Head of Enterprise Architecture

Job description

Change starts with you

WaterAid

We are WaterAid

Our vision

Water, sanitation and hygiene.
Our vision is 'A world where everyone,
everywhere has sustainable and safe water,
sanitation and hygiene'.

Our mission

Transform lives through sustainable and safe
water, sanitation and hygiene.

**Photo: Fanny, 13, washes her hands
with clean water from a tap at her
school. Chinganji, Malawi. June 2024.**

WaterAid's values in action

Our values define our culture and unite us
across the many countries in which we work.
They are at the very heart of WaterAid – who we
are, what we do and how we do it.

Respect: We treat everyone with dignity
and respect and champion the rights and
contribution of all to achieve a fairer world.

Collaboration: We work with others to
maximise our impact, respecting diversity and
difference in the pursuit of common goals.

Accountability: We are accountable to those
whose lives we hope to see transformed, to those
we work with, and to those who support us.

Innovation: We are creative and agile,
always learning, and prepared to take risks
to accelerate change.

Courage: We are bold and inspiring in our
actions and words, and uncompromising in our
determination to pursue our mission.

Integrity: We act with honesty and conviction
and our actions are consistent with openness,
equality and human rights.

About the role

Job purpose

The Head of Enterprise Architecture provides strategic leadership for enterprise, data, and solution architecture across WaterAid UK and supports global initiatives. This role sets the vision for organisation-wide architecture, ensuring that business strategy is underpinned by scalable, responsive, and sustainable technology and data ecosystems. The postholder is responsible for the oversight of data architecture, engineering, integration, and governance to drive business value and data maturity.

Team description

The Head of Enterprise Architecture sits within the IT Leadership Team and reports directly to the Director of IT. The role leads the newly established Enterprise Architecture function consisting of a small data engineering team and a data governance lead. Enterprise Architecture is one of the core pillars of WaterAid's IT & Technology planning, along with Global IT Service & Delivery, Global Cybersecurity & Global IT Portfolio & Strategic Engagement.

Responsibilities stretch across core organisational systems, ensuring technology and data solutions underpin WaterAid UK's digital and strategic ambitions. This role collaborates with senior leaders and expertise from across the IT department and business functions, acting as the organisation's principal authority on enterprise, data and solutions architecture, and driving cross-functional integration and technological innovation. The team's remit is pivotal, supporting all business areas as WaterAid continues its journey to data maturity and optimisation of digital services.

Terms of appointment

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Place of work:	20 Canada Square, Canary Wharf, London, E14 5NN We support and enjoy a hybrid working environment. A minimum of 40% of working time is spent face to face, either in London office, for coordination, collaboration and connectivity across the team, or as a result of external engagement or travel for WaterAid.
Pay band:	Grade 1C
Salary:	£71,481/-per year with excellent benefits. We offer competitive, market-aligned starting salaries. While most roles are offered at the advertised starting salary, we may adjust this in exceptional cases depending on a candidate's experience, skills, and potential.
Contract type:	Full Time, Permanent, 35 Hours per week
Reports to:	Director of IT
Manages:	3
Budget responsibility:	Operational budget: £400,000 - £500,000 Investment budget as planned
Travel:	There may be some limited travel within the UK

Accountabilities

- **Strategic IT Leadership:** As part of the IT SLT, this post-holder will be an essential advisor and contributor to developing and adapting the enterprise IT strategy. Set architecture OKRs, influence annual planning and portfolio prioritisation.
- **Enterprise Architecture Strategy:** Define, implement, and continually develop WaterAid's enterprise architecture strategy to align business and technology, supporting key priorities across all directorates. Define the target-state architecture and transition roadmaps (12–24 months) across data, integration, applications, and security. Embed architecture governance in the delivery lifecycle (intake → discovery → design → build → run) with clear quality gates and exemption process. This will include core EA principles and the systems, processes and forums to operationalise this strategy, ensuring alignment and embedding across highly autonomous and distributed technical teams.
- **Strategic Delivery Models:** Co-own delivery model choices (in-house, partner, hybrid) with the Global Head of Service & IT Delivery. Define build vs buy criteria and vendor quality gates.
- **Data Architecture Oversight:** This role is accountable for leading WaterAid UK's data architecture. The post-holder owns the development and execution of the data architecture strategy and provides strategic direction and oversight across data models, the data warehouse/lake, and third-party integrations. They ensure solutions are future-proof, scalable, secure, and cost-effective, with clear standards, roadmaps, and governance practices embedded across delivery teams.
- **Data Engineering Leadership:** This role provides end-to-end leadership of WaterAid's Data Engineering capability, leading the team responsible for the day-to-day operation of our integration pipelines and data warehouse/lake, and setting the standards that ensure they are robust, efficient, and secure. The post-holder drives excellence in data engineering, championing modern tools and approaches for integration, data quality, and transformation to support both analytics and operational workloads. They promote modern integration patterns—including API-first designs and event-driven/CDC architectures—with clear SLAs and contract-testing to protect downstream consumers as schemas evolve. They line-manage and develop the Data Engineering team, and set the SDLC standards across the function, including CI/CD, Infrastructure as Code, environment strategy, and secrets management; they also define the testing approach (unit, integration, and data-quality checks) and the observability practices (monitoring, alerting, dashboards, and runbooks) needed for reliable operations. Finally, they own outcomes for reliability, performance, and security across pipelines, integrations, and the warehouse/lake, and shape the backlog and prioritisation in partnership with Product and Delivery leads so that engineering work is aligned to business value, risk reduction, and measurable service levels.

