

Job Description and Person Specification



Job Description

Job Title	Technical Architect
Grade	8
Service	ICT & Digital
Reports to	Lead Architect
Location	One Friargate, Station Square, Coventry
Job Evaluation Code	P1488D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

To provide deep technical expertise in applications and/or infrastructure architectures, supporting design of solutions, and delivery of projects in accordance with the Council's overarching ICT Strategy and Architecture vision, and in alignment with business priorities.

Main Duties & Key Accountabilities

Core Knowledge

- Lead, take ownership of, and provide expertise to the development and maintenance of the Council's ICT Applications and/or Infrastructure architectures (including contribution to the overarching ICT Strategy and Architecture vision).
- Develop and maintain key ICT policies, standards and principles.
- Using standard architecture methods, frameworks and models, maintain documented views of the current and future state of the Council's ICT Applications and/or Infrastructure architectures (including contributing to the overall Architecture Roadmap for the Council).
- Understand and interpret business goals, drivers and requirements in support of designing the future applications and infrastructure of the Council to be in alignment with business needs.
- Develop and communicate technical solutions and implementation options to meet business needs, in accordance with the overarching ICT Strategy and Architecture, that support the principles of standardising and simplifying processes and technologies.
- Deliver and document objective and independent financial appraisals, including ICT costs and benefits input to business cases.
- Support appraisal and management of the ICT portfolio of programmes and projects.
- Support management of technology resource plans (tactical and strategic) considering forecast business and technology demands. This includes infrastructure planning (e.g., data storage, server capacity) and staffing (e.g., skills, capabilities, training).
- Support continuous improvement through the review of ICT project and programme content, resourcing, risks, funding, and dependencies.
- Throughout the lifecycle of change, assess and advise on approval (or otherwise) of exceptions to agreed designs and adherence to ICT standards and policies (including impacts on costs and benefits).
- Provide deep technical advice and guidance on all aspects of the development of, and modifications to, Council information and communication systems (including but not limited to: business applications, integration, internet, reporting, data and information architecture, networking and communications, desktops, servers and other devices, storage and databases) to ensure that they take account of relevant architectures, strategies, policies, standards and practices.
- Support technical troubleshooting and problem resolution of project or operational issues.
- Liaise with third parties (including technology vendors and ICT services suppliers) and represent the Council externally.
- Bring knowledge and understanding of innovation and developments in the technology marketplace to the Council.
- Work in collaborative teams with other ICT and business staff and third parties as required.

General Duties and Responsibilities

- Maintain, demonstrate and promote a culture of customer service
- Communicate effectively, formally and informally, with colleagues, subordinates and users.
- Be accountable for actions and decisions taken
- Have responsibility for an area of work, including technical, financial and quality aspects.
- Influence organisation, users, suppliers and peers on area of own specialism.
- Develop business relationships with users.
- Understand the relationship between own specialism and wider Council objectives.
- Perform a challenging range and variety of complex technical or professional work activities.
- Advise on available standards, methods, tools and applications relevant to own specialism
- Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- Demonstrate leadership.
- Take initiative to keep skills up to date.
- Mentor more junior colleagues.
- Maintain an awareness of developments in the industry.
- Advise on scope and options for continuous operational improvement.
- Demonstrate creativity and innovation in applying solutions
- Commitment to acquiring and sharing business and technical skills and knowledge
- Demonstrate professional attitudes (e.g., customer focus, value for money)
- On occasion to work outside of core hours as service necessitates
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Suppliers & Consultants (for project delivery) Partner Organisations (for requirements capture) Other Public sector organisations	ICT Colleagues (Systems Support, Systems Developers, User Support, Networking, Data centre services, and operations support). Colleagues and Decision makers from other council area's

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	P1488D
Knowledge	
In depth understanding of relevant ICT standards	
In depth knowledge of current and emerging technologies	
In depth knowledge of the Local Authority arena	
In depth knowledge of relevant best practice toolsets and methodologies	
Good awareness of procurement rules required in Local Government	
In depth understanding of architecture processes, procedures and development	
Thorough understanding of whole ICT development life cycle	
In depth knowledge of business, applications, integration, data, technical infrastructure and telecommunications architectures	
Thorough knowledge of project management, service redesign, and business analysis	
Good knowledge of financial estimating, forecasting and management of large (£multi-million) ICT budgets	
Expert knowledge of ICT systems and services suppliers	
In depth knowledge of demand and capacity planning and management for ICT	
Skills and Abilities	
Excellent communication skills	
Excellent stakeholder management skills (e.g., interpersonal / influence / negotiate)	
Ability to build and maintain critical working relationships	
Demonstrate proactive approach to risk management	
Ability to write and review effective documents	
Ability to deliver high quality service under pressure	
Demonstrate a good level of business acumen (e.g., value for money, risk, reputation)	

Ability to breakdown large issues/projects into component parts and to work methodically with a logical and pragmatic approach
Ability to plan and deliver ICT related feasibility studies, develop business cases, and long-term investment plans
Ability to create pragmatic, innovative solutions to complex business and technology problems
Experience
Evidence of creation and maintenance of ICT architecture deliverables (e.g., conceptual designs, inventories, models, plans)
Experience of working in a customer-focused ICT organisation
Experience of delivering excellent service to a wide range of stakeholders (e.g., Elected Members, suppliers, customers)
Experience of prioritisation and management of ICT resources (e.g., staff, budgets, projects) in an environment of conflicting demands
Qualifications
Higher or Further educational qualification(s) or demonstrable equivalent experience
Evidence of commitment to continued personal development

Date Created	May 2022	Date Reviewed	November 2022
---------------------	----------	----------------------	---------------