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| **ROLE Title:**  **Grade:** | Head of Technology Strategy & Architecture  E | | **Reports to:**  **DAte:** | | Director of Information Technology  May 2025 | |
| **JOb Family:** | Technology | | **Business Unit:** | | Technology | |
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| **Role** | | **Need to Do** | | **Need To Know** | | **Need to Be** |
| **Role Purpose**:   * Own the technology infrastructure design and solutions engineering aspects of RACs strategic change initiatives. * Lead a lean delivery team made Architects and Technology specialists, whilst matrix managing Project Managers and BA's. * Effective stakeholder relations with the business divisions to understand need, provide expertise, initiate, shape, and successfully deliver change through translation of business outcomes into technology deliverables. * Own and steer the change backlog for technology infrastructure & hosting services, taking responsibility for ensuring that where possible technology patterns are reused or enriched per Architecture standards. * Effectively champion Technology and mentor others to ensure optimal and timely delivery of the portfolio backlog. * Review tactical and strategic plans and assesses the feasibility and technical risk of incorporating a given architecture or solution into the internal technology environment. Communicates the findings to Product & Technology senior leadership. * Support the Director of IT and the wider Technology team to deliver the current roadmap and transformation plans to modernise the Technology landscape. * Deputise in the absence of the Director of IT as required.  **Role Dimension:**   **Financial**   * Identify all work that can be attributed to Capex and ensure this is recognised through cross-charging. * Own the timely delivery of technical designs to ensure projects and initiatives meet their milestone delivery dates. * Identify opportunities to reduce cost whilst driving up value across the technology landscape. * **Commercial negotiation.**   **Non Financial**   * Mentoring and Enablement of Technology delivery teams, Project Managers, Business Analysts and Test Teams. * Help lead virtual teams made up of IT delivery suppliers, other Technology teams/ resources to deliver large strategic initiatives in an iterative manner.   **Reports to:** Director of Information Technology  **Relationships**   * Executive & SLT stakeholders * Technology & Divisional senior Leaders and suppliers * Effective relationships with all Divisions to manage change throughout. * 3rd Party Suppliers   **Committees/Forum membership:**   * Technology Leadership Team | | **Outcomes**   * Evangelise/Humanise modern ways of working with regards to Technology/IT. * Broker relations between the Business divisions and Technology to ensure everyone understands the art of the possible and which business outcomes can be met by the correct application of technology. * Ensure the team provide technical and strategic guidance to project delivery teams to ensure alignment to Product & Technology strategies and industry best practices. * Work with the rest of Technology leadership Team to scope & deliver a defined Technology change backlog and ensure delivery meets the required specification, delivery timelines and cost estimates. * Ensure improvements in on-time, on-budget and on-quality features and continuous change delivery. * Delivery and handover to Technology Operations of secure, stable, and efficient technology solutions & features. * Deliver improved customer experience and competitive advantage through delivery of technological change. * Successful senior stakeholder management, ensuring clear alignment of deliverables, clear governance and effective decision making. * Effective ownership and deployment of Technology patterns/methodologies and championing of therein. * Provides coaching, mentoring, and professional guidance to others in the team. * Ensure the team provides 2nd/3rd line support to operational teams where appropriate. | | **Skills/Knowledge /Experience**   * Proven Technical/IT Leadership experience in fast-paced organisation, managing significant change. * Sound understanding of finance and the implications of CAPEX/OPEX/SaaS when making technological decisions. * Experience in agile ways of working on mission critical solutions. * Strong understanding of IT architectures, IT systems, infrastructures and networking including but not limited to:   + Infrastructure including network and server   + Line of Business systems, e.g. ERP, CRM, Telephony etc   + End User/Customer Experience. Inclusive of collaboration toolsets (email, chat, document repositories etc)   **Qualifications/FSA:**   * Degree in relevant field or equivalent relevant experience. * Knowledge of ITIL Best Practice | | **Capabilities/Strengths:**  Core competencies:   * Leading Change - L5 * Interpersonal & Influencing Skills – L4 * Achievement Drive - L5 * Commercial Awareness L4 * Customer Focus L5 * Continuous Improvement L5 * Leadership L4 * Judgement & Decision Making L4 * Developing Self & Others L5   **Need to exhibit behaviours consistent with RAC core values:**   * Setting New Standards * Raising the Bar * Owning it * Handling it together |