|  |  |
| --- | --- |
| **Role Title** | **Head of Architecture & Security** |
| **Job Family** | **Technology Services** |
| **Competency Level** | **Senior Technology Manager** |
| **Pay Scale** | **PO12** |
| **Purpose** | |
| To lead, plan, develop and deliver an expert professional Architecture and Security service that ensures the Council’s technology is secure and supports the present and future requirements of the Council, enabling high-standard services to be delivered on budget to residents, businesses and visitors. The role reports to the CIO and works closely with internal customers, stakeholders, governance boards as well as suppliers.  The scope of the role includes:   * Lead and manage architecture practice, strategy, design, development and governance * Responsible for enterprise architecture and roadmaps supporting business requirements * Lead Technical Design Authority and support other governance boards * Lead the Council’s security readiness, monitoring, protection and response * Ensure compliance and accreditation with PSN, PCI and Cyber Essentials * Support development of Council’s Data Strategy and compliance with legislative requirements * Work with solution/security architects across technical teams to ensure enterprise approach * Identify and design solutions and standards for business requirements * Provide technical and security assurance * Report on and manage technology risk * Use of performance metrics and dashboards to develop and manage service * Budgetary and spend responsibility for Architecture & Security including staff and suppliers * Recruit, develop and retain a high performing team and encourage succession planning * Excellent relationships and influence with team, colleagues and stakeholders | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, support and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Implement a risk management programme and advise on issues affecting Council service areas. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to respond promptly to critical events.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| **Job-Specific Accountabilities** |  |
| Lead and manage architecture practice, develop enterprise architecture and roadmaps | Architecture policies and processes are in place and delivered with clear governance  Reference enterprise architecture and principles, with roadmaps supporting business requirements    Partnership working is established with colleagues to help identify innovation and implement improvements.  Staff, stakeholders, councillors, and customers express high levels of satisfaction with the service.  Clear documentation including policies and standards |
| Lead Technical Design Authority and support other governance boards | Effective TDA process that is understood and followed by stakeholders  Consistent engagement and compliance by stakeholders that ensures optimal solutions that meet architecture, security, data, information and project expectations  Support other governance boards including information governance, procurement and financial. |
| Lead the Council’s security readiness, monitoring, protection and response | Ensure regular security assessment and monitoring  Report on cyber security status including detailed assessments, identification of vulnerabilities and recommendations  Develop action plans and manage implementation.  Ensure compliance and accreditation with PSN, PCI and Cyber Essentials |
| Support development of Council’s Data Strategy and platform | Work with stakeholders including Business Intelligence to identify requirements  Lead develop of options and recommendations for data platform, integrations and services that allow data catalogue, direct queries, ETL, storage, analysis and sharing. |
| Identify and design solutions and standards for business requirements | Work with solution/security architects across technical teams to ensure enterprise approach  Provide technical and security assurance  Work with stakeholders to identify options and design solutions |
| Plan and manage budgets and expenditure for Architecture & Security | Service budget and expenditure are managed to ensure efficient and effective use of resources and achievement of outcomes.  Well managed suppliers that deliver best outcomes in terms of service and outcomes. |
| Manage risk and provide assurance | Identify, report and manage Technology Services risks. Make recommendations and lead mitigation.  Review BCP and DR arrangements, making recommendations. |
| Use of performance metrics and dashboards | Set and agree SLAs, measure performance and outcomes through KPIs, and instil a culture of continuous improvement.  As required present information and plans to governance boards and stakeholders. |
| Provide effective team management, and leadership that attracts and develops a highly skilled team and resources. | Appropriate planning and resource utilisation monitoring for all operational and project related deliveries.  Clear objective settings and expectations on behaviours, effective management.  Team is organised, structured and diligent in setting time-bound objectives and successful delivery  An enabling culture within diverse teams that supports success, innovation and advancement and contributes to the success of the organisation.  Promoting the highest standards of ethics, equality, diversity and inclusion |
| Establish excellent relationships with the Extended Leadership Team, staff at all levels, peers, external bodies and all stakeholders. | Champion best practice, cyber security and technology architecture for all stakeholders across the Council  Use political judgement and astuteness in understanding and working with complex policy, and diverse interest groups.  Manage communications within and engagement of stakeholders (internal/external) |
| **Nature of Contacts**  Senior managers, directors, members and equivalent level external contacts, key stakeholders, partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.  Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions. | |
| **Procedural Context**  Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.  Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.  Occasionally the post will be expected to work from other locations  Reports to the Chief Information Officer | |
| **Key Facts and Figures**  Enable others to understand changes and developments in relevant area and learn new processes / procedures.  Responsible for ensuring contractors / providers deliver to agreed standards.  May manage project teams of both internal staff and external contractors / consultants | |

|  |
| --- |
| **Resourcing**  Delegated responsibility for project budgets  Budget Responsibilities: circa £0.5m. Consulted on £2m in Technology  Three direct reports, virtual resources across teams and suppliers |

|  |
| --- |
| **Knowledge, Skills and Experience**   * Successful track record of working in Architecture and Security environments * A track record of successfully leading, managing and developing a Technology function, with a focus on outcomes * Experience of designing HLD and overseeing LLD for architecture and systems delivering core Technology, digital and business objectives and strategies * Able to establish and document enterprise architecture and future roadmaps * Skilled in establishing governance policies, processes and principles that enable excellent architecture and security outcomes that maintain operations across the organisation * A broad understanding of technology and standards understanding across Digital, Technology, Data and Security * Able to identify solutions in the market and work with suppliers and budgets * Comfortable working with relevant frameworks and methodologies such as TOGAF, ITIL, Agile, Cyber Essentials. * Demonstrable experience of successfully applying influencing and negotiating skills, working with multiple stakeholders and gaining commitment to objectives and outcomes * Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge. * Excellent inter-personal and team working skills, and a proven ability to motivate, enthuse and drive individuals across teams * Skilled in understanding and managing risk * Ability to establish data-based evidence and process information, understands different interests and make sound decisions quickly. |
| **Indicative Qualifications**   * Degree or equivalent or vocational qualification in relevant subject or area * Evidence of Continuous Professional Development relevant to role |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |