



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	Enterprise Architecture Manager ICTS017700		
GRADE:	G13	SERVICE AREA:	ICT – Enterprise Architecture
JOB CODE:	RT6ENTEG13		
REPORTS TO:	Head of ICT	LOCATION:	3rd Floor Civic Centre
SPECIAL CONDITIONS:	<p>Working outside of normal office hours may be required periodically. Travel to external meetings and/or supplier locations may be required.</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.</p>		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential.

As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves.
- Embrace change and strive for improvement continuously.
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality.
- Challenge the status quo, enable and empower, act with integrity.
- Together, they will deliver services that the people of Walsall will be proud of.

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they can live as independently as possible. The post holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service

delivery and community involvement. The post holder will support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Council's Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- Working closely with key service areas leads and ICT staff, the post holder will be responsible for the design, development and delivery of ICT enterprise architecture enabling digital transformation in line with the council's ICT (and Digital) Strategy whilst ensuring the security and integrity of all Council information held in electronic systems.
- Develop and lead the ICT Enterprise Architecture service comprising of a team of professional and technical resources to ensure successful delivery of business benefits through the adoption of best practice and standard approaches for ICT Enterprise Architecture.
- Develop and lead the Business Partnering service to ensure the enterprise architecture is aligned to the organisations goals and aspirations and the organisation is fully aware of the ICT Strategy.
- This post will work closely with the Information Governance Manager and the Resilience Team (Emergency Planning) to ensure that the ICT Security policy is fit for purpose and aligns to the corporate business continuity planning process.
- To control all changes to the defined enterprise architecture standards and protocols and undertake periodic audits to identify any non-compliance areas of the business and work with them to implement recovery or rectification plans.
- Be a significant contributor to the leadership and management of the ICT Service and ICT Strategy, taking ownership of the revision and update of the ICT Strategy and ICT Security Policy.
- To be accountable for the design and development of the Council's ICT enterprise architecture to meet the current and future needs of the Council.
- To be accountable for establishing and maintaining the integrity of the overall Walsall ICT enterprise architecture and preventing technical/ logical conflict between development activities, acting as the Council's ICT Technical Design Authority.
- To be accountable for the design of solutions to protect the security and integrity of all Council information held in electronic systems.
- To share knowledge within ICT of external strategic developments (in public and private sector) and ensure that this is reflected in strategy and development activities.
- To be a key contributor to the development of a Digital Strategy and its relationship with the council's Corporate Plan, vision and priorities.
- To provide coaching / guidance to staff with information, data, application, infrastructure and security responsibilities and oversee their work.
- Ensure close working with ICT Programme Management Office, Technical and Customer Services to successfully achieve target ICT architectures and appropriate security and integrity of all electronic information.

- To be a key contributor to the management of ICT service risk and support a culture of acting on lessons learned with continual service improvement.
- To act as the key contact for ICT audits, liaising with the Audit Team to scope and facilitate audits and to develop an action plan to address any remediation.
- To deputise for the Head of Service responsible for ICT and be a senior representative for the Council at external ICT events or initiatives.
- Manage complex procurement processes to deliver appropriate and affordable architecture solutions and subsequently the management of contracts and suppliers integral to the delivery of new solutions.
- Responsible for the management and monitoring of Council financial resources including staffing and consultancy budgets.
- Forecast and plan ICT technology capital and revenue expenditure.

3. Role specific duties and accountabilities: please refer to role of the manager detail or advice & guidance document

Horizon Scanning

- Identifying and creating solutions to solve issues and risks within functional area – escalating these to the Head of ICT and recommending solutions where required.
- Ensuring the enterprise architecture and ICT Strategy embrace and exploit new and emerging technologies.

Leading People

- Work closely and in partnership with colleagues across the ICT Architecture function and the Senior Leadership Team.
- Serve as a single point of contact for all ICT Architecture-related questions and issues.
- Possess an ability to influence the organization and partners, and to push back where necessary.
- Provide thought leadership to partners and stakeholders in determining which ICT Architecture solutions will enable the Council to achieve defined business goals.

Managing Resources

- Prioritising and allocating resources by focusing on the balance of business objectives and business workflow, business requirements and processes identified by the product areas, their teams and managers.
- Manage a number of specialist, multi-disciplined employees in accordance with good management practice and human resource policies and procedures including but not limited to:
 - Provide supervision, consultation and support to staff in the section, in line with council personnel policies and procedures.
 - Undertake regular Employee Performance Reviews with staff, to set and monitor individual targets and identify and respond to their personal development and training needs.
 - Hold regular team meetings and seek opportunities to promote teamwork.

- Comply with and assist in implementing the council's health and safety policy, standards and procedures.
 - Effectively manage resources within the team, deploy human resources, plan activities, and meet deadlines to achieve the purpose of the job.
 - Recruitment, selection, training and development of staff.
 - Applying the council's disciplinary and absence management procedures.
 - Identify gaps in team knowledge and skills and plan appropriate remedial activities.
- Manage third party suppliers engaged in the delivery of enterprise architecture and security services.
 - Forecast, plan and manage the efficient allocation and spend of Council financial resources including staffing and consultancy budgets.
 - Forecast and plan capital and revenue expenditure for a rolling 5-year ICT technology roadmap.
 - Project manage the build-out/delivery, which includes regular follow-up to make sure tasks are implemented per the agreed schedule and work with the team if issues are identified to resolve them.
 - Manage the development of reports to Cabinet, Council, Corporate Management Team and Senior Stakeholders, requiring interpretation of a wide variety of complex information from a wide variety of sources. Occasional attendance at council Committee meetings may be required.

