

## JOB DESCRIPTION

<b>JOB TITLE</b>	Lead Solutions Architect
<b>GRADE</b>	EPO10
<b>REPORTING TO</b>	Head of Digital & Data
<b>JD REF</b>	CSUP0175P

## PURPOSE

To lead the development, design and implementation of new solutions to improve and digitalise the Council's Information, Communications & Technology (ICT) services and over the long-term meet the Council's key strategic ICT drivers. Through the management of the teams and direct reports ensure high quality, customer focussed solutions are identified, developed and delivered to improve services to both staff of Wirral Council and residents/businesses of the borough.

## MAIN DUTIES AND RESPONSIBILITIES

1. Lead and manage the identification, development and delivery of solutions to improve and digitalise ICT services.
2. Keep abreast of changes within the ICT industry and determine how the council can benefit from such changes and deliver on these benefits.
3. Engage with Heads of Service and other Senior Officers across Wirral Council to define their Digital, Data and Technology requirements and develop solutions to meet these requirements.
4. Inspire and communicate within the organisation the progress being made, the exciting initiatives and stories and the positive impact to the business objectives, in order to build enthusiasm, belief and momentum in the digital space.
5. Be a role model, develop and implement innovative strategies to encourage a high-performance culture that delivers excellence, best value, promotes success and continuous improvement.
6. Review and update documentation standards and templates.
7. Review and update the transition of projects into the ICT Services team for BAU.
8. Source new ICT products and services ensuring adherence to corporate procurement practices.
9. Represent the Council away from the workplace in meetings, seminars, user groups etc, taking a lead role in the development and delivery of new ICT products and services.
10. Analyse and identify where savings can be made to the Council's ICT services and implement any such changes.
11. To undertake other duties commensurate to the grade of the post.





12. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
13. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

## ESSENTIAL ROLE SPECIFIC KNOWLEDGE, SKILLS AND EXPERIENCE:

### Qualifications:

- Qualifications and/or extensive experience relevant to the realm of technical expertise for the role (minimum Degree or significant managerial experience).
- Relevant professional qualification e.g. Chartered IT Professional (CITP) or equivalent.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- **Desirable** – Prince 2 qualification.
- **Desirable** – Technical qualifications, e.g. MCPs, CCNA.

### Knowledge & Skills:

- Knowledge and understanding of major trends and themes in technology, specifically in local government and public services.
- In-depth knowledge and understanding of major trends and themes in technology, specifically in local government and public services.
- Detailed understanding of ICT strategy and technical architecture and its application.
- Evidence of a thorough understanding of large-scale corporate data and systems management
- Sound knowledge of relevant IT Management Standards and approaches including, but not limited to, ITIL, TOGAF, DevOps
- Demonstrate strong influencing skills, showing drive, tenacity, resilience and sound judgement.
- Strong interpersonal and negotiation skills with ability to build credibility and confidence in order to persuade and influence key stakeholders.
- Ability to interpret technical solutions, risks and issues and position/present business focussed proposals with excellent written and presentation skills demonstrated by the ability to:
- Create professional documentation with attention to detail and desire for accuracy.
- Communicate, present and adjust to different audiences.
- Analyse, interpret, disseminate and present complex, information clearly and concisely.



- Ability to focus on quality and results whilst driving the delivery of mission critical systems and services in a pressurised environment with the ability to confidently support, assure and challenge with ease whilst maintaining good working relationships.
- Excellent time management skills and ability to work proactively with minimal day to day supervision.

#### **Experience:**

- Demonstrable recent evidence of successfully delivering major service redesign/improvement, driving associated culture change to embed performance improvements.
- Proven track record of high performance and achievement at a senior level within ICT in a large, multi-functional organisation with comparable scope, size and complexity.
- Experience of providing expert professional advice on all ICT matters to senior leaders.
- Significant experience of managing and motivating employees building effective teams and achieving change.
- Conducting staff appraisals and regular performance reviews.
- Applying corporate HR policies, including capability and disciplinary procedures.
- Experience of resource allocation and monitoring.
- **Desirable** – Experience working in a local government environment.

#### **ADDITIONAL INFORMATION:**

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

#### **HEALTH & SAFETY CONSIDERATIONS:**

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Working nights
- Lone working

**DATE OF APPROVAL: MARCH 2024**

**APPROVED BY: PETE MOULTON (HEAD OF ICT)**