is aligned to functional domains, in order to be closer to the strategic goals of that specific area. This means the role will lead on all architecture for their area, also ensure they are aligned with all solutions through the technical design authority (TDA) and ultimately the technology governance group (TGG).

Working with both SNG's internal teams and technology partners, the role will deliver holistic artefacts, designs and solutions that help provide the best solutions for our tenants, staff, and partners. The role will understand the relationship between digital transformation, cloud technologies, customer experience and operational excellence and the optimisation opportunities that technology can bring.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by Head of Business Platforms, this role will deliver key accountabilities.

Key Accountabilities:

- Attendance, and co-chairing of technical design authority, which seeks to align all solution architecture across CIO, as well as provide the platform or the creation and management of architectural capability performance.
- Ad hoc attendance at the technical governance group (TGG) which is a CIO SLT sponsored group providing escalation decision support and insight into process/policy effectiveness and adherence. This group also discusses and aligns "strategic moments of truth".
- Develop and deliver comprehensive architectural solutions that meet business needs.
- Create and maintain architectural blueprints and documentation.
- Ensure solutions align with company goals and technology standards.

- Work with other architects to define the end-to-end solutions and designs covering all involved systems, data, integration, security, and non-functional requirements.
- Help the delivery team to size and estimate project implementation and identify resources and skills for delivery of solution.
- Work with business stakeholders, product owners, business analysts to understand functional and non-functional requirements and interact with other cross-functional teams.
- Assist in the development and selection of new products and propositions.
- Cultivate effective relationships including those across the business, within CIO and our suppliers and partners.
- Ensure efficiencies through economies of scale and intelligent use of technology.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Strong consultancy and interpersonal skills.
- Experience with production of architectural enterprise solution designs and technical designs (High Level and Low-Level designs where appropriate).
- Demonstrable knowledge and experience of working within architecture frameworks (e.g., TOGAF).
- In-depth knowledge of software as a service (SaaS) platforms and integration.
- Application integration techniques, use of APIs and native connectivity methods.
- Understanding of housing sector software toolsets including housing management systems.
- Understanding of DevOps and SecOps tools, techniques, and design patterns.
- Understanding of agile, CI/CD development cycles and release methodologies, CRM platforms and their use in customer service environments.
- Commercially aware and able to spot potential reuse or consolidation opportunities.

- Understanding of the requirements elicitation and analysis process (incl. business and technology requirements).

Desirable

- Understanding of the service life cycle is essential (e.g. ITIL).
- Experience of relevant industry ITSM and development toolsets (e.g. M365, Cherwell, DevOps) and methodologies (e.g. Agile, TOGAF, ITIL).
- In-depth understanding of typical cloud (Microsoft, Google, AWS) usage scenarios including the ability to select “the right tool for the job”.
- Understanding of Microsoft Dynamics 365 concepts and development techniques.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4385	Sam Dart	07/2024	
2.0	4385	Kitty Bourlet	09/2024	