

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS14-2638	Grade N
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Job purpose: Investigate, analyse, design and deliver a programme of work which includes managing complex and diverse projects / casework and initiatives involving other service areas / stakeholders / partners affecting the whole council.

Grade N posts are higher in 'Creativity & Innovation' with the requirement to act strategically in resolving problems and decision making when dealing with a variety of stakeholders and external partners. Posts at this level will require significant relevant experience at a technical/professional level within a related specialist field.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related IT systems. Professional qualification in area of specialism (or equivalent experience)
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Knowledge and experience of developing systems, policies, procedures and / or practices. Good knowledge of the wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to apply initiative and strategic awareness to problem solving and decision making. Ability to motivate and lead small teams of specialist staff. Experience of managing projects with service / organisation impact.
Creativity and Innovation	Creative problem solving of issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services and the reputation of the council. Think and act strategically in problem solving and decision making in a complex political and business environment. A level of discretion is required in deciding what course of action to take and how to operate within the policy framework. Job holders will be required to contribute to long term strategies. Will be required to plan over a longer period (a year or more). Lead initiatives to design and deliver improvements and transformation. Manage projects, or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature. Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery. Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners. Consult with service users / stakeholders / partners to understand issues and challenges and provide recommendations for solutions. Manage relationships with customers, partner organisations and / or suppliers – monitor inbound and outbound service levels: discuss operational issues with partners. Lead professional and point of contact to provide technical specialist solutions. Apply good judgement, sensitivity and diplomacy required in all dealings with others.

	Be a representative on behalf of the Service area / Council internally and / or externally.
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service. Make business decisions based on up-to-date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Drive and delivery complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Develop, implement, maintain and manage complex systems, policies, procedures and / or standards within specialist area whose outcomes can affect council wide approaches / business.</p> <p>Review the functionality of these in response to either internal or external drivers. Recommend and implement changes as required to meet organisational needs.</p> <p>Research, manage and evaluate complex information / data / feedback. Identify and interpret organisational issues, trends and problems which may have a broad impact both within the organisation and for partner organisations.</p> <p>Identify and recommend solutions where service delivery / business / performance risk has been identified. Lead initiatives to design and deliver improvements and transformation.</p> <p>Monitor and report on service standards as required</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Solutions Architect	
Role profile family:	Organisational Support	
Role profile number and grade:	OS14-2638	Grade N
Number of posts:	2	
Service/Team:	ICT Enterprise Architecture Team	
Reports to:	ICT Enterprise Architect	

Job Context
<p>The overall responsibilities of the service/function are:</p> <p>As an ICT Service, our primary purpose is to empower staff through technology. To achieve this and support the corporate goals, IT needs to work, all the time, and every time. IT solutions need to be delivered quickly and issues resolved quickly. IT needs to be simple, complexity adds risk and makes solutions difficult to use and to support. ICT has a responsibility to ensure that the data and information held by the Council in our systems, is kept safe and confidentiality is maintained where required, that data maintains its integrity and that it is available for use by those who have the appropriate permissions to access it.</p> <p>Our Mission is to build and maintain a high quality technical and applications infrastructure that supports the organisation's front-line services and enables them to provide cost effective and efficient services to the people of the County of Wiltshire.</p>

Job Purpose
<p>The two Solutions Architect roles for the Council will work across all Council directorates, as the source of technology and data technical expertise, under the direction and management of the Enterprise Architect.</p> <p>The role will be working closely with the Senior Solution Architects and Technical Architect to transform business requirements and challenges into workable technical solutions following the agreed Enterprise Architecture.</p> <p>This post requires a creative and innovative approach to design highly complex technical solutions to support a wide range of business challenges that will align to the Council's Business Plan.</p> <p>The overall duties and responsibilities are:</p> <ul style="list-style-type: none"> • To provide expert architectural expertise and direction to council services, programmes/projects, and all levels of management on the council's technical capabilities. This role will be primarily Council services facing. • Lead on architectural decisions for designing the correct technical solutions that meet the business requirements in line with the Enterprise Architecture.

- Producing architectural artefacts such as visions, standards, roadmaps, high-level designs, and low-level designs.
- Expected to ensure that the solutions and services designed and implemented are compatible with the overall ICT architecture, consideration of future roadmaps and how these will be maintained.
- Collaborating with directors, heads of service, product owners, business partners and subject matter experts to create clear and concise documentation detailing complex technical solutions. With the ability to translate these complex technical solutions back into easy to understand language depending on the audience.
- To have a good understanding of the business challenges especially those that are common in local government. To be able to address these with technology where appropriate, within the council's technical capabilities.
- Working closely with the Enterprise Architect to feed into and influence strategic planning and direction of the technical capabilities at the council using the knowledge of business challenges.
- Collaborating closely with Product Owners to ensure the strategic direction of in-house built applications and ensuring capabilities aligns with the planned Enterprise Architecture and Technology Plan.
- Understanding and maintaining the architectural visions and working closely with the Senior Solution Architects to help transition from visionary concepts to high-level and low-level designs that will be delivered/developed.
- Keeping up to date and understanding of Cyber Security standards and security architecture such as Secure by Design principle, ensure that solutions apply CIA principles (Confidentiality, Integrity, Availability)
- Responsible for maintaining Architectural and technical artefacts on the council's current technical capabilities and roadmaps.
- Responsible for maintaining knowledge and skillsets in emerging technologies, trends, and best practices to support the council and aid in decision making. Responsible for sharing knowledge with others in the team and technical engineers.
- Build, develop and maintain productive relationships with internal stakeholders, partners, and other external organisations.
- Although this post will not be line managing anyone, it will be expected they can lead effectively and bring working groups together which will consist of both technical and non-technical parties.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- A Degree in a subject relevant to the role or able to demonstrate equivalent knowledge, skills, and experience e.g. BSc Computing, BSc Computer Management, etc.
- Relevant training and/or experience in an Enterprise Architecture formal method (such as TOGAF, Zachman or a similar widely accepted method).
- Familiarity with an Architecture Description Language such as UML.
- Relevant knowledge and experience gained by working in an ITIL, Prince2, MSP and Agile based environment.
- Sound working knowledge of ICT principles (such as Information and Cyber Security) with the ability to interpret recommendations and information from colleagues and make authoritative

decisions.

- Sound working knowledge of enterprise products (e.g. spatial systems, data networks, telecoms, infrastructure, web, cloud services, O365, SQL and ORACLE, etc.).
- Familiarity with relevant website architecture, including the planning and design of the technical, functional, and visual components, and familiarity with Gov.UK design guidelines as expressed in the GDS Service Manual.
- Demonstrable ability to work with business unit managers within relevant areas to align business requirements with ICT technical capabilities and roadmaps.
- Demonstrable analytical and problem-solving skills with the ability to grasp new concepts quickly and able to understand, assimilate and interpret, present, and communicate complex information.

Desirable

- Relevant professional qualification at a post graduate level i.e. master's degree or equivalent experience.
- Familiarity and relevant experience of developing complex solution designs in an enterprise environment, including associated other documentation such as position or discussion papers, financial analysis documentation.
- Experience of Supplier Relationship Management.
- Demonstrable experience of working across partner organisations.
- Experience of designing and implementing solutions that help to meet climate goals of the organisation.

Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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Regular Driver

Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments. The job holder is furthermore not permitted to canvas on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check.	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people, or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s	<input type="checkbox"/>

disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.

For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people, or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.

