



# Creating a world of better opportunities

## Job description

### **Solutions Architect**

Hybrid - Stevenage

Permanent

Grade 10

Full Time - 35 Hours per Week

**Reports to:** Lead Solutions Architect

## Where the role fits

This role sits within the Technology Team, which is responsible for designing, developing, and maintaining the IET's technology solutions. The team plays a vital role in ensuring that the organisation's digital infrastructure is robust, secure, and fit for purpose. This includes the development and integration of software applications, the management of data systems, and the implementation of cybersecurity measures to safeguard information assets.

Beyond day-to-day technical operations, the team works collaboratively across departments to identify opportunities for innovation, streamline business processes, and enhance user experiences through technology. Whether automating routine tasks, improving system interoperability, or supporting staff with technical issues, the Technology Team is central to enabling the IET to operate efficiently and deliver value to its members and stakeholders.

## Purpose of the role

The Solutions Architect is responsible for designing effective, robust, and strategically aligned technical solutions to meet the IET's business needs and priorities. Working closely with business stakeholders, delivery teams, and the Enterprise Architect, the role ensures that proposed solutions address business problems, maximise the value of existing technology capabilities, and adhere to the IET's enterprise architecture standards and strategic direction.

By producing high-quality solution designs and collaborating throughout the delivery lifecycle, the Solutions Architect ensures that solutions are practical, feasible, and successfully implemented. The role provides expertise in evaluating options, refining requirements, and framing opportunities, using tools such as proofs of concept and prototypes to demonstrate value and feasibility.

A key aspect of the role is fostering collaboration across business and technology teams, ensuring clear communication of technical concepts to a range of stakeholders. The Solutions Architect also contributes to the continuous improvement of the IET's technical capabilities, highlighting opportunities to enhance architectural patterns and processes, and promoting a culture of innovation and excellence in solution delivery.

## Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

## Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**

- **Work well with others**
- **Openly communicate**

## **Main duties and responsibilities (not necessarily in priority order)**

- Design technical solutions to address agreed and prioritised business needs, ensuring they align with the IET's enterprise architecture principles, standards, and strategic objectives.
- Produce high-quality Solution Designs that meet defined standards, ensuring proposals are robust, feasible, and deliver value while maintaining alignment with existing architecture and capabilities.
- Work closely with business stakeholders to identify opportunities for technology to enhance processes or services, helping to frame business problems and opportunities, and providing clear, practical options through techniques such as proofs of concept, prototyping, and visual presentations.
- Conduct analysis and develop creative, effective solution options for complex business and technical challenges, ensuring alignment with the IET's enterprise architecture patterns and standards.
- Collaborate with the Enterprise Architect to highlight areas for improvement in underlying architectures, processes, and technical capabilities, contributing to the continuous evolution of the IET's technology landscape.
- Define and document product scope, requirements, and impact assessments, either directly or through the coordination of Business Analysts, ensuring clarity of expectations for delivery teams.
- Develop and maintain an in-depth understanding of relevant areas of the IET's systems architecture and capabilities, applying this knowledge to inform solution choices and advise stakeholders.
- Work with delivery teams throughout the implementation phase to ensure designs are realised effectively, resolving issues and maintaining alignment with intended outcomes.
- Engage effectively with internal and external stakeholders, tailoring communication to suit different audiences and ensuring appropriate updates and consultation at each stage of solution design and delivery.
- Actively contribute to team and departmental meetings, fostering a culture of continuous improvement by sharing insights, offering constructive feedback, and supporting colleagues in achieving shared goals.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Deliver operational excellence:** You'll be responsible for the efficient and effective execution of day-to-day tasks and projects, ensuring they align with organisational goals.
- **Collaborate for success:** You'll work closely with colleagues across departments, fostering open communication and a collaborative environment to achieve shared objectives as a One IET team.
- **Support continuous improvement:** You'll actively participate in identifying areas for improvement and implementing solutions to enhance efficiency and effectiveness within your area.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.
- **Enhance team strengths:** You'll support your team in understanding and using their individual strengths to improve productivity and engagement, ensuring everyone can contribute effectively.

## **Skills and experience required**

- Proven experience in designing and delivering technical solutions across all layers of architecture (from user experience to infrastructure), encompassing the full software and business lifecycle.
- Strong knowledge of architectural principles, cloud technologies, and the DevOps approach to delivery, with the ability to apply these pragmatically to meet business needs.
- Demonstrable track record of effective problem analysis and solution development, with a focus on testing, measurement, and value delivery.
- Ability to evaluate and recommend appropriate solutions that balance cost, time, complexity, and alignment with existing architectures, avoiding unnecessary scope creep.
- Experience of working within Agile delivery environments (including Scrum), with the ability to guide and support teams to remain agile and iterative throughout projects.
- Excellent ability to develop actionable, testable requirements and translate complex technical concepts into clear, understandable options for business stakeholders.

- Strong interpersonal and influencing skills, with the ability to build effective relationships across professional and organisational boundaries, and to guide and challenge the business in the appropriate direction.
- Confident working with stakeholders at all levels, including developers, non-technical business owners, senior management, members, customers, and volunteers, adapting communication style accordingly.
- Proactive and self-motivated, with excellent planning, organisational, and prioritisation skills, able to manage multiple priorities and deliver at pace.
- Ability to assimilate and apply new knowledge quickly, keeping up to date with emerging technologies and best practice.
- Experience of managing development projects and leading teams, including contractors and third-party providers, and experience of engaging external suppliers and integrating their work into wider solutions effectively would be highly beneficial.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Collaborative communication:** You'll possess excellent written and verbal communication skills with a focus on active listening, clear communication, and building strong relationships with colleagues.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively, manage your workload to meet deadlines consistently, and ensure project deliverables are achieved on time and within budget.
- **Technical and operational expertise:** You'll possess a strong understanding of the relevant technical or operational area, coupled with a strategic mindset and problem-solving skills to identify and implement solutions to ensure smooth delivery.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Promoting a positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, teamwork is valued, and collaboration thrives.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

## Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>Cliff Beale, Lead Solutions Architect</i>	<i>07/2025</i>
<i>Strategic People Partner</i>	<i>Jo Williams, Strategic People Partner</i>	<i>07/2025</i>

*This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.*

*It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.*