Role Profile

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| **Job Title:** | Lead ICT Technical Architect | **Grade:** | **16** |
| **Department:** | ICT | **Post no:** |  |
| **Directorate:** | Chief Executives, ICT & Property Services | **Location:** | Perceval House, Ealing |
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| **Role reports to:** | Digital Innovation & Business Manager | | |
| **Direct Reports:** | ICT Technical Architect | | |
| **Indirect Reports:** | 3rd Party contractors (e.g., Microland Technical Architects based outside of the UK and aligned to the Ealing account), other strategic partners. (Total x 6 reports) | | |
| This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job. | | | |

### JOB DESCRIPTION

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| **PURPOSE OF ROLE:**  The key purpose of the role is to be responsible for the design, development, configuration and customisation of ICT systems and applications across specified areas of the council.  You will be responsible for designing out prototype solutions to test feasibility of working on the Ealing network.  You will be responsible for and manage a range of systems and applications including analysis, design, development, release management, testing and transition and post go-live support including strategic elements. You will advise upon and supervise a sub-set of systems and applications including analysis, design, development, release management, testing and transition and post go-live support either horizontally across services or vertically along a line of business. |
| **KEY ACCOUNTABILITIES:**   1. Responsible for expert analysis, design, development, configuration and customisation of the council’s applications and ICT systems in line with best practice standards (ITIL). 2. Line management of one direct report and will also be accountable for 3rd Party contractors (e.g., Microland Technical Architects based outside of the UK and aligned to the Ealing account). The post holder will also instruct other strategic partners (E.g., BT & Microsoft) and will lead the teams in working together in the development of various strategic ambitions in line with service needs. 3. Develop product roadmaps working effectively with internal and external teams. 4. To develop solutions to meet the needs of the service areas, ensuring adequate testing before changes move into support. 5. To work closely with third parties as appropriate to understand their product roadmaps and the implications of the development of our systems. 6. To be the organisation’s authority in all technical design matters, setting the direction for other members of the Design Team, and the wider ICT community, to follow. 7. Act as Technical Lead on a wide range of diverse ICT projects, managing those projects’ technical delivery and implementation teams. 8. Provide technical leadership and design authority during Severity 1 ICT incidents, to include the management of both internal and external technical problem resolution teams. 9. To communicate effectively to all levels of the organisation, seeking feedback from across all service areas to develop and improve systems and applications in line with their needs. 10. Actively contribute to ICT strategy and align all works to that ICT strategy and roadmaps**.** 11. To evaluate and advise on options and proposals relating to systems development. 12. Identify and undertake benefits analysis of opportunities for improvements to business systems delivery or improvements to business processes resulting from changes to systems or implementation of new business systems. 13. Provide project technical leadership, technical testing, and analysis expertise in relation to systems related projects, including risk analysis, deployment, financial control, resource planning and delivery. 14. Undertake such activities as required to support the budgetary requirements of the directorate, including identification of savings, and forecasting future budgetary requirements. 15. Represent both the Council and service area at internal and external meetings of a technical and non-technical nature. 16. Assist with the development and support of a sub-set of systems and applications including development, release management, testing and transition and post go-live support either horizontally across services or vertically along a line of business at the workstream level. 17. Liaising with strategic partners for roadmap development and work with Technical Architects to align to Council strategy 18. Work closely with strategic partners providing Operational Service delivery and Application support at the service delivery level. 19. You will work closely with our suppliers providing Operational Service delivery and Application support at the account management level. 20. You will liaise with suppliers in providing Operational Service delivery and Application support at the BAU level. 21. You will work closely with service areas to ensure that the development, configuration, and customisation of systems meets the strategic needs of the service areas, and to ensure that this is done in line with the council’s overall ICT strategy. 22. Oversee programmes of works to ensure the above goals are met. 23. Oversee projects within programmes of works to ensure the above goals are met. 24. Oversee multiple work streams within projects to ensure the above goals are met. |
| **KEY PERFORMANCE INDICATORS:**   * Performance and output of the Design Team |
| **KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**   1. Digital Innovation & Business Manager (line manager of this role) 2. ICT management team 3. Strategic partners (e.g., Microland, BT, Microsoft) and other external suppliers. |
| **AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**   1. Line management and team management for a small number of expert technical design personnel, formed of a mixture of LBE permanent employees and contractors (predominantly Microland Technical Architects aligned to the Ealing account). 2. Responsible for management of design and development process. 3. Responsibility for advising the organisation on complex technical design matters, providing expert guidance, and hold the ability to act on behalf of the organisation. 4. Maintaining relationships with key suppliers of ICT products and services, understanding their development strategy and roadmap. |

###### Person Specification

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| **ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES**  The post requires applicants to demonstrate knowledge and practical experience in the following areas:   1. Expert knowledge of industry recognised best practices in the design, development, support, and delivery of business systems. 2. Ability to manage own work and dynamically reprioritise work according to a constantly changing environment    * Can manage multiple staff workloads and project timelines 3. Expert knowledge of systems design, delivery and support processes and procedures    * Expertise and practical experience in various application and data integration technologies 4. An in depth understanding of relational database technologies    * Experience of database and system administration and an understanding of data warehousing 5. A strategic understanding of all information technologies 6. Knowledge and awareness of e-government technologies, solutions, strategies, and ability to develop deployment strategies. 7. Expert knowledge of formal change management processes 8. Expert knowledge of release management processes 9. Expert knowledge of impact analysis across the diverse operational, support and front-line service areas, the Council as a whole, and the wider external customer base. 10. Ability to interpret legislative and operational requirements into technical systems specifications 11. Ability to communicate complex technical issues to any audience 12. Ability to report and present information effectively at a high level.     * Including contributions suitable for SLT and Director level groups |
| **ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g., HCPC)**   1. Appropriate professional qualifications / degree. 2. ITIL training 3. Solid experience in design and development of ICT systems with a track record of delivery of process improvements and meeting performance targets.    * Will have expert experience in a variety of roles in systems design/development, database/systems administration, support, and training and have experience actively managing strategic partners and suppliers. 4. Experience in the leadership of a team, demonstrating good communication and interpersonal skills.    * Manage, mentor, and develop multiple team members    * Supervision of self and partners in matrix developments 5. Experience in managing supplier relationships 6. Experience of managing cost budgets 7. Experience in managing a virtual team of people, using sound performance management skills 8. Evidence of experience in managing improvement and development of ICT systems through consistent process and applying industry best practice |

**Values & Behaviours**

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| **Improving Lives for Residents** | **Trustworthy** | **Collaborative** | **Innovative** | **Accountable** |
| * Is passionate about making Ealing a better place * Can see and appreciate things from a resident point of view * Understands what people want and need * Encourages change to tackle underlying causes or issues | * Does what they say they’ll do on time * Is open and honest * Treats all people fairly | * Ambitious and confident in leading partnerships * Offers to share knowledge and ideas * Challenges constructively and respectfully listens to feedback * Overcomes barriers to develop our outcomes for residents | * Tries out ways to do things better, faster and for less cost * Brings in ideas from outside to improve performance * Takes calculated risks to improve outcomes * Learns from mistakes and failures | * Encourages all stakeholders to participate in decision making * Makes things happen * Acts on feedback to improve performance * Works to high standards |