Job Title: **Solution Architect**
Reporting to: **Head of DevOps**   **Job Band:** **2**
Directorate **Digital Data and Technology**   **Team** **DevOps**
Direct Reports: **0**

Job Summary

The postholder is responsible for designing the technical architecture of all our systems and infrastructure and ensuring alignment to the charity's technology roadmap and principles. Responsible for developing and maintain the solution architecture aligned to the strategy and business goals, taking individual project scope and requirements to build relevant solutions underpinned by a common data model and working in conjunction with the key stakeholders across the charity. Lead on stakeholder engagement and hold a robust understanding of all the operations and activities that the charity carries out.

Key Responsibilities

➤ Lead product design and system components in terms of technology, ensuring all stakeholders understand the solution design and that technical decisions are effectively and clearly communicated both within DDAT and to business stakeholders

➤ Create and own a short-term and long-term strategy for solutions, product enhancements and technical growth

➤ Responsible for ensuring technical architecture translates into programme delivery with regards to solutions with a significant technology element. Support new technology solution and change roll-outs including consultation with stakeholders and communication with affected parties and the rest of the organisation as necessary.

➤ Participating in technology selection and ensuring external suppliers and their products and services are appropriate from a technology and budgetary perspective

➤ Take a pragmatic approach to delivery, participate in the full development lifecycle from requirement gathering, estimation through to support, whilst constantly identifying and implementing improvements to increase pace, quality and efficiency of the lifecycle

➤ Work closely with Product Owners to gain a solid understanding of each of the products to be delivered

➤ Be a technical leader - make use of expertise in languages, patterns and practices to quickly resolve problems if the delivery becomes blocked

➤ Documenting system designs and communicating them effectively to the DDaT team and other stakeholder ensuring designs take into account the concerns of security, scalability, compatibility and maintainability

➤ Keep our enterprise architecture model upto date and project changes based on the roadmap and projects in flight

➤ Research and lead implementation of new technologies and approaches within the team, encouraging best practices within the team

➤ Creating solution prototypes, being involved in solution development, supporting project management leading project teams to define decisions and outcomes

➤ Lead with technical aspects to build sound business cases showing ROI (i.e. financial, charitable output or quality focused) for new technology solutions that will benefit the organisation

➤ Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

Important things you need to know about this job

➤ Working a 35 hour week with options to work remote within UK, from nearest office or hybrid options.

➤ Willing to travel away from home for meetings with customers and suppliers with occasional overnight stays.

➤ Able to work unsociable hours as required to support project delivery, quality assurance or upgrades.

Our Values and Commitment to Equality, Diversity and Inclusion

➤ Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
➤ Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
➤ We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5	✓	
Degree in relevant subject (Digital Product Design, Programming, Software, etc)		✓
Appropriate industry standard qualifications e.g. TOGAF, or demonstrable experience	✓	
Experience		
Experience of delivering Solutions level Architecture to ensure the best use of data, ideally in the context of handling legacy systems	✓	
Significant experience working within mobile, SaaS, PaaS and IaaS solutions environment		✓
Experience of DevOps, agile project and product management		✓
Experience of supporting procurement of DDAT Architecture and working with 3rd party technical and application architects		✓
Comfortable and confident working with both new and legacy technologies, with demonstrable experience in bridging the gap	✓	
Experience in cross-functional teams, specifically: proven ability to work at a strategic level for solution design and development and taking the lead,	✓	
Experience working with Product Owners / Key Stakeholders to understand requirements and user stories, including supporting the creation of effective acceptance criteria; and, strong understanding of data protection and security implications	✓	
Experience with large scale transformation programmes		✓
Understanding of working within a charity, health related, training or sales organisation or with volunteers		✓
Skills, knowledge and abilities		
Ability to communicate effectively at all levels with excellent stakeholder management and be able to build relationships with peers, stakeholders and partners	✓	
Ability to research, present and document outputs	✓	
Knowledge of Quality Assurance processes and knowledge within security architecture		✓
Advanced knowledge of Microsoft technologies	✓	
Knowledge of industry standard frameworks for DDAT delivery/development e.g. ITIL, SCRUM, AGILE		✓
Excellent planning and resource management skills	✓	
Deep analytical skills	✓	
Ability to design and architect systems or system components to make best of existing systems and ensure data is maintained as accurately as possible	✓	
Expertise in languages, patterns and practices		✓
A self-starter, delivery driven and comfortable working at pace	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.	
Initials: AL	Date of preparation: March 2025
Job Approved Date: [Date approved by Job Approval Panel]	Version: (x of y)
Ref: JDPS / DDat / DevOps / Solution Architect [SJ179]	