BRITISH TRANSPORT POLICE

Job Description

A: Post Details

Job Title: Digital Workplace Architect	Grade: TBC
Department: Technology	Division:
Reports to: Digital Workplace Manager	Contract Type:
Level of Vetting:	Numbers in Post: 3

B: Purpose of the Post

The Digital Workplace Architect plays a key role in delivering the technical architecture designs and testing plans to realise the Vision and Strategy of the Digital Workplace function within BTP. The role supports and delivers the formal requirements associated with End User Computing and Microsoft 365 service architecture, service design, service management and configuration management responsibilities. In addition, the role works on inputting into the Digital Workplace Strategy and contributing to its ongoing transformation and roadmap preparedness, and to mitigate and manage the associated risks in regard to our IT assets and services, and to drive cost efficiencies and mobility. Resilience of our End User Computing estate and our Microsoft365 tenant and services is critical to operational efficiency and underpins core technology services for BTP, thus necessitating robust and resilient architectural designs and implementations.

Digital Workplace looks to provide technologies and technical solutions with the primary objectives of boosting productivity, collaboration, communication, connectivity and mobility. Digital Workplace consists of three teams, End User Computing, Digital Productivity Platforms (backend Microsoft365) and Digital Productivity Services (Frontend Microsoft365). Reporting into a Digital Workplace Manager, the role will be assigned to one of the three primary teams of technical specialists but is expected to cover and be an architectural resource for other teams within Digital Workplace, when necessary, and pick up the required technical skillsets within each technical area.

The purpose of this role is to act as the design subject matter expert, providing expert advice within current and previously acquired technical specialisms and advising and guiding more junior members of the team and department. This role will lead on the design, development and implementation of Digital Workplace solutions and serve as a Digital Workplace architect subject matter expert for other departmental and organisational projects. The role supports BTP business objectives and policing strategy through the design, development and delivery of End User Computing technology and Microsoft365 platforms, solutions and services.

The role will be responsible for producing detailed, robust architectural designs, design policies and strategies, high and low level designs, testing plans and documentation for all Digital Workplace solutions, to support business requirements and the Digital Workplace strategy. This includes the maintenance and upkeep of these designs and documentation, and leading on the solution transition into support, devising relevant workshops, training and procedure manuals.

In addition, stakeholder management, collaboration and engagement with cross-functional teams is associated with the role, as is external engagement across wider forces and industry seeking best-practices and shared collaborative learning around Digital Workplace.

C: Dimensions of the Post

Financial – Direct or Non-Direct
Direct:
- **None**

Non-Direct:
- **Responsible for providing best value advice and recommendations to support the selection and procurement services and products.**

Staff Responsibilities – Direct or Non-Direct
Direct:
- **None**

Non-Direct:
- **Mentoring junior members of the Digital Workplace teams and stepping in when required for management meetings or team cover.**
- **Supervising the work of 3rd party specialists assigned to particular support contracts or projects.**

D: Principal Accountabilities

- **Service Strategy & Design – Deliver the architectural designs and associated documentation to realise the product and service strategy for the Digital Workplace portfolio, aligned to the associated business objectives and associated accreditation requirements. To ensure that the relevant service design and architectural requirements are designed and implemented correctly, ensuring that our platforms, processes and procedures are safe, secure and robustly aligned to the associated business requirements. Responsible for designing and implementing secure and reliable technologies and technical solutions with the primary objectives of boosting productivity, collaboration, communication, connectivity and mobility, and that meet current and future needs.**

- **Incident and Problem Management – Responsible for 4th line incident and problem management in relation to Digital Workplace problems, incidents and breaches, where issues are escalated by the Digital Workplace team. To technically lead on ensuring an appropriate and robust resolution to applicable incidents and problems, when root cause analysis finds a global setting or configuration design issue.**

- **Technical Subject Matter Expert – To act and engage as the Architectural Subject Matter Expert (SME) on Digital Workplace, both within the department, wider function and overall organisation as required. As Architectural SME work closely with other specialist areas to build effective and creditable relationships to understand their Digital Workplace requirements, responsibilities and risks for example Cyber Security and Information Security. Technical responsibility for ensuring robust and resilient solutions so that the Force is enabled to work anywhere/anytime across our offices and to enable robust homeworking for employees aligned to the future smarter working strategy and direction.**

- **Continuous Development – Digital Workplace is fast-paced environment with rapidly changing requirements and an extensive level of technical skill upkeep and development is required. The post holder will be responsible for ensuring their technical skills is kept up to date and highly relevant, and undertaking knowledge transfer sessions with members of the Digital Workplace Team and the department. The post holder will need to take an agile approach to implementation to ensure rapid delivery and maximum value realisation.**

