JOB DESCRIPTION

1. Job Details	
	Digital Enterprise Architect
Pay Band:	8c
Reports to (Title):	
Accountable to (Title):	Chief Digital Information Officer
Responsible for (Title/s):	
Location/ Site/ Base:	SECAmb locations
2. Job Purpose	

The primary purpose of the Digital Enterprise Architect is to ensure that the respective business, application, data and technology perspectives are in line with the organisation's strategic direction, technology, and governance strategies, policies and standards. Taking a holistic view of the organisation and its component parts, working across all business areas to achieve alignment to the organisational strategic ambitions, goals and objectives. Leader of a multi-disciplined and inter-disciplined team, including contracted suppliers, analysing highly complex business problems, formulating, managing and supporting a range of activities required in the Trust's journey to become a multi-sourcing digital business. Responsible and accountable for the ICT Solutions Design for significant areas across all of business, including the creation and execution of technology roadmaps, considering all aspects of application and technology lifecycles, and to ensure consistent applications of design standards. Working with other professional (Community of Practice) leads, and team managers to ensure that staff from different professional disciplines to your own has the peer support from their community of practice, as well as within their Line Management Team.

3. Role of Department

4. Organisation Chart

Version 01 Date 26.02.25

5. Duties & Responsibilities

Key Responsibilities of the Role

- Take a holistic approach to design, develop a reuse approach as much as possible, and have ownership across the Trust for Technology architectural standards, project or programme IT architecture, leading a multi-disciplined team. You will be responsible for Trust governance forums, IT solutions designed for significant areas of the business.

- Define clearly 'as is' and 'to be' architectures and clearly document the solution architectures for the Trust and its integration in the overall Enterprise Architecture. Preparation of technical artifacts for submission into NHS framework assessments, and business cases, both internal and external.

- Undertake and lead on investigative analysis, facilitate scoping and priority setting of large or highly complex changes, providing options appraisals and recommendations, to feed into business cases providing accurate cost estimation, and selecting the most appropriate means to communicate information.

- Frequent concentrated work tackling uncertain and highly complex business problems, translating designs both logical and physical to support user friendly processes and systems, and communication of this across business areas.

- Set direction on the introduction and application of specific standards, tools, techniques and methods to meet requirements ensuring that consistency across the community of Technical Analysts is fully aligned to organisational approaches, designs, standards, and metrics.

- Provide hands on leadership of a Multidisciplinary Scrum Team and Interdisciplinary Team, including mentoring, quality assurance processes and standards.

- Full responsibility for multiple systems and services across the organisation, monitoring the development of new and emerging tools, technologies and products to assess potential value, and identifying opportunities to enhance capabilities, products and services, within the organisation.

- Taking a leading role to identify and share good practices, through leading and directing relevant communities of practice to drive adoption of design standards, trends and patterns.

- Responsible and accountable for management of staff, staff development, recruitment, resources, delivery and financial elements, applying a matrix

Version 01 Date 26.02.25

management approach with staff, within professional disciplines across multidisciplinary teams.

- Enabling the performance of others, including objectives setting fully aligned to departmental and organisational objectives and goals, and the development and motivation of staff to achieve them, including implementing and conducting appraisals and 1-1s to manage performance.

- Planning, formulating and organising a broad range of highly complex plans, adjusting the strategic direction, and adjusting those plans and then cascade to the team. Develop the team's resource and training plans and set standards expected in workforce management. Identify and collate training needs and a blended approach to meeting these needs that supports the continual professional development of a highly skilled workforce.

- Receive and act upon and, where possible, resolve a range of escalations including staffing, disciplinary, resourcing business and technical, to secure satisfactory outcomes. Where unable to resolve, providing sufficient detail, escalate to the appropriate levels within the organisations, within agreed policies, procedures and processes, to ensure appropriate resolution.

- Undertake recruitment and selection in line with organisational processes and participate in the implementation and delivery of initiatives to secure suitable resources, increase skill levels and develop talent pools to meet the changing needs of the business landscape.

- Seeking, providing and taking feedback to support and encourage teams and individuals to develop thinking and independently work through issues, to reach solutions-based outcomes. Taking full accountability for the approach and decision-making practices within area, including providing positive challenge to ideas and solutions.

- Full responsibility for policy development and implementation across the Technology Team, and cascade across the entire organisation.

