

## Job Description

**Job Title:** Solutions Architect Manager

**Reports to:** Head of Operations & ICT

**Department:** Operations & ICT

**The role:** As Solutions Architect Manager you will form and lead the small Business Analysis and Architecture team in capturing and translating business requirements into technology solutions by designing solutions that meet business requirements.

**Key competencies for the role:**

Competency title	Brief description
Communication skills	Internal and external written, telephone and face to face communication to members and internal departments.
Customer service	Both internal and external. Rapport building, listening and interpretation, fact finding, understanding needs and negotiation. Maintain positive internal relationships.
Presentation skills	Speaking and presenting to groups.
Time and self-management	Organisation and prioritisation, working to deadlines, taking ownership and accountability for Operations & ICT across the Group.
Helping others	Training and development of staff through leadership, mentoring and development plans.
Innovation and Creativity	Generating ideas, developing and implementing solutions.
Understanding of the organisation	Understanding of the Group vision. Understanding the SimplyBiz group and all the business within it. Competitor and Industry Awareness.
Problem solving	Investigating, researching and finding viable solutions.
Project management	Define project scopes, drawing up project plans in conjunction with all stakeholders based on deliverables, budgets and timelines. Management of project to key milestones and budgets.
Change management	Recognise the need for change and the impacts of change to both the individual and the team. Be able to communicate the requirements for change and maintain ongoing communications on implementation and delivery. Be able to work with staff to understand their concerns and issues and recognise and implement relevant and appropriate support.

**People management competencies for the role:**

Competency title	Brief description
Motivating others	Motivating the team and individuals within the team. Creating the environment required for involvement and challenge to stimulate and support individual needs.
Performance management	Setting and agreeing performance standards and expectations. Measuring performance. Dealing with poor performance quickly and effectively. Giving useful and helpful feedback. Planning, conducting and following up on appraisals. Holding regular and effective 1-2-1 meetings. Praising, rewarding and managing good and excellent performance.
Workflow management	Organisation, time management and prioritisation of team workflow. Effective delegation. Keeping accurate MI and reporting systems. Succession planning. Quality awareness and working to quality standards.
Financial	Drawing up and managing budgets.
Working together	Maintain positive and professional interdepartmental working relationships.
High level communication	Effective communication skills with ability to adapt style to suit the audience and deliver difficult messages as/when required.
Learning and development	Training and developing others. Coaching and mentoring. Assessing training needs. Personal development and career planning with individuals in the team.
HR topics	<ul style="list-style-type: none"> <li>- Recruitment and selection – full understanding of process, full and complete interview paperwork with evaluations. Knows how to recruit the best person for the role.</li> <li>- Absence management. Full understanding of process, Bradford factor, triggers, absence types and managing short and long term absences.</li> <li>- Managing difficult and sensitive issues quickly and effectively. Full understanding of disciplinary and grievance procedures.</li> <li>- Employment law. Equality, disability, harassment etc.</li> </ul>
Legal	<p>Practical knowledge of:</p> <ul style="list-style-type: none"> <li>- Data Protection Legislation</li> </ul>

**Key responsibilities:**

- Providing solution architecture resource to support the delivery of new technology solutions.
- Translation of business requirements into technology solutions through negotiating priority of scope and requirements.
- Designing technology solutions that meet business requirements, support the IT strategy and align with IT architectures.
- Developing high level designs and supporting low level designs.
- Reporting on key deliverables to management.
- Ensuring data and cybersecurity is at the core of all designs.

**Person specific:**

- Passionate about modernising technology
- Must demonstrate an attitude of always wanting to deliver the best suitable solution
- Always looking for the next challenge and continuously improving
- Prefer someone with staff management experience
- Must work as a team and want to be a key role in the new IT Management Team
- Good IT solutions architecture experience, preferably at within small / medium fast changing businesses.
- Understand the Project Life Cycle and what is required to deliver a project.

**Technical:**

- Skilled in MS Azure cloud solutions (desirable)
- Architect secure solutions that meet data protection and cybersecurity requirements (desirable)
- Setting up and working with Visual Studio Teams Services/Azure DevOps Server
- Delivering architectural solutions for:
  - Dynamics CRM
  - CMS
  - API's
  - Mobile
  - Data warehousing
- Experience of working on Agile development
- Knowledge of MS Azure technologies.
- ITIL v3/v4 service design knowledge.

**Preferred Qualifications:**

- ITIL Foundation v3/v4
- TOGAF
- MS Azure certifications
- Diploma in Business Analysis