

Role Profile



FCDO Services

Role Title	Service Architect		
Business group and team	GDT, Technology and Operations (Professional Services)		
Job Purpose Overview	<p>Service Design is responsible for coordinating the architecture of services for customers of FCDO Services T&O (Technology and Operations). Service Design consists of Service Architects, Service Designers, Technical Architects and Business Analysts who maintain a flexible interactive approach in order to provide a bespoke skill package according to customer requirements.</p> <p>This role is a Service Architect and the incumbent will be recognised for their leadership in the service delivery community. There will be matrix management and leadership responsibility in order to successfully champion the voice and interests of the Customer.</p> <p>Accountable for baselining and maturing the standards used within Service Architecture and Design, aligning to a best practice (ITIL) service capability. Working with Live Service Operations, Finance, Projects & Programmes, CTO Team and Pre-Sales, this role will contribute their expertise to the organisation and generate positive results enabling increased growth and effectiveness.</p> <p>The Service Architect role will be pivotal in developing business relationships with the customer and the appropriate stakeholders to help identify growth opportunities and wellbeing of services. This element will ensure services are delivered in line with standard service catalogue and best practice processes to achieve cost effective service excellence.</p>		
Organisational position	<p>Role within the Professional Services Team:</p> <pre> graph TD SO[Service Owner Professional Services] --> SMI[SMI Integrations Team] SO --> IAS[IT Advisory Services Team] SMI --> SISM[Senior IT Service Manager] SMI --> SDM[Senior Delivery Manager] SMI --> SBA[Senior Business Analyst] SMI --> TA1[Technical Architect] IAS --> TA2[Technical Architect] IAS --> SA[Service Architect] SISM --- ISM[IT Service Manager] SDM --- ADM[Associate Delivery Manager] ISM --- ISA[IT Service Analyst] TA2 --- TA3[Technical Architect] SA --- SSD[Senior Service Designer] </pre>		
Date Updated	14 January 2021	Updated By	SM

Current / Applied Grade	TPB5	Job evaluation date	29/08/19	Confirmed grade	TPB5
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JOB RESPONSIBILITIES

Duties and Responsibilities:

Service Architecture Strategy

- Undertake Service Architecture research and design activities and take responsibility for policy making and delivering within this work area.
- Define and maintain the Service Architecture Roadmap aligned to best practice
- Work in collaboration with T&O Architecture, aligning service offerings with the Technology roadmap contributing strongly toward policy and idea generation
- Ensure proposed Services for new business and new customers are fit for purpose, ensuring operability and efficiency once live
- Contribute to the Service Management acceptance into service process by working closely with the Service Transition Team
- Contribute to the overall achievement of the wider T&O objectives and actively seek to enhance positive contribution
- Input into Service Catalogue design and structure whilst proactively contributing to development of Service Design policy.

Customer Focus

- Provide a professional, integrated and effective Service Architecture support to customers and internal delivery teams including guiding and influencing senior stakeholders
- Attend customer discovery sessions with the Bid Team to present & demonstrate the service, delivery and operational areas
- Support pre-sales phase and associated activity to gather and refine service requirements from the customer
- Lead workshops and other meetings with Customers and FCDO Services stakeholders for designs and recommendations being proposed
- Build strong working relationships with customers and internal support staff, managing expectations and escalations accordingly, working with honesty and integrity at all times
- Participates in monthly services reviews where appropriate

Financial and Commercial Performance

- Contribute leadership and expertise into tenders, proposals and proposition; proactively input as necessary to ensure a comprehensive and quality approach to the opportunity
- Translate customer requirements and contractual obligations into a Service Design that describes the scope of services, delivery model(s), people, processes, Service Level Agreements (SLAs) and supporting Operational Level Agreements (OLAs) to provide the basis for transition into Business-As-Usual (BAU)
- Produce resource models for internal sign off during the bid stage, to ensure correct level of resource costs is included to enable the delivery and support of the ongoing services
- Accurately assess any proposed Request for Change (RfC) against business impact, cost, benefit and risk associated to maintaining the operational integrity of the platforms currently under support

Processes (Efficiencies and Effectiveness)

- Champion service management and associated processes and procedures within FCDO Services and ensure Service Designs are operating within the ITIL frameworks and compliant with ISO standards

- Ensures and champions that operational methods, procedures, facilities and tools are maintained and suggest improvements where appropriate
- Lead the analysis, design and development of platforms and solutions for internal and external customers; as the service architect you will be able to deliver business, service and commercial leadership in complex environments
- To participate, direct and influence Acceptance Into Service activities, processes and reviews
- Contribute to the design of Management Information / internal KPI reports (when required)
- To assume line management responsibilities for team should they be appropriate.
- Work towards streamlining processes to complement The Operating Model
- Lead on work prioritisation within the Service Architecture team and workload management for team.

KNOWLEDGE & KEY SKILLS

Essential:

- Demonstrate previous Service Architecture and Service Design experience and knowledge – including problem solving for service design in an IT environment
- Experience in developing service frameworks, standards and principles, coaching others in their use and playing a lead role in the capability development of a service management function.
- After evaluation, to demonstrate whether how and when to alter work processes.
- Customer focussed with ability to identify and understand the (internal and/or external) customer's needs
- A high level of practical problem solving skills to overcome barriers and resistance to change by providing comprehensive advice and demonstrating an authoritative position
- The ability to work independently on a day to day basis allocating and prioritising work effectively
- The ability to write coherent, concise, and readable service design documentation including good drafting skills to develop policy proposals
- Financial and Budget Management
- Service Cost modelling
- A thorough and demonstrable understanding of IT Processes (ITIL)
- Demonstrate detailed knowledge of Service Management concepts and techniques in order to present ideas for consideration by senior stakeholders
- A strong operational understanding of service supply chains
- Understanding of corporate drivers such as the strategy, values and core behaviours.
- Bid Management

This role should demonstrate knowledge and skills at SFIA level 5.

- Solution architecture
- Systems design
- Consultancy
- Emerging technology monitoring
- Enterprise IT governance
- Specialist advice
- Availability management
- Service level management
- Configuration management
- Asset management
- Change management

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Business Studies, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
- ITIL v3 Practitioner/Expert or relevant job experience

Desirable:

- Knowledge of operating and developing IT systems within Government environments
- Working Knowledge of FCDO Services Product Portfolio
- Bid Management
- Sales and/or account management experience
- Project Management skills and experience

Desirable (Professional Qualifications and Accreditation):

- ITIL v4
- MCP
- MCSE
- MCITP
- VMWare

CORE COMPETENCES

- Delivering at Pace
- Changing and Improving
- Working Together

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:

- Candidate displays appropriate skills and experience.
- Candidate is successful at interview.
- Our product services are successful and considered a must-have by customers.
- Proactive and vibrant customer support to drive up-sell with customers
- Motivated and focused customer relationship to ensure that our customers value the delivery of FCDO Services IT Operations (Service review feedback, Customer survey and SRE feedback)
- Meeting of financial targets (Monthly financial reporting)

Budget Responsibility? N	If YES, how much: £ N/A per annum.	If NO can they authorise payments? N
Reports to: (Role Title and Grade)	Service Owner - Professional Services (D6)	
Direct Reports:	None	

(Number and grades of staff)	
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