

BT Lancashire Services

Senior Solutions Architect

Date

JOB TITLE	Senior Solutions Architect
LOCATION	Preston
GRADE	Grade 12
DIRECTLY RESPONSIBLE TO	Solutions Design Manager (ICT) / Relevant ICT Manager
DIRECTLY RESPONSIBLE FOR	
THIS POST IS SUBJECT TO DISCLOSURE	No
PRIMARY PURPOSE OF THE JOB	Architects work on overall business and ICT architecture within a specific business domain. They are accountable and / or responsible for the high level specifications of the solutions we build and the overall effectiveness and efficiency of those solutions. They provide the architecture and high level solution context within which changes to our facilities, processes, platforms and capabilities are designed by our designers and analysts.

As a Senior Solutions Architect, you will be a highly experienced and accomplished architect recognised for the ability take on our biggest and most complex architecture and design challenges. You will be able to operate effectively when the situations encountered are dynamic, evolving, or novel in complexity. You will typically be mentoring or leading other Solutions Architects.

Main Areas of Responsibility

- Application and articulation of ICT principles, architecture, infrastructure and business application needs. Able to apply these appropriately to complex customer solutions, platforms and product architectures. Must be familiar with and competent in creating the relevant output products generated by these processes to **assure, manage and govern** solutions. Able to deliver work

JOB DESCRIPTION

packages associated with requirements, allowing effective design and implementation of the formulated solution. Be able to define project scope, before designing a solution. Deliver clear understanding of the overall strategy and strategic goals

- Delivery of the overall solution design and the approach that delivers an excellent **customer experience**. This includes the use of customer focused techniques in developing various solution components to meet the requirements
- Be able to manage and lead, either independently or through a team (often including suppliers and/or customers) **estimating** activities. Able to respond to the degrees of uncertainty that apply to estimates as they are developed throughout the lifecycle of the programme or project, by identifying assumptions and risks to develop contingency proposals
- Organise and structure multi-dimensional, complex and disparate **information**, both for analysis and presentation, possess a good understanding of the toolsets and methods used for Specifications, Configuration and Requirements Management and understand how to establish and maintain traceability relationships between disparate items of information and apply version control baselines across the range of information used to define and describe the Solution. Be able to formally specify formats or types of business, technical or contractual information in an appropriate document form.
- Manage own and others time effectively across a wide range of activities according to their priority and deal with uncertainty and ambiguity. Able to assign tasks and track progress and apply **planning** techniques and make use of planning tools.
- Perform analysis of a problem and distinguish between the problem and its symptoms. Able to clearly identify the root cause of a problem based upon the analysis of the information collected. Able to formulate, evaluate and select a range of solutions based on data analysis and apply a range of tools and techniques to lead the **problem solving** process.
- Lead **requirements capture** with a customer, applying the most appropriate techniques for requirements capture and prioritise customer requirements. This includes the analysis of the root causes arising from investigations and identification of available options for consideration. Able to document and present requirements using industry standard tools.
- Be able to manage and lead **risk management** activities, either independently or through a team (often including suppliers and/or customers). Able to assess impact and probability, to make contingency plans, prioritise and take mitigation actions, facilitate risk workshops and use other techniques in support of risk management. Able to operate risk management processes, together with supporting data structures and tools, in line with business needs
- **Solution definition and design** of complex technical solutions involving an extensive range of technologies, through developed experience and expertise. Use in-depth understanding of ICT and industry standard notations and best practice. Able to define, create, document and manage a full set of solutions working collaboratively with others and across multiple projects and programmes

JOB DESCRIPTION

- Incorporate relevant solutions trends and direction into a strategic view and communicate this information to colleagues as an appropriate **strategy** or roadmap. Able to motivate others to adopt and sustain resultant changes in organisation, roles, processes, systems and information

Other

- Undertake, wherever required, other responsibilities and duties including work related to 3rd party external business, on behalf of the company, where this is commensurate with the grade of the post. This may entail working from other locations.
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility at the time of writing. It is not intended to be either prescriptive or exhaustive and will inevitably change.

