

<b>Post Title:</b>	Enterprise Service Architect
<b>Grade:</b>	9

## **Job Description**

### **2.1. Purpose**

The Enterprise Service Architect will ensure that all services deployed on behalf of the University Group are architected and designed in accordance with the needs of the Group.

The Enterprise Service Architect will establish and oversee the ITS service portfolio. This includes responsibility for provision of services; levels of service and service quality which meet current and future business requirements; policies and practices for conformance with mandatory legislation and regulations. This will enable transparent decision making, leading to justification for investment, with an appropriate balance between stakeholder benefits, opportunities, costs, and risks. The role will control change to the service portfolio. It will own the Service Design and Transition methodology and associated frameworks to support new service launches and major/significant change to functional and non-functional requirements of existing services.

As the Enterprise Service Architect, your role will drive the definition of service strategy in collaboration with the IT Executive Team, other Enterprise Architects, Service Owners, Service Delivery Managers and Partners.

The Enterprise Service Architect will be responsible for establishing governance controls over the ITS service portfolio, service catalogue, configuration management system schema and the supplier contracts database. Direct alignment with Enterprise Architects will ensure alignment of product roadmaps and technology strategies and maximise the utilisation of ITS assets and capabilities. Growth of the organisation will be enabled by providing an understanding of service interoperability.

As the owner of Service Design and Transition you will ensure effective implementation of change to the service portfolio in conformance with ITS Service Management and Security policies, service model design principles. This will be managed throughout the lifecycle, from cradle to grave.

The post will line manage and oversee the day to day working of the Service Architecture Team. They will be responsible for ensuring that business systems will be sufficiently secure, robust, scalable, disaster proof, available and flexible to meet the global needs of a dynamic, modern University Group.

## 2.2. Main Duties and Responsibilities

1. Sets policies, standards and guidelines for how the Group conducts enterprise service architecture strategy development and planning. Leads and manages the creation or review of an enterprise service architecture strategy which meets the requirements of the Group. Develops, communicates, implements and reviews the processes which ensure that the strategic management of enterprise service architecture is embedded in the management and operational plans of the Group.
2. Through awareness of the global needs of the organisation, works with both IT leadership team and key stakeholders to promote the benefits that a common approach to information and communications technology deployment will bring to the Group as a whole. Coordinates the promotion, acquisition, development, and implementation of information systems and services in close liaison with those responsible for management and strategy.
3. Provides organisational leadership and guidelines to promote the development and exploitation of specialist knowledge pertaining to service architecture and design within the Group.
4. Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services. Influences senior level customers and project teams through change management initiatives, ensuring that IT services are managed to provide agreed levels of service and data integrity. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of systems and services.
5. Recognises potential strategic application of information technology capabilities. Initiates and manages investigation and development of innovative methods, practices and technology, to the benefit of the Group. Plays an active and dynamic role in improving the interface between all interested parties, facilitating knowledge flow to enable sharing and development of creative ideas.
6. Contributes to the creation and review of a systems capability strategy which meets the strategic requirements of the Group. Develops models and plans to drive forward the strategy, taking advantage of opportunities to improve business performance. Takes responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems and services.
7. Owns the service continuity planning process and leads the implementation of resulting plans. Coordinates the identification by specialists across the Group of information and communication systems which support the critical business processes. Assesses the risks to the availability, integrity, and confidentiality of those systems. Evaluates the critical risks associated with these systems and identifies priority areas for improvement. Coordinates the planning, designing, testing of maintenance procedures and contingency plans to address exposure to risk and ensure that agreed levels of continuity are maintained.

8. Leads the development of architectures for complex systems, ensuring consistency with specified requirements agreed with both external, and internal customers. Takes full responsibility for the balance between functional, service quality and systems management requirements. Establishes policy and strategy for the selection of service architecture components, and co-ordinates design activities, promoting the discipline to ensure consistency. Ensures that appropriate standards (corporate, industry, national and international) are adhered to. Within a business change programme, manages the target design, policies and standards, working proactively to maintain a stable, viable architecture and ensure consistency of design across projects within the programme.
9. Sets direction and leads in the introduction and use of techniques, methodologies and tools, to match overall business requirements (both current and future), ensuring consistency across the Group.
10. Sets policy and develops strategies, plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of service and component availability. Develops and implements new availability techniques and methods.
11. Sets strategies for service delivery that support the strategic needs of the Group. Authorises allocation of resources for monitoring service delivery arrangements. Provides leadership within the Group on the identification of future service management trends (e.g. technical, market, industrial, socioeconomic, legislative). Develops relationships with customers at the highest level to identify potential areas of interest for future development. Maintains an overview of the contribution of service delivery arrangements to organisational success.
12. Owns the service transition process, develops the Group's approach and defines the acceptance criteria for service transition. Promotes and monitors project quality outputs to ensure they are fit for purpose and fit for use within operational service. Actively engages with technical design and product managers to promote awareness and compliance with service transition quality plans and processes. Agrees the service acceptance criteria with product managers.
13. Manages the Group's configuration management system and champions the business value and company policies for secure configuration management. Ensures that processes are in place for consistent classification and management of CIs, and for verification and audit of configuration records. Contributes strongly to the business service knowledge management system. Manages the research and development of tools, processes and techniques.
14. Promotes the continuing economic and effective provision of services, ensuring that all changes to assets and services are appropriately and accurately controlled and recorded. Provides information and advice on issues such as maintenance of hardware assets, licensing of software, protection of intellectual property, and legal obligations. Promotes awareness of and commitment to asset control. Initiates assessment of consequences and

risks arising from decisions to obtain, change or continue the possession or use of an asset, system or service.

