

Job Description

A Post Details:

Job Title: Digital Workplace Architect	Grade: C001
Department: Technology	Division: A
Reports to: Digital Workplace Manager	Contract Type: Permanent
Level of Vetting: Management Vetting	Numbers in Post: 3
Welsh language required: No	

B Purpose of the Post:

Digital Workplace provides advisory consultancy to the organisation that aligns with enterprise and solution architecture principles and enables technology solutions with the objectives of enabling productivity, collaboration, communication, connectivity, mobility and automation. As a forward-facing, development-focused team, Digital Workplace designs and delivers technologies and technical solutions which are then transitioned over to support/service management teams. Digital Workplace consists of three teams, End User Computing, Digital Productivity Platforms and Digital Productivity Solutions. The Digital Workplace Architect 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 Digital Workplace Architect plays a key role in delivering the Digital Workplace Roadmap, technical architecture designs, testing plans and documentation 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, implementations and forward planning.

The role will act as the design and architecture subject matter expert, providing expert advice within current and previously acquired technical specialisms and architecture frameworks, 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.

Following Enterprise Architecture principles, 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.

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

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: Normal High

Strategy and architecture									
Strategy and planning	0	1	2	3	4	5	6	7	
Enterprise and business architecture							<input type="checkbox"/>		
Solution architecture						<input type="checkbox"/>			
Emerging technology monitoring							<input type="checkbox"/>		
Advice and guidance									
Specialist advice	0	1	2	3	4	5	6	7	
Specialist advice						<input type="checkbox"/>			
Change and transformation									
Change analysis	0	1	2	3	4	5	6	7	
Acceptance testing						<input type="checkbox"/>			
Development and implementation									
Systems development	0	1	2	3	4	5	6	7	
Systems and software life cycle engineering						<input type="checkbox"/>			
Systems design							<input type="checkbox"/>		
Relationships and engagement									

Stakeholder management	0	1	2	3	4	5	6	7
Stakeholder relationship management								

Strategy and architecture

Strategy and planning

Enterprise and business architecture - 6: Initiate, influence

- Develops enterprise-wide architecture and processes to embed the strategic application of change in the management of the organisation.
- Leads the creation and review of a systems capability strategy that meets the strategic requirements of the business.
- Ensures the buy-in of all key stakeholders.
- Captures and prioritises market and environmental trends, business strategies and objectives, and identifies the business benefits of alternative strategies.
- Develops and presents business cases for approval, funding and prioritisation of high-level initiatives.
- Sets strategies, policies, standards and practices to ensure compliance between business strategies, technology strategies, and enterprise transformation activities.

Solution architecture - 5: Ensure, advise

- Leads the development of solution architectures in specific business, infrastructure or functional areas.
- Leads the preparation of technical plans and ensures that appropriate technical resources are made available.
- Ensures that appropriate tools and methods are available, understood and employed in architecture development.
- Provides technical guidance and governance on solution development and integration.
- Evaluates requests for changes and deviations from specifications and recommends actions.
- Ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

Emerging technology monitoring - 6: Initiate, influence

- Plans and leads the identification and assessment of emerging technologies and the evaluation of potential impacts, threats and opportunities.
- Creates technology roadmaps that align organisational plans with emerging technology solutions.
- Engages with, and influences, relevant stakeholders to obtain organisational commitment to technology roadmaps.
- Develops organisational guidelines for monitoring emerging technologies.
- Collaborates with internal and external parties to facilitate intelligence gathering.

Advice and guidance

Specialist advice - 5: Ensure, advise

- Provides definitive and expert advice in their specialist area.
- Actively maintains recognised expert level knowledge in one or more identifiable specialisms.
- Oversees the provision of specialist advice by others.
- Consolidates expertise from multiple sources, including third-party experts, to provide coherent advice to further organisational objectives.

- Supports and promotes the development and sharing of specialist knowledge within the organisation.