- **Governance - The role is accountable to ensure that relevant industry frameworks and design principles (e.g. NEP) are adhered to, contributing towards safe, secure and reliable Digital Workplace solutions and services. The post holder is responsible for ensuring best practice guidelines are captured, understood and implemented and where deviations need to occur, the rationale is fully documented.**

- **Emerging Technology monitoring – The role is responsible for the identification of new and emerging hardware, software and digital workplace technologies and products, services, methods and techniques and the assessment of their relevance and potential value as business enablers, improvements in cost/performance or sustainability. The promotion of emerging technology awareness among staff and business management.**

E: Decision Making

- Decisions taken may be broadly guided by legal advice, as well as existing policies, the post holder is required to apply their knowledge, experience and judgment to devise pragmatic solutions to meet business and technical objectives, which facilitate progress.
- The post holder will be expected to address and resolve technical problems, and to use their relevant experience and knowledge of emerging digital workplace technologies alongside their associated technical skills to identify, recommend and design solutions.
- The post holder will be given a general direction from the Digital Workplace Manager; however, they are required to apply a degree of judgement and autonomy in the role, and to make appropriate recommendations to the Head of Digital Workplace as relevant.
- The post holder will face new and challenging situations where a calm and controlled approach must be applied to the associated the problem and an appropriate solution found.

F: Contact with Others

Internal
- **Technology / Information Management / Digital Policing / Professional Standards / Cyber Crime Unit. Act as a bridge between technical teams on Digital Workplace matters. Manage stakeholders; raise any gaps in existing/new solutions and make recommendations of how to be secure by design to minimize business risk.**
- **Working closely with Information Management/Information Security, Professional Standards and the Cyber Crime Unit on a constant basis to build up the appropriate levels of engagement, ensuring the sharing and cross-fertilisation of relevant information and learning.**
- **Work closely with Technology infrastructure, networking, project and support teams to ensure robust solutions are effectively implemented and delivered, documented and service transitioned over to support.**
External
- **Contact with counterparts within Home Office Forces and rail organisations as well as PDS and support delivery partners to establish peer groups within the community.**
- **Core IT suppliers (for development, testing and service handover and transition purposes)**
- **Operational stakeholders and technology vendors**
- **Other third-party suppliers**

G: Essential Criteria

Qualifications and Training:

- Professionally qualified with a relevant degree/postgraduate qualification, or broad experience and proven success in a Digital Workplace development/specialist area.
Or:
- Substantial and extensive vocational experience demonstrating professional development and achievement in a series of progressively and broad work roles, backed by evidence of deep and broad subject matter knowledge across Digital Workplace development area.

Experience:

- Extensive technical third/fourth line support experience in a large organisation in relation to delivering Digital Workplace technologies/solutions.
- Strong Experience of working in teams within a complex, challenging environment setting and towards SLA's and business objectives.
- Strong Experience of delivering as part of a high performing teams, undertaking agile working practices, and contributing towards a digital delivery culture.
- Extensive experience of implementing, managing and supporting digital workplace solutions in a demanding environment.
- Extensive experience of implementing, managing and/or administrating Microsoft 365.
- Experience working with run critical national infrastructure either within the Public or Private Sector

including 24x7x365 operational SLA's and criticality.

• Good experience of Azure, Office 365 and automation tools and the maintenance of detailed application and tenant knowledge to provide support and configuration, as appropriate.

• The use of agile methodologies to maintain a strong focus on delivery priorities and swiftly responding to changing requirements.

Skills:

• **Autonomy - Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in ensuring milestone are achieved.**

• **Influence - Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget.**

• **Complexity - Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. Contributes to the formulation of the Digital Workplace strategy and is responsible for delivering Digital Workplace roadmaps. Creatively applies a wide range of technical and/or business principles.**

• **Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement.**

• **Communication - Exceptional communication and collaboration skills with proven success to influence, inspire and support a diverse Tech community.**

Knowledge:

• Extensive knowledge of the M365 platform, configuration and associated services, relevant to Digital Workplace.

• Extensive knowledge of core digital workplace technologies together with an understanding of the key technology providers

• Extensive knowledge of emerging technologies and their applicability to the force

• Extensive evidence of maintaining subject matter knowledge and skills development.

• Strong knowledge of industry best-practice frameworks including ITIL, and its implementation inside a similar sized organisation.

Desirable criteria:

Strong experience of incident resolution, requests, changes and problem-solving activities delivered to agreed SLAs.

H Additional Information

• Flexible to travel across the UK as required
• Role may require regular on-site working

For Panel to complete only:

Line Manager Approval: (this is only signed off when the line manager has approved the final version)

Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)

Date: