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| **ROLE Title:****Grade:** | Head of Technology Strategy & ArchitectureE | **Reports to:****DAte:** | Director of Information TechnologyMay 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
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