Change and transformation

Change analysis

Acceptance testing - 5: Ensure, advise

- Plans and manages acceptance testing activity.
- Specifies the acceptance testing environment for systems, products, business processes and services.
- Manages the creation of acceptance test cases and scenarios.
- Ensures that defined tests reflect realistic operational conditions and required level of coverage.
- Ensure tests and results are documented, analysed and reported to stakeholders, and required actions taken.
- Highlights issues and risks identified during testing to stakeholders.
- Provides authoritative advice and guidance on planning and execution of acceptance tests.

Development and implementation

Systems development

Systems and software life cycle engineering - 5: Ensure, advise

- Collaborates with those responsible for ongoing systems and software life cycle management to select, adopt and adapt working practices.
- Supports deployment of the working environment for systems and software life cycle working practices.
- Provides effective feedback to encourage development of the individuals and teams responsible for systems and software life cycle working practices.
- Provides guidance and makes suggestions to support continual improvement and learning approach.
- Contributes to identifying new domains within the organisation where systems and software life cycle working practices can be deployed.

Systems design - 6: Initiate, influence

- Develops and drives adoption of and adherence to organisational policies, standards, guidelines, and methods for system design.
- Champions the importance and value of system design principles and the selection of appropriate systems design life cycle models.
- Leads system design activities for strategic, large and complex systems development programmes.
- Develops effective implementation strategies consistent with specified requirements, architectures and constraints of performance and feasibility.
- Develops system design requiring the introduction of new technologies or new uses for existing technologies.

Relationships and engagement

Stakeholder management

Stakeholder relationship management - 5: Ensure, advise

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and

deliverables.

- Facilitates open communication and discussion between stakeholders.
- Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

E Decision Making:

Level 5 - By making decisions which impact the success of key components of assigned work including results, deadlines & budgets, this level of decision making will pro-actively support delivery of projects/workstreams that have a significant impact on achieving wider organisational objectives.

F Contact with Others:

Internal

- All departments and functions across the organisation, providing advisory consultancy on all areas within Digital Workplace
- 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 and industry.
- Core IT suppliers (for roadmap development, product development, troubleshooting, testing and service handover and transition purposes)
- Operational stakeholders and technology vendors
- Other third-party suppliers for the evaluation of new solutions and emerging technologies.

G Essential Criteria:

Qualifications and Training:

- Educated to degree level in a specific IT or engineering discipline or equivalent experience
- Microsoft 365 Security Administrator Associate, Identity and Access Administrator Associate, Information Protection Administrator Associate, Teams Voice Engineer Expert, Enterprise Admin Expert
- Significant vocational experience demonstrating professional development and achievement in a series of progressively and broad work roles, backed by an understanding of Digital Workplace solution
- TOGAF 9 Foundation

Experience:

- Expert technical fourth line support experience in a large organisation in relation to delivering Digital Workplace technologies/solutions.
- Expert experience in Advisory Consultancy, with the ability to provide expert advice on digital workplace technologies and best practices, translating the business requirements into solution designs, adhering to Enterprise and Solution Architecture principles.
- Expert experience of implementing, managing and supporting digital workplace solutions in a demanding environment.
- Expert experience of implementing, managing and reviewing compliance to specified information management policies and processes related to securing data in Microsoft 365.
- Expert experience of implementing, managing and/or administrating Microsoft 365.
- Expert level identity management experience in IAM (Identity Access Management) solutions.
- Expert level experience of Azure, Microsoft 365 and automation tools and the maintenance of detailed application and tenant knowledge to provide support and configuration, as appropriate.
- Expert experience of designing and documenting digital solutions to meet complex business needs.
- Expert experience of Azure, Office 365 and automation tools and the maintenance of detailed application and tenant knowledge to provide support and configuration, as appropriate.
- Extensive experience of troubleshooting and resolving complex fourth line incidents and problems.
- Extensive experience of ITSM platform development and workflow automation.
- Extensive experience of PowerShell scripting: editing and creating PowerShell scripts for the purposes of tasking, automation, system troubleshooting, administration, maintenance and integration.
- Extensive Experience of working in teams within a complex, challenging environment setting and towards SLA's and business objectives.
- Extensive Experience of delivering as part of a high performing teams, undertaking agile working practices, and contributing towards a digital delivery culture.
- Extensive experience of agile methodologies to maintain a strong focus on delivery priorities and swiftly responding to changing requirements.
- Significant experience/knowledge of emergent AI capabilities within the Digital Workplace remit.
- Strong experience of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.
- Good experience working with run critical national infrastructure either within the Public or Private Sector including 24x7x365 operational SLA's and criticality.