15. Sets the Group's policy for the management of change in live services and test environments. Ensures effective control and treatment of risk to the availability, performance, security and compliance of the business services impacted.
16. Sets the release policy for the organisation in the context of both development and production/operations. Ensures that management processes, tools, techniques and personnel are in place to ensure that the transition of services, service components and packages are planned and compliant. Ensures that test and validation and configuration management are partnered in all release and deployment activities. Provides authorisation for critical release activity and point of escalation.
17. Develops policy and strategies to ensure all the performance measures of IT services meet the needs of the Group and perform to any service requirements or service level agreements which may be in place. Carries out forecasts on capacity over the Group's planning or budgeting cycle. Ensures that the policies and standards for capacity management are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity and demand issues.
18. Manages individuals and groups to create high performing and motivated teams. Coaches staff members within IT as required.
19. Determines the required outcomes for learning or development, from organisational development needs training strategies, and agreed career pathways. Mentors assigned practitioners, ensuring alignment with predetermined statements of required development outcomes. Assists each practitioner with the creation of development plans based on the outcome statements. Ensures that each practitioner records evidence of continuing professional development. Validates practitioners' records at the end of each cycle of planned development, to ensure that achievements and enhanced capabilities are correctly recorded and referenced to the outcome statements. May contribute to practitioners' performance appraisals.
20. Influences policy and procedures covering the selection of suppliers, tendering, procurement and benchmarking. Identifies external partners, engaging with professionals in other related disciplines as appropriate. Ensures that terms and conditions are aligned with current legislation and policy. Measures the perception about how services are delivered, assessing the performance of the supplier, their experience of own organisation's performance, and effectiveness across the supply chain.
21. Manages suppliers to meet key performance indicators and agreed targets. Manages implementation of supplier service improvement actions. Use suppliers' expertise to support and inform development roadmaps. Manages operational relationships between suppliers. Ensures potential disputes or conflicts are raised at an early stage, with clear escalation paths for resolving them. Performs bench-marking and makes use of supplier

performance data to ensure that supplier performance is properly monitored and regularly reviewed. Identifies constraints and opportunities when negotiating or renegotiating contracts.

22. Acts as owner/advocate for one or more products or services, advising on standards, methods, tools, etc. Manages their lifecycles to ensure that, over time, the needs of customers are met. Liaises with customers and colleagues in other disciplines in determination of product positioning, coordination of product launch, marketing campaigns, and monitoring of product/service performance. Anticipates changes in market dynamics/models, adapts products, and creates product retirement and transitioning strategies.

Deputises for the Deputy Chief Digital Information Officer (Service Management & Security Operations) as required.

**AND** such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

### **2.3. Supervision Received**

Line management is from the Deputy Chief Digital Information Officer (Service Management & Security Operations).

### **2.4. Supervision Given**

Service Architecture Team.

### **2.5. Contacts**

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

### 3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<b><i>Education &amp; Qualifications</i></b>	<ul style="list-style-type: none"> <li>• A degree relevant to IS/IT.</li> <li>• Or full membership of an IS/IT professional body.</li> <li>• Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL Expert/Master.</li> <li>• TOGAF.</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li>• Understanding of business organisation, politics and culture.</li> <li>• Understanding global / local business differentiation.</li> <li>• Knowledge of customer behaviours, needs and expectations.</li> <li>• Digital business literacy.</li> <li>• Tracking of emerging trends.</li> </ul>	<ul style="list-style-type: none"> <li>• Broad network of business relationships.</li> <li>• Expertise in relationships, dependencies and flows of information.</li> <li>• Ability to understand related industries.</li> <li>• Higher Education experience.</li> </ul>
<b><i>Interpersonal Skills</i></b>	<ul style="list-style-type: none"> <li>• Results orientation.</li> <li>• Collaboration / teamwork.</li> <li>• Resolving conflicts and problems.</li> <li>• Adaptability.</li> <li>• Openness to learning.</li> <li>• Decisiveness.</li> <li>• Accountability.</li> <li>• Communication, listening and information gathering.</li> <li>• Creative and innovative thinking.</li> <li>• Influencing and persuading.</li> <li>• Conceptual thinking.</li> <li>• Strategic thinking.</li> <li>• Leading, inspiring and building trust.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching, delegating and developing.</li> </ul>
<b><i>Job-related Skills, Abilities &amp; Competencies</i></b>	<ul style="list-style-type: none"> <li>• Designing and guiding solution development.</li> <li>• Applying models, tools and methods.</li> <li>• Integrating solutions.</li> <li>• Understanding digital technologies.</li> <li>• Understanding existing systems and technology.</li> <li>• Designing modular architecture.</li> <li>• Service Integration And Management</li> </ul>	<ul style="list-style-type: none"> <li>• Applying lean / startup agile methods.</li> </ul>

	<p>(SIAM).</p> <ul style="list-style-type: none"> <li>• Service design &amp; architecture.</li> </ul>	
<b><i>Other Requirements</i></b>	<ul style="list-style-type: none"> <li>• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> <li>• An appreciation of other cultures; the global reach of the University and its international agenda.</li> <li>• A mature, professional and self-motivated approach to tasks.</li> <li>• Ability to represent IT Services in formal and informal settings.</li> <li>• Able to work under pressure.</li> <li>• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.</li> <li>• Health &amp; Safety Awareness.</li> </ul>	