

Role Profile

Role Title:	Head of Business Solutions
Department:	Technology & Transformation
Role Purpose:	To create and deliver business value in the form of technical solutions that support critical capabilities and processes across the organisation, including the leadership of delivery teams who define and deliver new solutions to our business and tenants.
Reporting to:	Director of Technology and Transformation
Responsible for:	Applications Manager, Cloud Solutions Manager, NEC Lead, System Integration and Test Engineers
Checks:	Basic DBS, plus Social Media Check
Role Level:	Operational Leader

Key Role Responsibilities	<ul style="list-style-type: none"> • Lead, motivate and manage a high-performing teams. • Develop technology and application models and plans which are aligned to driving corporate strategy and improving organisational performance; ensuring the buy-in of all key stakeholders. • Create high-level and low-level application and integration solution designs. • Contribute to design and review of systems capability strategy, ensuring alignment with organisational needs. • Ensure that solutions teams design and delivery clear delivery roadmaps aligned with current and future organisational needs. • Capture market and environmental trends; developing and presenting business cases for high-level initiatives / alternative strategies. • Set and enforce policies for compliance between business and technology strategies, and transformation activities. • Lead ongoing Cloud Migration journey, including architecture planning and documentation, as well as ensuring migration is planned and delivered in alignment with approved roadmaps and plans. • Ensure all new technologies and solutions have documented designs and passed through relevant assurances such as TAG. • Embed and enforce IT Governance framework, ensuring new solutions are assessed against this. • Manage budget for Business Solutions, including consultancy costs. • Collaborate with Cyber Security team to ensure secure solution designs and architecture.
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	<ul style="list-style-type: none"> • Collaborate with Head of IT Operations to ensure smooth service transition of solutions to BAU. • Manage and develop a test function, ensuring all relevant changes have test plans • Ensure adequate resourcing for projects and changes with Head of Projects. • Deliver application rationalization strategy to maximize technology value. • Proactively deliver IT solutions to drive value and satisfaction. • Ensure Business Continuity and Disaster Recovery procedures are sufficient. • Manage major incidents to effective resolution and conduct root cause analysis. • Ensure incidents, changes, and service requests are closed within SLA. • Develop, implement, and monitor IT service delivery policies and processes. • Develop technical skills within teams and provide suitable training. • Contribute to the IT strategy and continuous improvement plan; identifying opportunities for and leading realisation of organisational improvement through technological advances and best practice • Proactively identify and manage IT-related risks. • Develop, implement and enforce IT policies, procedures, and controls. • Manage supplier contracts for key business systems.
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Education, Qualifications & Training	<ul style="list-style-type: none"> • Educated to degree level in relevant field, or equivalent technical level of expertise demonstrated through significant work experience. • Achieved industry recognised computing qualifications, including TOGAF, Azure Certification and Microsoft Office 365 Certification.
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of leading high-performing IT teams/departments in architecture, solutions development, and applications support. • Experience of IT strategy design and leading strategy delivery. • Ability to translate business objectives/needs into technical vision, system/IT requirements and deliverable plans. • Experience of IT risk identification and management. • Proven experience of successfully managing contracts and suppliers. • Experience of budget management. • Experience of cloud migration (Azure).
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Strong leadership and line-management abilities. • Excellent interpersonal and stakeholder management skills. • Ability to work supportively and collaboratively with colleagues across Technology & transformation as well as the wider business.

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| | <ul style="list-style-type: none">• Ability to effectively coordinate and manage major incident responses.• Ability to work under pressure and maintain customer service ethic.• Ability to be creative.• Ability to formulate effective and appropriate recommendations based on sound technical knowledge.• Ability to confidently challenge deadlines, priorities and suggest alternative ways of achieving targets.• Meticulous documentation skills used for service descriptions and in service/asset management tooling and knowledge bases.• Excellent written and oral communication skills.• Customer focused – always assessing the impact and urgency for customers as the priority.• Able to develop the skills and competencies of others. |
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