Business and Technical Skills:

BTP Skills Framework

Business

Communication - Strategic: In-depth knowledge and influencing direction

- Adapts to varied cultural styles and non-verbal cues by applying interpersonal awareness, identifying others' differences, concerns and motivations.
- Builds compelling 'cases for action' that consider trade-offs in interests of participating parties.
- Encourages others to share information and ideas openly to improve understanding of critical challenges and issues.
- Communicates the organisational culture, values and practices in a way which brings people

on side.

- Builds mutually beneficial influence strategies that incorporate “win-win” options for participants.
- Adopts innovative and creative styles, using references, stories, as appropriate to make a significant impact on the target audience.
- Champions diverse coaching practices and provides insights to improve others' communication and presentation techniques.

Influencing Others - Expert: Extensive experience and diverse application

- Evaluates and focuses on business opportunities likely to be of considerable strategic or long-term value.
- Adapts communication messages, methods and influence strategies to the person or audience.
- Adapts influencing tactics to the motives and style of others (logical appeal, emotional appeal, etc.).
- Utilises positive or negative influence strategies appropriately to garner support for key initiatives.
- Expands reach of influence by motivating others to focus on shared goals and a common purpose.
- Uses knowledge of personalities and team dynamics to effectively solve problems and facilitate decision making.

Problem Solving - Strategic: In-depth knowledge and influencing direction

- Ensures the organisation is able to react to issues as they arise and take steps to prevent them from reoccurring by developing and following systematic problem solving strategies.
- Minimises recurrence of problems by ensuring problem resolution programs are monitored after their implementation.
- Directs others in the process of testing alternative problem solving scenarios and impact assessment.
- Recognises outstanding results in problem-solving by individuals and teams.
- Promotes a disciplined, continuous and organisation-wide approach to problem solving.

Technical Specialisms

Not applicable.

Knowledge:

- Expert knowledge in Enterprise and Solution Architecture principles, frameworks and best practices.
- Expert knowledge of the M365 platform, configuration and associated services, relevant to Digital Workplace.
- Expert knowledge in SharePoint Online and associated services, Power Apps development, Power Automate and the Power platform.
- Expert knowledge in Windows 10 configuration, deployment and modern management
- Expert knowledge in the M365 purview, compliance and governance, including advanced email threat protection, data protection and policy management.
- 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 knowledge of PowerShell scripting: editing and creating PowerShell scripts for the purposes

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of tasking, automation, system troubleshooting, administration, maintenance and integration.

- Extensive evidence of maintaining subject matter knowledge and skills development.
- Extensive knowledge of industry best-practice frameworks including ITIL, and its implementation inside a similar sized organisation.
- Strong Experience/knowledge of emergent AI capabilities within the Digital Workplace remit.
- Strong knowledge of online and offline digital media and content delivery solutions and services.
- Strong knowledge of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.

Desirable Criteria:

- Experience of project managing new digital technologies into service.
- Experience of developing Digital Workplace solutions in a large geographically dispersed Public Sector organisation

H Additional Information:

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

For Panel to complete only:

Line Manager Approval: Jack Bourne

Panel Approval: BTP Reward Team

Date: 2024-01-17

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to People & Culture Policy & Reward inbox.

PolicyandReward@btp.police.uk

You will be advised of a panel date following receipt of the submission.