# **mhs_homes_blackRole Profile: ICT Solutions Architect**

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| Who’s in my team? |
| Line Manager (role): | ICT Manager |
| Level[[1]](#footnote-1): | B |
| Team:  | ICT |
| Business area:  | Transformation & Digital Services |
| WHAT’S MY ROLE? |
| You’ll be driving innovation to make sure we optimise ICT solutions that support delivery of our customer experience vision, including increasing services and convenience. You’ll be designing or modifying solutions to solve company challenges. You’ll be deeply involved in daily work across all business units, regularly interacting with stakeholders, subject matter experts as well as listening and acting on customer feedback.As a member of ICT management, you’ll lead the applications team in the development and support of solutions, responsible for multiple projects across business applications, digital processes and ICT business change.  |
| what AM i ACCOUNTABLE FOR? |
| * Driving innovation by bringing forward new ideas and evaluating emerging technologies to provide an excellent digital experience for both customers and staff. Identifying system improvements, efficiencies, and risks to support business objectives and requirements.
* Leading collaboration with business stakeholders to understand their objectives and requirements and designing comprehensive solutions to address their specific needs and outcomes for the customer.
* Develop and deliver the roadmap for development, maintenance and support programmes of all business applications and suite of M365 products including Power Apps, Power Automate, SharePoint, Dynamics and Data Verse. Ensuring a robust testing and deployment cycle that delivers business needs.
* Providing technical and project management support to projects involving the procurement and implementation of business or management information systems
* Lead and manage the work of applications team, including development and performance management of colleagues and relationships with suppliers, challenging and escalating when necessary.
* Lead and drive a mentoring and coaching culture within the team. Demonstrate leadership by exemplifying architectural best practice. Share knowledge and skills to ensure that there are no single-points-of-failure.
* Driving robust change management controls to all work, Delivering ICT system implementations, making sure a consistent approach to project delivery is maintained including project governance.
* Ensuring all key processes for the team are documented and owned, with key metrics to measure outcomes and successes. Establish and embed a culture of continuous service improvement.
* Overall knowledge of all business applications in use within mhs homes and how they interface and interact with each other, ensuring suitable integration of new technologies with existing systems.
* Developing and maintaining a model of mhs homes current and future Application Architecture
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| what will i bring to the role?  |
| What’s essential:* Collaborative, with a solution and value-creation focus.
* Innovative, creative, and passionate about what you do.
* A strong attention to detail when needed.
* An interest in new and developing technologies and will always put performance, reliability, cost, operation, and security at the heart of the solution architecture and understand the need to balance technical aspirations with deliverability.
* A good coach of technical staff, with the ability to motivate, and bring out the best in others.
* Understanding of process optimisation and deployment and experience of applying change management processes in an ICT environment
* Proven track record of delivering a range of complex ICT solution projects to deadlines whilst always assuring quality and accuracy.
* Experience of supporting and maintaining integrated applications with excellent working understanding of CRMs, data systems, interfaces and digital technologies including Microsoft 365 applications
* The ability to work effectively with colleagues across the business, and with external stakeholders. To organising and coordinate the work to be delivered either as part of BAU or as part of a project delivery team.
* Technical expertise and guidance to the applications team, helping them implement the solution effectively and troubleshoot any issues.
* Ability to set and meet targets and manage performance and personal motivation
* Someone who “gets things done”: willingness and ability to be hands-on with detailed business requirements with the ability to manage time and prioritise tasks.
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| What’s desirable:* Solution architecture and analysis skills, conversant with Agile and Waterfall project methodology and process development.
* Experience of working with or applying ITIL
* Experience supporting housing-related ICT applications and users
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| **BUDGETARY RESPONSIBILITIES:** |
| Headcount: | Business Applications Analysts (3 FTE)Digital Service Developer (1 FTE) |
| Financial (operational / capital): | Not applicable |
| Other, if applicable:  | Not applicable |
| **QUALIFICATIONS:** |
| Project Management qualification or relative experienceSuccessful completion of management or leadership training would be advantageous.Holding a solution architecture or another relevant accreditation would be useful however is not essential. |

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1. Please refer to the Leadership Behaviour Framework for this level [↑](#footnote-ref-1)