

Director, Solution Design

Role Description:

The Director, Solution Design is responsible for leading and managing the Solution Design team. The Solution Design team is responsible for triaging, designing and costing software applications and technology solutions at the scoping stage of a project, and for solution design during a project's lifecycle. This includes delivering business solution options, ROM estimates (Rough Order of Magnitude), detailed design proposals and estimates, High Level Design (HLD) production, Low Level Design (LLD) assurance, and participating on key architecture initiatives. The Solution Design team will be a combination of direct reports and contract team members.

Duties include estimating, research, tool evaluation, documenting patterns and standards, technology evaluation and recommendation, production of financial estimates and designs prior to submission to the Technical Design Authority. The role is expected to work on multiple tasks and initiatives concurrently and be able to delegate effectively.

| | | | | | |
|-------------------------|---|--------------------|--|----------------------------|----|
| RUI: | 906 | Grade: | CUK05 | DBS check required: | No |
| Directorate: | Carnival UK Shared Services | Reports to: | VP, Technology Architecture & Engineering | | |
| Function: | Carnival UK Technology | Team: | Technology Architecture & Engineering Department | | |
| Direct reports : | Job Titles & Level <ul style="list-style-type: none"> • Senior Solutions Architect – CUK Level 06 • Solutions Architect – CUK Level 07 • Technology Graduate – CUK Level 10 | | | | |

Accountabilities:

Main activities and responsibilities

- Lead and develop a high performing Solution Design team through clear vision, coaching and support.
- Play a key part in delivery of large, complex strategic programmes that cut across different business domains and brands.
- Responsible for the Solutions Design team, which will be accountable for defining solution designs and present technical recommendations for specific business objectives and key requirements. All outputs should be aligned to strategic architecture roadmap and objectives.
- Ensure that solutions not only meet the functional objectives but also meet operational requirements such as scalability, security, extensibility, flexibility and manageability.
- Ensure the Solutions Design team gains and maintains knowledge of the business processes supported by all business applications and services.
- Ensure the Solution Design team gains and maintains knowledge of the infrastructure environment that supports the business applications and services.
- Work with Project Managers and IT team members in the preparation of CAPEX documents and solution design.
- Estimate / Coordinate the consolidation of Rough Order of Magnitude (ROM) costs, deliverables and scope for infrastructure and application activities.
- Document ROM costs, deliverables, scope, assumptions, risks and issues using PMO standard documentation and processes.
- Ensure the Solution Design team considers business application stability, data and process integrity, infrastructure stability and environment security and maintainability.
- Line management for the Solution Design team.

Technical (including systems) and/or Professional Responsibilities

- Accountability for the design and documentation of project architecture solutions.
- Engage with Enterprise Architects and other stakeholders to define and document As-Is and To-Be architecture solutions and options – across application, functional, information and infrastructure architecture.
- Oversee and assure the definition and delivery of the technical aspects of projects, to include insistence on the production of good architectural designs and documentation.

- Support the identification and analysis of enterprise business drivers in order to derive architecture principles and patterns.
- Work closely with third parties to define solution options and recommendations.
- Work closely with project managers to provide key inputs across projects – the Solution Design team will own the technical work stream and be responsible for input across a number of areas, including estimating and planning, resource planning, defining non-functional requirements, implementation approach, etc.

Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

General Responsibilities:

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

Scope:

Problem solving:

- Manages often conflicting demand on own and team's time through well-reasoned analysis of priorities and risk, and in close consultation with Portfolio Management and Technical Leadership teams.
- Intervenes on programmes and projects where the balance between scope, cost and time constraints need to be addressed – i.e. where these are off-balance relative to the "quality" expected and required.
- Identifies capability gaps, without constraint (i.e. not limited to immediate function) and works with respective parties (internal and external) to address these, applying practical experience and up-to-date business / IT context.

Impact:

- Develops and maintains trusted working relationships with business stakeholders with a view to understanding drivers and priorities for change, challenging these where appropriate with alternate approaches and solutions.
- With an understanding of future operating models (business and IT), identifies the design skills required to enable these and develops individual and team development (inc. recruitment) development plans.
- Develops and maintains a detailed understanding for how CUK business and IT systems work, their constraints, risks users, value and opportunities for development, so as to be able inform scope of change initiatives and "join the dots" across current and planned operations.

Leadership:

- As an Architecture "thought leader", provides clear direction to immediate and dependent teams for the role, function and approach of architecture and architects developing and governing solutions though-life.
- Develops design method and team's operating model in consultation with associated functions, continually improving these to deliver enhanced ways of working that address immediate and anticipated constraints (e.g. skills).
- Lead and manage the Solutions team carrying out line management responsibilities including regular 1-2-1 meetings, coaching, recruitment, development and talent management.

Demonstrable Behaviours:

Self-Mastery

- Demonstrates high self-awareness of impact of own behaviours and adjusts to suit the audience.
- Seeks feedback to learn and develop self. Acts with integrity and is authentic.

Improve & Innovate

- Embraces change and continuously looks for sustainable improvements that enhance the team, business and guest experience.

Engage & Empower

- Cultivates a culture in inclusivity and care across own and wider teams.
- Values differences in people and supports and champions personal growth.

Accountability & Commerciality

- Takes accountability and ownership of challenges, obstacles and team success.
- Appropriately manages expectations and delivers on promises.

Inspire & Achieve

- Thinks strategically, considers broader interests and direction to shape decisions.
- Inspires and energises others through skilful communications connecting purpose, vision and strategy to drive performance.

Knowledge, Experience and Qualifications::**Qualifications – essential:**

N/A

Knowledge/ Experience – essential:

- Proven experience in designing and monitoring varied architectures and delivering architectural solutions to solve business requirements and concerns.
- Line management and people management experience, including with teams based in different locations.
- Strong experience designing and delivering large and small scale change programmes as a lead solution architect.
- Proposing and estimating technology solutions.
- Strong understanding of a broad range of technologies and pragmatic architectural approaches.
- Project planning and resource management experience.
- Understanding business objectives / requirements and translating into solutions.
- Co-ordinating multiple streams of work.
- Strong Stakeholder management experience.
- Risk management exposure, including incorporating risk mitigations into solution infrastructure and architecture deliverables and artefacts.
- Experience of translation and validation of business requirements.
- Costs estimation experience, including development, test and integration costs.
- Experience in working to Agile methodologies.
- Experience providing consultancy to the business and IT team members.

Qualifications – desirable:

- Degree level qualified in Architecture, Numerical discipline or similar.
- Industry qualifications or equivalent professional training.

Knowledge/ Experience – desirable:

- Travel, hospitality, leisure or maritime industry background.

Issue Date:

Jan 20

Issued by:

Nick Whidborne

REWARD ONLY**Grade:** CUK05**RUI:** 906**Date Approved:** 31.01.2020**Initials:** LJL