CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

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| **DEPARTMENT: Corporate Resources** | **SERVICE GROUP: IT Services** |
| **POST TITLE: Senior ISP Solutions Architect** | **REPORTS TO: Solutions Architect Manager** |
| **GRADE: PO4** | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

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| **Key Purpose of Post:** |
| Working in IT Services in the Enterprise Architecture and System Services team to design and develop appropriate solution designs, based on customer requirements. Producing documentation ranging from standard to complex high level and low level designs for IT Services and supporting the PMO and project teams to deliver solutions for our customers. In addition, the Senior ISP will coordinate team activity and ensure successful team performance.  Ensure solutions adhere to architectural principles and applicable best practices. Design and develop innovative solutions to solve business problems and identify opportunities to drive efficiencies across the Council.  Deliver excellent customer service. |
| **Main Responsibilities of Post:** |
| Will on a day to day basis be responsible for coordinating team activities to ensure actions are successfully delivered. |

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| Will be responsible for monitoring and reporting on team performance and will refer complex line management issues to the service manager  Will be responsible for coordinating and producing Solution Design Authority response documents, ranging from standard to complex, including those that require phased or extended solution designs.  Where identified, will be responsible for, implementing, improving, maintaining and monitoring controls and governance in place for all solution design documents.  Where identified, will be responsible for the full delivery of solution designs, software governance approvals, and supporting IT Services to meet and/or exceed agreed service levels and Operational Services Levels (OLA).  To participate in the continuous development and enhancement of the service, and ensure that customer care and service excellence are established as core values and this is promoted in the team.  Follow service management processes to ensure consistency and effectiveness of the service and contribute to continuous process improvement.  Use agreed IT service management tools to accurately capture data relating to ITIL processes. Ensure service related documentation is accurate and relevant.  Collaborate with colleagues to identify and investigate potential solutions in systems and services throughout the organisation. Assist with making sure that current solutions are utilised and minimizing the cost impact to the authority with solutions to customer challenges.  Maintain an understanding of advances in the relevant technology environment and be able to deliver expert advice while looking at ways that new technology can be implemented to deliver service improvements.  As and when required, supervise specialist external technical consultancy.  Develop and maintain collaborative working relationships with all colleagues and with end users. Provide specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve service delivery.  Manage the access to highly confidential, personal, financial, political and commercially sensitive information; to ensure compliance with appropriate legislation e.g. DPA, FOI, Child Protection Act, etc, the unauthorised disclosure of which would prejudice the interests of the Council.  Ensure team and end user compliance with appropriate policies, procedures and guidelines.  Responsible for assets, equipment and materials within the ICT service undertaking.  To carry out any other duties as required, which are reasonable in terms of the nature and level of the post and to deputise for the appropriate service manager as required.  Deputise for the line manager as required. |

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| **Structure:**    Operations \*1 | |
| **Special Knowledge Requirement: Essential for shortlisting.** | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column** | |
|  | **Essential** |
| Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview’s   1. can express themselves fluently and spontaneously , almost effortlessly 2. Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |
| Able to coordinate a team to ensure the successful deliver of activities. | X |
| Able to resolve issues with senior customers internal and external to the organisation. | X |
| Apply in-depth knowledge and understanding of appropriate technologies. (i.e. NetApp, Cisco ACS & UCS, Mitel, pSeries, Citrix, VMware, Microsoft) | X |
| Apply In-depth knowledge of solutioning with appropriate technologies.  (i.e. NetApp, Cisco ACS & UCS, Mitel, pSeries, Citrix, VMware, Microsoft) | X |
| Knowledge of the ITIL framework and the ability to work within it. | X |
| Able to successfully deliver appropriate end user and IT infrastructure support. |  |
| Able to use IT service management tools to accurately capture data relating to ITIL processes. |  |
| Able to develop and maintain collaborative working relationships with  all colleagues and end users. |  |
| Able to collaborate with colleagues to identify and investigate problems  in systems and services throughout the organisation, assisting in the implementation of remedies and preventative measures. |  |
| Able to deliver excellent customer service. |  |

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| **Relevant experience requirement: Essential for shortlisting** |
| Relevant experience working in an IT service relevant to the role AND educated to degree level.. |
| OR |
| Sufficient further experience of working in an IT service environment using additional skills identified at Level 1 for the skill set(s) relevant to the role. |
| **Relevant professional qualifications requirement: Essential for shortlisting** |
| N/A |
| **Core Employee competencies at manager level to be used at the interview stage.** |
| **Carries Out Performance Management** – covers the employees capacity to manage  their workload and carry out a number of specific tasks accurately to a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and  handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning  and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem  solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people  face. |

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| **Management Competencies: to be used at the interview stage.** |
| **Operates with Strategic Awareness** Our managers work with corporate priorities and  policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations  through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams  & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that  outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and |

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| teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. | | |
| **Working Conditions:** | | |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | |
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| **Special Conditions:** | | |
| Will be required to work occasional out of hours and respond to emergency situations as & when required depending on the nature of work activities undertaken by the team. | | |
| **Compiled by:**  Reformatted April 2019  **Date:12/4/19** | **Grade Assessment Date:** | **Post Grade: PO4** |