



## Chief Operating Office - IT

<b>Job Title:</b>	<b>Enterprise Architect</b>
<b>Reporting to:</b>	<b>Chief Operating Officer</b>
<b>Dogs Trust Grade:</b>	<b>D</b>
<b>Location:</b>	<b>London office</b>

### Job Purpose

The Enterprise Architect (EA) must proactively and holistically help and guide business and technology stakeholders and product delivery teams through the ongoing digital transformation and optimisation initiatives. Their scope includes helping the organisation achieve targeted business outcomes, including improving dog welfare, growing revenue, optimising costs, mitigating risks, and improving sustainability.

The EA operates across all architecture domains, including Business, Data, Application, Technology, Digital, and Integration. They understand the concepts of business goals, objectives and business outcomes, business capabilities, value-streams and business processes and their importance in solution architecture. They provide the necessary leadership, analysis and design tasks related to support the development of technology solutions to ensure that solutions meet business needs and align with architectural governance and standards. They also create deliverables for managing the organisation's portfolio of "to be" and "as is" solutions to enable and drive desired business outcomes.

The EA is responsible for creating and communicating multiple (audience appropriate) views of the overall Dogs Trust technology and information architecture, including roadmaps, reference architectures, business capability models and as-is, transition states, and to-be solution overviews. The EA partners and works collaboratively with internal and external stakeholders to ensure that proposed technical solutions align with the Dogs Trust business strategies and conform with the Dogs Trust IT Principles and Standards.

The Enterprise Architect will work closely with other IT functions to deliver ongoing continuous improvements and new transformation projects to support the realisation of the Dogs Trust Strategy.

### Overview of the Department/Team

Dogs Trust is the largest dog welfare charity in the UK with a nationwide network of rehoming centres and charity shops. Dogs Trust annually cares for over 15,000 dogs; we never put a healthy dog down.

The Dogs Trust IT Team consists of circa 40 staff split across IT Platforms, Service Delivery, Data, InfoSec, Data Protection, and IT Innovations Teams.

### Key areas of accountability

Align IT architecture strategy and planning with the overall Dogs Trust strategy in order that the technology landscape can enable the charity to achieve its objectives. Build and maintain

strong relationships across the business and IT communities to ensure continuous understanding of current and future business priorities, goals, and objectives.
Own the overall Dogs Trust IT architecture domains, including Business, Data, Application, Technology, Digital and Integration.
Create, maintain, and communicate a suite of useful, understandable, and pragmatic Enterprise Architecture artifacts, including roadmaps, models, and solution overviews.
Develop and maintain architecture policies, standards, and guidelines to ensure that a consistent framework is applied across the company.
Partner with charity and technology subject-matter experts to elicit and translate business requirements into technological solutions. This requires hands-on technical skills as a Solutions Architect.
Partner with (predominantly external) solution architects to provide secure, scalable, and adaptable architectural solutions. Promote the use of a shared architecture components to maximise value for money and improve information flows. At times, act as the solution architect on projects.
Ensure that the architecture solutions meet Data Protection and InfoSec standards including GDPR and PCI.
Own and run the Dogs Trust Technical Governance Forum.
Collaborate with Project Managers and Business Analysts to deliver accurate scope of work estimations and forecasts.
Collaborate with the Data and Analytics team to deliver integrated solutions that support the Dogs Trust data strategy.
Analyse market trends and technology innovations to determine their potential impact on Dogs Trust business strategy, direction, and architecture. Scan emerging technologies and the business ecosystem for major disruptive technology and non-technology trends that have the potential to affect Dogs Trust. Provide practical advice and best practices to take advantage of new, or emerging, opportunities and successfully deliver the expected business outcomes.
Act as a key stakeholder in the identification of architecture risks and the design and introduction of appropriate controls and mitigation.
Champion best practices and modern software development (and testing) lifecycles, methods, and tools, including the construction and use of reusable architecture building blocks.
Set clear and specific goals for improving architecture quality and deliver on these goals including regular monitoring and reporting of progress.
Implement and manage architecture development delivery planning and status reporting in an agile delivery context (using Jira and Confluence).
Support the development and continuous improvement of the architecture approach, processes, and tools to facilitate rapid and high-quality solution designs.
Support the swift resolution of any platform issues, prioritising the needs of the organisation.
Own the Dogs Trust technical governance process.
Operate as a Solutions Architect when required.
Any other reasonable duties.

## Person Specification

### *Essential skills, qualifications, experience, and attributes*

Substantial Enterprise and Solutions Architecture experience with proven ability to produce EA artefacts and technical solution designs.
Broad and deep understanding of Enterprise and Solutions architecture approaches and best practices in a SaaS IT Platforms based context.
Strong understanding and experience of API and File based data integration approaches and technologies
Experience of owning and leading technical governance including the creation and maintenance of technical standards and running a technical design authority.
Practical experience of working within Agile project frameworks (particularly using a Scrum based approach) and using collaboration software (particularly the Atlassian suite) to organise, manage and track delivery.

Great team player with the ability to build consensus and get everyone onboard with proposed approaches.
Good business acumen, demonstrating ability to understand and deliver business objectives
Ability to communicate complex technical information in a condensed manner to various stakeholders verbally and in writing.
Strong organisational skills, including an ability to perform under pressure, manage multiple priorities with competing demands for resources, adapt to changes in business needs and priorities.
Broad and deep experience of business, data, application, and technology architecture domains.
<b><i>Desirable skills, qualifications, experience, and attributes</i></b>
Architecture certifications (for example, TOGAF).
Experience of using EA modelling tools.
Hands-on, technical experience of designing Salesforce architectures – particularly Sales Cloud and Marketing Cloud.
Salesforce certifications (for example, Platform Developer, Marketing Cloud Developer, Platform App Builder, Solution Architect and/or Technical Architect).
Skills and experience of working with the Informatica IICS (CDI and CAI) integration platform and the Snowflake data platform.
Skills and experience of working with Salesforce Experience Cloud.
Skills and experience of working with ERP solutions, particularly Iris Cascade and Unit4 ERPx.
Experience of working within the not-for-profit business domain.

<b>Additional information</b>
This will be a hybrid role based at our London office with the need to travel as required.
Standard hours of work are generally Mon to Fri; 9am to 5pm, but some out of business hours work should be expected (for example, to support evening and/or weekend major software releases).
<b>Last Reviewed: March 2024</b>