- **Data Governance & Compliance:** The post-holder owns WaterAid's enterprise data governance agenda; setting strategy, approving policy, and being accountable for outcomes. Support and lead the Data Governance Lead to plan and execute the day-to-day work of embedding governance across business functions. Under this model, the EA oversees the governance framework (clear data owners/stewards, policies, and retention), ensures that architectures and data flows meet GDPR/UK DPA and sector obligations (including Gift Aid and Bacs/Direct Debit), and enforces least-privilege access with robust encryption and key-management practices. The EA also sponsors DPIAs, leads threat modelling, and drives periodic assurance exercises (e.g. penetration testing and audits).
- **Collaboration & Stakeholder Engagement:** This role and its team will need to function as essential, trusted advisors to business leaders across the organisation to support effective and consistent solution designs early in project cycles to increase accuracy in planning and budget alignment. They will translate business outcomes into architecture roadmaps, measurable OKRs, and investment proposals.
- **Change Management:** Lead the adoption of enterprise architecture best practice, fostering a culture of architectural thinking, continuous improvement, and agile delivery.
- **Risk & Compliance:** Ensure enterprise architecture standards address security, privacy, and regulatory requirements across all data and technology initiatives.
- **Team Leadership:** Inspire, develop, and manage technical leaders and specialists within enterprise and solution architecture, fostering collaboration, innovation, and professional growth.
- **Continuous Improvement:** Maintain awareness of industry trends and new technologies, advising the organisation on opportunities for innovation and optimisation.
- **Budget & Resource Management:** Responsible for the allocation, planning, and oversight of budgets and resources dedicated to architecture domains.
- **Champion architectural change:** Act as a senior champion articulating the benefits of architectural thinking, including defining and sponsoring investment by WaterAid Lead adoption of architectural best practice via playbooks, clinics, training, and a community of practice; measure adoption and reduce architecture drift.

Person specification
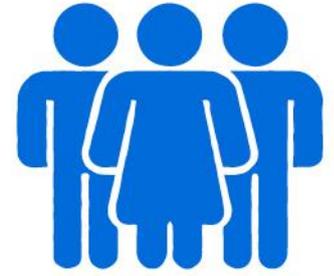
Essential skills

- Comprehensive experience in enterprise architecture, data architecture methodologies, and best practice frameworks (e.g. TOGAF).
- Strategic mindset, with proven capability to translate business goals into scalable technology and data solutions.
- Proficiency in data modelling, integration, and optimisation within cloud and hybrid environments, ideally including Azure as we are a Microsoft Azure house.
- Excellent understanding of data governance, including regulatory compliance, data security, master data management, and data quality assurance.
- Practical experience of data engineering techniques, ETL/ELT processes, data modelling and solution design across the full lifecycle.
- Influential stakeholder management and communication skills, able to engage and negotiate with senior leaders and deliver complex technical concepts to non-specialists.
- Significant leadership experience, including managing multi-disciplinary technical teams, mentoring, and fostering collaborative and innovative cultures.
- Ability to manage change effectively, driving agile adoption and supporting continuous improvement initiatives.
- Knowledge of risk management principles with a strong grasp of compliance standards related to data and IT (GDPR etc.).
- Proven track record of the ability to develop and manage budgets for technology, data, and architectural initiatives.
- Track record of delivering enterprise transformation programmes involving modern data platforms, advanced analytics, or integration with core business applications.
- Familiarity with emerging technologies such as AI, advanced analytics solutions, or automation platforms.
- Commitment to WaterAid's values of respect, accountability, courage, collaboration, integrity, and innovation.

Desirable skills

- Professional certifications in enterprise/data architecture frameworks (e.g. TOGAF, Zachman), or cloud technologies.
- Experience of designing and implementing operating models for enterprise architecture or large-scale data programmes.
- Working knowledge of data engineering languages (SQL, Python) and which use cases they are best suited to addressing.
- Knowledge of Business Intelligence tools (e.g. Power BI, Tableau) and experience with predictive analytics projects.
- Evidence of continued professional development and engagement with latest architectural trends.
- Direct experience in the charity, public sector, or similar mission-driven organisations.

Our commitments

Our People Promise

We will work with passion and focus to make sure everyone everywhere has clean water, decent toilets and good hygiene. WaterAid is a place of purpose – where people have a real commitment and shared responsibility for the impact we have. We are a global community with diverse backgrounds and perspectives, motivated by inspiring, stimulating work. We are determined to be a place where people feel safe and able to contribute their voice and truly live our values.

Equal Opportunities

We welcome applications from people of all backgrounds, beliefs, customs, traditions, ways of life and status. This includes, but is not limited to, race, ethnicity, caste, colour, gender, language, religion, political or other opinion, national or social origin, property, birth, disability status, neurodiversity, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

Safeguarding

We are committed to protecting everyone we come into contact with. We have a zero- tolerance approach to abuse of power, privilege or trust across our global work, and to any form of inappropriate behaviour, discrimination, abuse, bullying, harassment, or exploitation. Safeguarding the people and communities we work with, our staff, volunteers and anyone working on our behalf is our top priority, and we take our responsibilities extremely seriously. All offers of employment are subject to satisfactory references and appropriate screening checks (which can include counterterrorism, safeguarding and criminal records checks).

Wherever you work in WaterAid and whatever job you do, you'll be joining a global network determined to reach everyone, everywhere with clean water, decent toilets and good hygiene. For health, for life, forever.

WaterAid has one goal:

To change the world through clean water, decent toilets and good hygiene.

WaterAid