BT Lancashire Services

Senior Solutions Architect

Date

PORTFOLIO: BT Lancashire Services

SERVICE: ICT

JOB TITLE: Senior Solutions Architect

GRADE: Grade 12

Notes to applicant: In your application, you should provide evidence of meeting all points on the person specification, particularly those marked * as they are key criteria.

CRITERIA	KNOWLEDGE AND SKILLS	METHODS OF ASSESSMENT
Qualifications and Training	<ol style="list-style-type: none"> 1. Industry practitioner qualification or equivalent in solution or enterprise architecture (e.g. TOGAF) 2. Foundation level accreditation or better for ITIL 3. Educated to degree level 	(A,I)
Experience	<ol style="list-style-type: none"> 4. Significant end-to-end design experience (spanning people, process and technology) and responsibilities * 5. Experience across a broad range of relevant technologies with substantial experience of the specific technology area associated with the role being applied for * 6. Design team leadership including leadership of Solutions Architects 7. Creation and presentation of complex solutions to win client confidence * 	(A,I)
Skills/Abilities	<ol style="list-style-type: none"> 8. Has a demonstrable track record in solutions assurance and strategy across multiple domains * 9. Able to take the lead in decisions about architecture and design at enterprise and domain levels * 10. Experience in the appropriate application of agile tools and methods to complex customer solutions, platforms or product architectures as relevant to the skill holder's role 11. Defined, created, documented and managed solutions across a wide range of projects and is able to coach others in these skills * 	(A,I)

PERSON SPECIFICATION

	<ul style="list-style-type: none"> 12. Able to evaluate and articulate designs for consistency across the whole solution and able to recognise work packages associated with requirements * 13. Able to manage and lead (often including suppliers and/or customers) estimating activities and identify assumptions and risks to develop contingency proposals * 14. Ability to effectively organise and structure multi-dimensional, complex and disparate information, both for analysis and presentation * 15. Able to manage own and others time effectively and deal with uncertainty and ambiguity * 16. Able to clearly identify the root cause of a problem and formulate and evaluate a range of solutions * 17. Able to conduct a requirements capture with a customer, applying the most appropriate techniques for requirements capture, and to help customers prioritise requirements * 18. Can facilitate risk workshops and use other techniques in support of risk management * 19. Develops strong business cases for key projects and initiatives * 20. Identifies and acts upon potential business opportunities or feeds them to the right colleagues across BTLS * 21. Manages resources actively in order to optimise productivity and utilisation * 22. Finds appropriate resources and opportunities to support progress * 23. Takes responsibility for solving customer challenges, regardless of organisational boundaries * 24. Removes barriers to Right First Time delivery to customers 25. Adapts plans to meet changing customer priorities * 26. Holds people accountable for execution of strategic priorities * 27. Provides a sense of urgency for delivering, whilst ensuring quality is maintained 28. Finds potential solutions to business problems before escalating * 29. Builds effective relationships across teams that continue after task or project has finished 30. Resolves issues that prevent effective teamwork * 31. Engages stakeholders effectively * 32. Challenges existing ways of thinking/working and encourages others to do so * 33. Makes complex ideas or proposals easy for others to understand and act on * 34. Works with existing processes/procedures, whilst making constructive suggestions for improving them * 	
--	--	--

PERSON SPECIFICATION

	<p>35. Consistently delivers on commitments, even when under pressure *</p> <p>36. Develops open and honest relationships with colleagues, customers and partners *</p> <p>37. Communicates news - good or bad - clearly, promptly and honestly *</p>	
Commitment	<p>38. An understanding of and a personal commitment to the Vision and Values of BT Lancashire Services *</p> <p>39. Totally focused on service delivery and customer satisfaction</p> <p>40. Committed to continuous improvement, enabling the delivery of solutions that provide an increase in efficiency and reduced costs *</p> <p>41. Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust *</p> <p>42. Totally committed to the principles of equal opportunities for all</p> <p>43. Committed to improving the levels of service to all customers</p>	(A,I)
Other	<p>44. Flexibility and commitment and present a professional image at all times</p> <p>45. Committed to improving the levels of service to all customers</p> <p>46. Flexibility to attend meetings outside of normal office hours</p> <p>47. Office-based with off-site as required</p>	(A,I)

Produced by: Stuart Wilkinson Date: November 2012
 Key to Assessment Methods: A – Application I- Interview