Domain CTO - FS&T

Summary

Salary: Competitve
Grade: 4
Contract Type: Permanent
Location: London, Finsbury Dials
Reporting to: CIO
Division: CIO
Closing Date: Friday 4th May 2018

If this sounds like you, read the below job description for further information below – and apply by following the link above.

The Purpose of the Role

- The Domain CTOs are each aligned with a Business CIO as their key business stakeholder. They work closely with the Business CIOs to define strategic technology intent for their Business Vertical, taking the technology roadmap and devising technology project stepping stones to deliver the strategic intent in the roadmap
- The Domain CTO provides technical leadership, project assurance and implementation management across their Business CIO's portfolio, resolving technical problems encountered by Business Stakeholders in delivery and ensuring the development of overall solutions to the time, budget and quality levels agreed with the Business
- The Domain CTO, working with the Business CIO in consulting with the internal and external Business Stakeholders, will define the outcomes, use cases, requirements and solution options and in doing so build credibility and confidence in PO IT and its Suppliers as solutions partners
- The Domain CTO will represent the Business CIO's vertical in working with the Enterprise Architects to initiate, develop and lead the policy and strategy of Post Office Limited's overall IT Architecture ensuring the end-to-end business activity is mapped into Technology Strategy, Enterprise Applications and Data Architecture
- The Domain CTO is responsible for ensuring that good business outcomes, security and regulatory compliance are embedded within the current and future IT systems and processes of the Business Vertical

Principle Accountabilities

- Work closely with sponsors, business, delivery teams and suppliers to ensure that business requirements cover all the deliverables necessary for the realisation of stated benefits, and that suitable acceptance methods and criteria are specified. In particular, the Domain CTO will align with the Enterprise Architects and the Design Authority to ensure that any design solution proposed is fit for purpose, and will meet business, operational and strategic requirements for the Business Vertical.
- Produce or get change requests produced and steer them through the end-to-end change and gating process, managing the technical relationships directly with supply partners to ensure projects delivery whilst owning the technology portfolio and solutions for the Business CIO.
- Be responsible for the development of the solutions that deliver the Business Vertical's desired outcomes including delivering the high-level technical designs (both functional and non-functional). This involves developing solutions (either directly or via a delegate Solution Architect) utilising the evolving PO set of products and services
- Work closely with the Enterprise and Business Architecture forums through the Initiate, Assess and Design phases to ensure that innovative solutions are developed that meet Stakeholder requirements whilst delivering the PO's overall Business Strategies and target Enterprise Architecture and ensuring these solutions can be implemented with minimum business disruption; focusing on technical delivery aspects and coordination across project suppliers

- Coordinate with the other Domain CTOs to share knowledge, benefit from each other and help drive improvements into their business units as appropriate, taking part in the CTO forums to share knowledge and promote best practice across the business vertical

Qualifications, Experience & Skills

- ## Educated to degree level or equivalent experience
- Experience of designing and deploying solutions into multi-channel or omnichannel retail businesses - ideally with a background including one or more of Retail, Financial Services, Telco, Mails or Government services
- Experience of solutions that utilise consumer data understanding and insight to create personalised engagement
- Understanding of technologies including, ERP, Point of Sale, CRM, eCommerce
- Detailed knowledge and accreditation in ITIL and/or TOGAF
- Minimum 5 years' experience in some of the following disciplines :- Enterprise Application Architecture, Technology & Infrastructure Architecture, Integration Architecture, Digital or Data Architecture
- Experience of working within an outsourced multi supplier environment – ideally Public Sector
- Experience of Agile and Prince 2 methodologies
- Familiarisation with Architectural tools, standards and methods – ideally BizzDesign
- Understanding of software and delivery technologies including Cloud, Infrastructure as a Service, Platform as a Service, Software As a Service, Open Source
- Knowledge and understanding of Information Security
- Understanding of business process modelling
- Knowledge and understanding of digital technologies and platforms
- Understanding of information modelling and data strategies

Dimensions of the role

Budgets
- Dependant on size of project or programme and will flex throughout the project delivery life cycle
- Specific budgets
- Recommending spend of up to £100M

Decision-making authority
- The role will make key decisions relating to the design and delivery of solutions and target architectures required to support the Business Strategy of the Vertical
- Timely escalation of significant risks and issues to senior executive level
- Manage and recommend action on business risks with significant reputation and financial implications (> £10m)
- Work on development and deployment of Business Vertical solutions with financial scope of >£100m

Key stakeholders
- Has dual reporting lines, one to the Chief Technology Officer and the other to the aligned Business CIO within Post Office Limited
- The post holder will be expected to deal at a very senior level with key supplier and client commercial and development teams
- The individual will be working with senior managers within Post Office Limited and IT Supply Chain
- The individual will also need to work with peers within IT so as to ensure that that architecture synergies, gaps and dependencies are understood and managed across the IT portfolio

About Post Office

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to

providing essential services to customers across the UK very seriously. We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:
We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:
Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behaviours:
- We **care** by always **thinking customer**
- We strive to make things ever better through **honest challenge**
- We **commit** to **decisive deliver**

The Post Office embraces diversity and inclusion in the workplace and actively promote working without discrimination. We are also a Disability Confident Employer and are committed to interviewing disabled people who meet our minimum criteria for the job.