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| Job Title | Associate Business Architect |
| Grade | B |
| Function | Product and Design |
| Job Purpose | Provide a business architecture service within change and business as usual settings, through understanding and articulating our capabilities, services, processes, people, information and infrastructure and how we add value. Investigate, analyse and respond to business challenges, problems, initiatives for change, business cases and formal programmes / projects by applying architectural methods and provide evidence-based consultancy advice and recommendations to inform decision making, break down complexity and help define clear outcomes that ensures strategic alignment and maximises the value that can be delivered to CQC. |
| Accountabilities | **The role holder will be responsible for the following:**1. Scope business problems and identify problem solving concepts, shape business designs and solutions to address the business problems within new or existing services. Elicit very-high-level business requirements and show inter-relationships within the business as multidimensional views of the organisation, in support of these. Focus on activity to make the resolution of the problem clear and convincing, and the consequential high-level objectives definite and complete.
2. Lead the business architecture review for the feasibility of complex business challenges, policy changes, response to changes in legislation, and requests for change to existing services. Provide an expert view of business architecture against the scenario to ensure strategic alignment, highlight challenges to the delivery approach and make evidence-based recommendations to inform decision making.
3. Lead the business architecture assessments within Design Assurance gateways of established projects to deliver new or change existing services. Make an expert interpretation of the design of the service against business architecture and provide an expert opinion. Challenge project team members and stakeholders where there is misalignment against the business architecture roadmap. Highlight challenges and make evidence-based recommendations to inform decision making.
4. Use appropriate business architecture methods to take a holistic approach in impact assessing business scenarios / initiatives / challenges against the operating model, considering but not being limited to the scope and full boundary of the topic.
5. Engage with stakeholders to provide expert consulting advice on developing problem-solving concepts, collecting supporting evidence and ensuring the proposed solutions are fully understood. Provide expert advice on how the structured models on which key architecture artefacts are based, can be applied to create further artefacts, when required.
6. Promote the use of Business Architecture frameworks, standards, artefacts and templates to the wider organisation so that they can link any projects they undertake to the Operating Model and through to the strategy.
7. Provide quality assurance of business architecture artefacts where these have been produced by stakeholders and other roles, provide challenge and feedback to ensure high quality and act as a gateway for quality control against established Business Architecture standards. Provide assurance that any related project deliverables linked to these artefacts are aligned appropriately (e.g. alignment of scope boundaries and levels of granularity).
8. Identify and analyse stakeholders, engage and clearly translate key messages to stakeholders at senior levels providing constructive challenge where appropriate. Develop and maintain relationships with senior and executive stakeholders to ensure buy-in, maintain credibility, influence outcomes, and manage expectations.
9. Support the Business Architect in maintaining standards, artefacts and templates to support high quality outputs.
10. Provide a custodian, assurance and configuration management service for CQC’s architectural artefacts within a dedicated library and maintain the library in a way that is accessible to the organisation, supporting the development of a transparent culture. Ensure that operating model and business design artefacts are maintained, kept up to date and any changes governed and assured in accordance with established practices and standards.
11. Support the leadership of the business architecture governance arrangements and support the effective operation of digital architecture governance..
12. Role model inclusive behaviours in everyday interactions.
13. Promote a culture of respect and fairness and understand personal responsibilities around delivering against CQC diversity and inclusion strategy.
14. Demonstrate competence and support others to achieve behavioural excellence through our Success Profiles ensuring yourself and those you work with are the best that they can be.
15. Role model and support others to instil our values into everything that we do.
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| Specific skills and experience | **Essential:*** Take a holistic approach to understanding a problem, review the wider environment that the problem exists within, considering multiple perspectives, to be able to present a wide view of the situation. Identify gaps, negative scenarios and checks and balances to create a more complete view of the situation.
* Apply structured thinking to business problems and documentation, and work with different levels of seniority to capture key information and synthesise these into an architectural format.
* Present information at different levels of abstraction for the intended audience and purpose.
* A keen advocate for business architecture used to engaging sceptical colleagues and stakeholders. Able to build consensus and commitment to maintain a structured repository of business knowledge.
* Experience of promoting the use of methods and techniques to create artefacts and communicating the value of these to users.
* Experience of providing practical guidance and knowledge building using internal reference sources.
* Able to create operating model and business design artefacts using a mix of tools (including PowerPoint, Visio, Excel, and ideally Enterprise Architecture software).
* Apply change and configuration control to a complex set of documents or artefacts.
* Excellent oral, conceptual, diagramming and written communication skills.
* Self-motivated and used to managing multiple sets of work concurrently.
* Excellent stakeholder management skills and experience influencing executive and senior stakeholders.

**Desirable:*** Familiarity with business systems development life cycles and the outputs and artefacts these create and use.
* Experience of helping teams adopt service-oriented analysis, design and delivery practices.
* Knowledge of health and social care environments.
* Experience of business to business or regulatory environments.
* Experience of working with operational, process design and system delivery colleagues.
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| Values and Behaviours**Deliver Effectively*** I understand and apply CQC’s vision, values and behaviours
* I am clear about what is expected of me in my role and why
* I share creative and innovative ways of doing things with colleagues
* I understand the impact of my actions at CQC
* I collaborate to seek the best outcome for CQC, supporting other teams where appropriate
* As a leader, I provide direction and clarity and set clear expectations for my team

**Demonstrate Accountability*** I take ownership for what I do
* I deliver on my commitments in a timely way
* I exhibit the necessary level of independence and objectivity required to perform my role effectively
* I am open to constructive challenge and look for ways to continually improve

**Display Integrity** * I encourage trust through my own actions
* I am honest in my dealings with others
* I express my views in an open constructive way

**Act Inclusively*** I respect the individual contribution of others
* I seek to understand the perspectives and views of others
* I positively contribute to teamwork

**Be Proud*** I act as a role model for CQC values and behaviours
* I recognise the achievements of others
* I positively promote CQC to colleagues and external stakeholders
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