- Budget holder for the architecture requirements in accordance with Trust policies, standing orders, financial regulations and legislative requirements, and the development of business plans, including highly sensitive data.

- Develop proposals for future investment, including both technology refresh and projectbased change, preparing necessary estimates, mandates and business cases within the Technology Department and providing estimates for such, led by other departments.

- Develop and monitor IM&T budgets on major systems and projects.

Version 01 Date 26.02.25

- Full responsibility for multiple systems and services across the organisation, the approval and implementation of processes to review, analyse, monitor and report on a number of areas, including agreed service levels, KPIs and standards within team. Reviewing the performances of teams and projects in delivery of services against defined service levels, checking for trends that may trigger reduced performance, and investigating where performance is below the agreed thresholds. Ensure that in managing performance a holistic approach is taken and that consideration is given to people, process, changes in demand, and tools.

- Input into workforce planning, ensuring required operational commitments are fully met, business change is estimated, prioritised, and delivered, resourcing issues are identified, mitigated and managed to deliver business value.

- Leading, managing and engaging teams to deliver multiple strands of work such as continuous improvement, project related work, and operational tasks, both within the organisation and across external bodies, to meet strategic goals and deliver high quality outputs for the organisation.

- Leading on strategic procurement of hardware and software for various areas of the organisation, including selecting suppliers, accountability for delivery of quality outputs, meeting delivery timescales. Giving full consideration to cost, specification, maintenance and support, to ensure the overall needs of the business are met from an ICT perspective, and that they are aligned with the business and ICT strategic directions.

Communications and Stakeholder Engagement

- Identify and develop partnership working opportunities and relationships, both within the organisation, with its stakeholders, and to liaise with other NHS, Non-NHS organisations, statutory agencies, and public and private sector organisations, to develop collaborative approaches which can deliver value to the organisation.

- Participate in the evaluation, benchmarking, specification, and procurement of hardware, software and services, ensuring sensitive handling of commercial and financial information, whilst ensuring compliance with NHS policy for use of SMEs, Information Security, NHS Confidentiality and Data Protection legislation.

Analytical, Judgmental, and Decision Making

- Frequent individual concentrated work on highly complex and uncertain business problems, leading on the strategic oversight of any new research initiatives, legislation, working practices, policies, procedures, contracts and systems, and keeping abreast of technological advances to maintain an excellent understanding of the use of technology in delivering business objectives.

- To continually develop domain knowledge and expertise at the forefront of sector. Investigate research and development to support future business needs and develop an understanding of emerging technologies and business opportunities across a range of topics, and engage in the support and development of the organisation, department and team.

- Taking ownership for decision making within own area and, where needed, developing a solution iteratively as required, in conjunction with agreed procedures.

Working Conditions and Additional Information

- Manage a range of plans looking at the development of the various opportunities all at different lifecycle stages. It is important that these plans all support the Clinical and Digital Strategies of the Trust.

- Lead the development of a detailed and comprehensive set of requirements describing the new functionality of new systems and services.

- Ensure that appropriate resources to deliver the developments are in place.

- Ensure that an appropriate level of communication supports the delivery of new functionality.

- Review training materials to ensure that they are always up to date, and support the delivery of new functionality.

- Work closely with the management of Live Services so that testing and handover to Live Services is managed smoothly and effectively.

- Provide regular reports, documentation, and verbal updates (including presentations to large groups), to ensure knowledge and plans are shared appropriately Trust wide.

- High level of concentration and critical analysis is required for diagnosing complex issues, using technical system language to aid the flow of technical information.

Key stakeholders

Internal
• CIO
• COO
• CFO

External
• Other NHS Trusts
• Digital Partners/Suppliers

Values

The Post holder will be required to role-model SECAmb Values of Integrity, Kindness and Courage in all aspects of their work and demonstrate behaviour consistent with NHS '6 Cs': Care, Compassion, Competence, Communication, Courage and Commitment.

Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors, and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

As a member of the HR leadership team, the post-holder is expected to take responsibility for embedding equality, diversity and inclusion in their work and areas of responsibility, whilst also constructively challenging colleagues, other programme leads, and managers to do the same.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008.

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Version 01 Date 26.02.25

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security.

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities, including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation, and must act in accordance with the Trust's risk management strategy and policies.

Policies
The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures, and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAmb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties and that it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Version 01 Date 26.02.25

Review			

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the postholder.