Managing Performance

- Evaluating the ICT department as a component of the council as a whole and then developing strategies within the ICT Architecture function, which will help the ICT department better align itself with the company's overall financial and corporate strategy.
- Reviewing the work done by the ICT Architecture function and ensuring that it aligns with approved architectural standards and patterns and confirms with the Council's policies and processes.

Managing Self

- Honing the ability to project manage and people manage, whilst ensuring a timely delivery of services.
- To develop a broad understanding of the Council's aims and objectives, together with an in depth understanding of how these aims and objectives impact on the postholder's duties and responsibilities.
- Keep abreast of latest technology developments and the ability to assess and propose new changes to ICT strategies to encompass new technologies and ICT environments.
- Status reporting throughout the project with appropriate Stakeholders, including meetings as needed to provide a forum for issue/risk identification and remediation, and to progress decisions needed throughout the engagement.
- Constantly brainstorming for new and innovative ideas to improve the ICT Architecture function within the council.

4. Key Stakeholders and reporting lines:

Reports to: Head of ICT

Responsible over: Domain Architect (Microsoft and Infrastructure), Domain Architect (Digital Systems and Information), Applications Support and Development Architect, Business Partners

Stakeholders: Customers within the Council, third party suppliers, Elected Members, Senior Leadership Team



JOB TITLE Enterprise Architecture Manager		GRADE G13
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview= I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Able to demonstrate authentic leadership and evidence successful results in innovation and staff development, with ability to inspire and motivate.	A/I	3
Able to communicate innovative technological solutions effectively to a wide range of stakeholders.	A/I	3
Able to process large quantities of data and information to build integrated and robust business cases.	A/I	3

Able to work with integrity and commitment to deliver the best outcomes for the residents and businesses of Walsall.	A/I	3
Able to identify, evaluate and manage operational and strategic risk.	A/I	3
Able to demonstrate a strong focus on equality, diversity and respect in their leadership role.	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required) if any.		
<p>Substantial strategic, practical and procedural knowledge of ICT Information, Data, Application and Infrastructure architecture</p> <p>ICT Information, data, application and infrastructure scope including, but not limited to:</p> <ul style="list-style-type: none"> • Microsoft Technology (e.g. Exchange Email, Exchange Online, Azure Cloud, Office 2016, Office 365 suite, Dynamics CRM, Active Directory) • Cyber Security (e.g. Secure Email, Perimeter Access Security Firewall and Proxy, Anti-Virus, Cloud Security Principles) 	A/I	3
<p>A good and broad strategic, practical and procedural knowledge of ICT Information, Data, Application and Infrastructure architecture</p> <p>ICT Information, data, application and infrastructure scope including, but not limited to:</p> <ul style="list-style-type: none"> • Digital Systems and Information (e.g. ERP Systems, CRM Systems, Website Systems and Content Management, Systems Development Tools, Geographic Information Systems (GIS), Management Information and Reporting tools) • Infrastructure Technology (e.g. Servers, Storage Area Network, Data Backup Systems, Virtualisation, Mobile Device Management, Office Printing, Oracle RDMBS, Microsoft SQL Server, Microsoft Access) • Desktop Technology (e.g. Traditional and Thin Client, Unified Communications) • Network Technology (LAN, WAN, Wireless, Telephony Mobile/Fixed, Telephony Network IP and PSTN, Contact Centre System) 	A/I	3
<p>Substantial strategic, practical and procedural knowledge of each of the following ICT Security disciplines:</p> <ul style="list-style-type: none"> a) ICT Security Policy, Technology and Local Government compliance (e.g. PSN, PCI) b) ICT Business Continuity / Disaster Recovery Design, Planning Implementation and Testing 	A/I	3
A good and broad strategic, practical and procedural knowledge of each of the following Service Management disciplines:	A/I	2

a) ITIL Service Delivery and Service Support b) Software licensing models (e.g. Microsoft) c) Financial and supplier management d) Project Management and service transition (e.g. Prince2)			
Substantial experience in the leadership of a technology focused Enterprise Architecture and Security service, comprising of multidisciplinary technical and professional resource.		A/I	3
Substantial experience and successful track record of ICT Information, Data, Application and Infrastructure architecture design and processes, within a TOGAF 9 or similar framework in a public or private sector organisation.		A/I	3
Substantial practical experience with information security management framework (e.g. ISO 17799), processes and policies.		A/I	3
Substantial experience of innovation, strategy development and execution.		A/I	3
Substantial experience of communicating and inspiring confidence at a senior level with technical and non-technical audiences.		A/I	3
Good and broad experience of commissioning and managing third party suppliers to deliver business outcomes to time, cost and quality.		A/I	2
Good and broad experience of ITIL service management and PRINCE2 project and programme management in a large organisation.		A/I	2
Qualification:			
Have attained a relevant degree or equivalent qualification or proven equivalent knowledge gained through significant professional experience.		A/I	2
A current TOGAF 9 certification preferred or equivalent experience of good practice in architecture frameworks.		A/I	2
Certifications in any of the following are highly desirable: Microsoft Technology Associate (MTA), Microsoft Certified Solutions Associate (MCSA), Microsoft Certified IT Professional (MCITP), Microsoft Certified Solutions Expert (MCSE), Cisco Certified Design Associate (CCDA), Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), Certified Information Systems Security Professional (CISSP)		A/I	1
ITIL Service Management qualified to at a least foundation level or proven equivalent knowledge gained through professional experience.		A/I	2
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity.		I	2
Awareness of, and commitment to, confidentiality and handling data.		I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.		I	3
Prepared by:	Michael Powell / Carol Williams	Date: 15/07/2020	
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