

JOB DESCRIPTION

JOB TITLE:	Technical Lead and Enterprise Architect
GRADE:	HOS1
REPORTING TO:	Director of Technology & Digital Solutions
THEME/PRODUCT:	Connecting Data

ROLE SUMMARY

The Technical Lead & Enterprise Architect will drive the design and delivery of our digital transformation programme and plays a pivotal cross-cutting role in our Target Operating Model (TOM) programme, shaping the technical direction required to deliver a modern, scalable, and integrated technology ecosystem.

Acting as the organisation's technical authority for technology platforms and digital solutions across the organisation, this role defines target architectures ensuring scalability, strong data foundations and alignment with enterprise standards, technology roadmaps and organisational strategy. This architecture underpins the TOM and ensures all technology decisions support our future-state vision.

The role delivers architectural leadership through the Technical Design Authority and, working with the Director of Technology & Digital Solutions and the Data Architect, provides the Executive Management Team (EMT) with clear, evidence-based technology guidance that balances innovation with risk, cost, and operational impact.

This is both a strategic and hands-on role, involving solving complex architectural challenges while coaching others to elevate their technical capability. The Technical Lead & Enterprise Architect enables the delivery of high-impact digital transformation outcomes for colleagues and customers.

MAIN DUTIES & RESPONSIBILITIES

Architecture Strategy & Design

- Lead the definition and delivery of scalable, secure, and cost-effective target architectures and digital customer platforms aligned to organisational priorities and the Target Operating Model (TOM).

- Maintain and evolve architecture blueprints, technical standards ensuring coherence and alignment across platforms, systems, and applications.
- Evaluate and recommend technologies, platforms that support long-term strategic goals and digital transformation.
- Guide organisational change related to technology transformation.

Technical Leadership & Governance

- Lead technology prioritisation, rationalisation, modernisation, and optimisation initiatives, including driving cloud adoption and modern practices such as microservices, open APIs, and automation.
- Serve as the Technical Lead for the TOM steering group, ensuring architectural alignment across all programme workstreams.
- Develop a detailed understanding of the various components of the Salesforce platform and advise on how operational service areas should align to its capabilities.
- Provide clear, evidence-based architectural advice to senior leadership, supporting critical decision-making and the effective management of technical risks.
- Drive adherence to programme governance, design authority processes, and data governance standards, ensuring compliance with regulatory, security and organisational standards.
- Troubleshoot and resolve architectural challenges across TOM workstreams, proactively identifying risks, dependencies, and opportunities for optimisation.
- Offer practical, hands-on technical leadership to agile delivery teams and technology partners.

Technical Delivery & Best Practice

- Support engineering and delivery teams through development and implementation phases, ensuring adherence with architectural standards and proactively reducing technical debt.
- Stay ahead of sector trends and emerging technologies such as GenAI, LLMs and AI orchestration recommending innovations that deliver improved efficiency, security, and value.
- Embed strong design practices and promote technical excellence across teams and disciplines.
- Support vendor selection, procurement, and the development of strategic technology partnerships.

Stakeholder Engagement & Customer Experience

- Collaborate with colleagues across functions and agile delivery teams to ensure solutions adhere to architectural principles, best practice, and meet the desired

outcomes for customers.

- Ensure technology solutions enhance the customer experience and are guided by customer feedback, data insights, and organisational values and priorities, embedding customer centric design into architectural decisions.
- Serve as a key member of the Technical Design Authority, collaborating with systems, data engineering, and security teams, and leading architectural design reviews and technical decision-making.

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation.
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people.
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Essential & Desirable Criteria	Method of Assessment
Qualifications	
<ul style="list-style-type: none"> • Degree in STEM, Computer Science, Information Systems, or similar. (E). • Relevant architecture certification (e.g., TOGAF Enterprise Architecture Practitioner, AWS Certified Solutions Architect, Microsoft Azure Solutions Architect Expert, Google Professional Cloud Architect, Salesforce Certified System Architect). (E) • Professional certifications such as t, PRINCE2, or Agile Practitioner. (D) 	<ul style="list-style-type: none"> • Application Form • Pre-employment checks
Experience	
<ul style="list-style-type: none"> • Proven ability to lead and support major transformation programmes, including application design, systems integration and testing. (E) • Experience implementing enterprise platform solutions (e.g. Salesforce) that improve business efficiency and customer experience. (E) • Experience managing supplier and vendor relationships to ensure value, performance and compliance. (E) • Experience of building digital-first platforms such as customer portals and mobile applications. (E) • Track record of ensuring systems meet security, quality, and regulatory requirements across complex environments. (E) • Demonstrated experience setting strategic direction for systems modernisation, ensuring alignment with organisational priorities. (E) • Practical experience of working with GenAI technologies such as LLM's RAG and vector databases. (E) 	<ul style="list-style-type: none"> • Application Form • Interview
Knowledge	
<ul style="list-style-type: none"> • Strong understanding of compliance standards and regulatory frameworks (e.g., GDPR, housing sector regulations). (E) • Strong understanding of best practices in solution, application, and integration architecture (e.g. middleware platforms). (E) • Good awareness of DevOps and agile delivery methodologies and how they support continuous improvement and rapid delivery of customer value. (E) • Strong understanding of architecture principles and frameworks. (E) 	<ul style="list-style-type: none"> • Application Form • Interview

<ul style="list-style-type: none"> Expertise in cloud infrastructure, CRM and data platforms (e.g. AWS, Azure, Salesforce, Microsoft Dynamics). (E) 	
Skills	
<p>Leadership, Strategy & Decision Making:</p> <ul style="list-style-type: none"> Defines and communicates long-term programme vision, prioritising effectively and making informed, evidence-led decisions. (E) <p>Leadership & agile delivery:</p> <ul style="list-style-type: none"> Provides strong, adaptive leadership through change, applying agile approaches and delivery methods (e.g. Scrum, Kanban, scaled approaches). (E) <p>Stakeholder Engagement & Communication:</p> <ul style="list-style-type: none"> Strong relationship-building skills, able to translate business needs into effective technical solutions. (E) Highly skilled communicator, able to articulate architecture decisions and technical concepts to senior stakeholders, technical teams and non-technical audiences. (E) <p>Continuous Improvement & Innovation:</p> <ul style="list-style-type: none"> Able to drive innovation and continuous improvement in application delivery, leveraging modern practices such as DevOps and Agile DevOps. (E) Skilled in identifying opportunities to optimise systems, processes and integrations to deliver increased performance and customer value. (E) 	<ul style="list-style-type: none"> Application Form Interview
Behaviours	
<ul style="list-style-type: none"> Care about the basics – you ensure best practice is in place, and use resources effectively Work well together – you give context and clarity, join up how we approach our work, and break down silos Achieve great results – you celebrate success, set clear expectations and provide opportunities to learn from the things that go wrong. Keep improving – you promote meaningful change, create opportunities for improvement and make it happen Be at our best – you lead with integrity Make a positive difference – you actively collaborate, create effective partnerships and encourage autonomy 	<ul style="list-style-type: none"> Interview