Date Reviewed:			
Reviewed By:	Manager:	Signature	
	Postholder:	Signature:	

PERSON SPECIFICATION

Factors	Description	E – Essential or D -Desirable	Assessment • Application Form (App) • Interview (I) • Assessment (Ass)
Qualifications	Degree in IT or equivalent, plus significant demonstrable knowledge/experience in at least two of the following – IT Architecture (Digital and Service), System Design, Business and Technical Analysis, Management of a significant ICT implementation.	E	A
	TOGAF Certification, or equivalent, or willing to work towards this certification	D	A
	ITIL or SIAM Certification.	D	A
	Undertaken GDS Assessor training.	D	A
Knowledge and Experience	Experience of working in an agile environment and experience with agile methodologies such as Scrum and Kanban.	D	A/I
	Ongoing Professional Development.	E	A/i
	Leading and managing staff to deliver organisational goals and objectives.	E	A/i
	Engaging and building relationships with a range of stakeholders to support delivery of business outcomes.	E	A
	Creatively interpreting strategy and translating emerging trends and technologies to deliver	E	A/i

	innovative solutions which might impact or benefit the organisation including – • Cloud technology, • mobile devices and apps, and • collaborative working tools		
	Devising architectural standards and designs, iteratively to meet the needs of the organisational approaches and in line with GDS standards	E	I/A
	Dealing with a number of strands of work in tandem, coupled with prolonged periods requiring high levels of concentration to provide high quality outputs, including the development of technical solution artifacts for inclusion in Business Cases, to be used both internally and externally	E	A/i
	Providing full solutions design for complex systems and services, including developing and implementing solution and enterprise and application architecture in a multi supplier environment	E	A/I
	Managing budgets to maintain effective cost analysis and projection.	E	A/I
	Engaging and communicating with a range of stakeholders up to, and including, Board level.	E	A/I
	Devising comprehensive architecture for enterprise scale, high-volume digital services and initiatives that deliver capacity, performance and system availability improvements that ensure business targets are met, or exceeded	E	A/I
	Analysing digital/web services in a fast-paced environment.	D	A/I
	Open source and Cloud technologies and their sourcing.	D	A/I
	Experience of migrating services across different data centre locations, and legacy application consolidation.	D	A/I
	Solution and service design and delivery within an Agile development environment	D	A/I
	Conforming to financial standards within a commercial environment.	D	A/I
Practical and Intellectual skills	Business change, rationalisation and transformation, and implementation of strategic approaches, plans, activities, and solutions.	E	A/I
	Evaluation, interpretation, translation and communication of complex data/information from multiple sources	E	A/I

Version 01 Date 26.02.25

	and requirements, to inform decision making		
	Design of cost effective and scalable enterprise solutions, from development through to implementation in a multi supplier environment	E	A/I
	Provide business assurance of suppliers' designs and proposals.	E	A/I
	A range of skills and specialism across a diverse and detailed technical knowledge, covering web applications and services, information, infrastructure, Cloud, and managed service architectures.	E	A/I
	Planning and organisational skills across a broad range of activities to support the delivery of project planning and resource management.	E	A/I
	Communicating and negotiating with external bodies, suppliers and organisations to reach satisfactory outcomes for the Trust.	E	A/I
	A variety of approaches to hosted solutions and data centres including co-location (and integration into Service Management models).	D	A/I
	Working to GDS principles and having participated in GDS assessments.	D	A/I
Personal Qualities, Abilities and Attributes	Communicates using appropriate style, method and timing with colleagues across all levels and functions.	E	A/I
	Uses creative methods to involve and generate new thinking from others	E	A/I
	Facilitates flexible use of resources through innovative structuring of teams and resources within own area.	E	A/I
	Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same	E	A/I
	Translates business priorities into clear outcomefocused objectives.	E	A/I
	Identifies and helps to address the capability gaps of people within own business area required to deliver business priorities	E	A/I
	Honest and realistic with people about their potential, whilst challenging them to	E	A/I

Version 01 Date 26.02.25

	stretch beyond what they believe they can do		
	Maintains effective performance in difficult and challenging circumstances, encouraging others to do the same.	**E**	A/I
	Provides direction and support without micromanaging.	**E**	A/I
	Achieves an effective balance between decisiveness and analysis – recognises when an issue requires a more considered response or immediate confident decision.	**E**	A/I
	Engages colleagues in developing their understanding of the business strategy and the part they play in its delivery	**E**	A/I

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	
Reviewed By:	