

# RECRUITMENT PACK

SOLUTIONS ARCHITECT

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# JOB DESCRIPTION



# WELCOME FROM THE CHIEF INFORMATION OFFICER



For 165 years Battersea has been here for dogs and cats, and in 2025 the need for our services and expertise remains as strong as ever. We are a globally renowned and highly impactful charity, and we would not be where we are without the passion, determination and expertise of our people who strive to create a world where dogs and cats are treated with care, compassion and respect.

Our new organisational Strategy sets out our growth ambitions for the next five years. Whilst committed to expanding our work through our three centres and the delivery of our core animal care and rehoming services, we are establishing new and significant, needs-led programmes to prevent dog and cat health and welfare issues at the earliest possible stage. We are establishing strategic alliances with selected partners to drive greater, collective impact for animals in need. We continue to engage with parliamentarians to drive regulatory change and we have a new focus on public campaigns and behaviour change and the provision of advice to support those seeking or already owning a pet.

Technology is a critical enabler of this Strategy. In the last two year we have begun to replace two business-critical but end of life systems, supporting our operations, our veterinary clinics and income generation work. Now we want to build on the foundations of our new Salesforce enterprise-solution, to harness the benefits of this investment and introduce new technology and functionality to help us maximise our charitable impact, drive efficiencies and deliver our Strategy. Whilst our priority is the implementation and maintenance of technology to support Battersea, we see potential for technology to help underpin our commitment to collaborative working across the global sector too.

We want to recruit an experienced and dynamic Solutions Architect to support the ongoing definition of our technology landscape. You will be passionate about delivering simple solutions to support complex business challenges and on distilling technical concepts into business outcomes. Reporting to the CIO you will be a member of the Technology Senior Leadership Team and will play an important role in development of our Technology Strategy and Team.

Beyond your commitment to our cause, we're looking for a motivating, values-led leader able to influence and challenge thinking in a way that brings people with you. You'll be joining an organisation that takes pride in being welcoming, open and inclusive for our dogs, cats and people.

**Steph Pritchard**

Chief Information Officer

# KEY INFORMATION



## Job Title and Code

Solutions Architect  
(BDCH6391)



## Department/Team

Data & CRM Programme



## Location

Battersea London - Hybrid



## Salary & Grade

£77,500 per annum  
Grade B1



## Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



## Duration

Permanent

# ABOUT THE ROLE

As a **Solutions Architect** at our charity, you will play a pivotal role in designing and implementing technology solutions that support our mission and strategic goals.

With the continued implementation of our new Salesforce CRM, you will ensure its successful integration and optimisation while also overseeing the architecture of other critical technologies across the organisation.

This role requires a blend of technical expertise, strategic thinking, and excellent communication skills to drive innovation and efficiency.

# RESPONSIBILITIES

	Estimated % time
<b>Strategy</b>	<b>10%</b>
<ul style="list-style-type: none"><li>• Contribute to the design of the Technology response to Battersea's overall strategy, helping to drive our Technology principles of secure, scalable, reusable &amp; supportable</li><li>• Support the prioritisation of Technology roadmaps and initiatives, contributing to the Business Planning Process</li></ul>	
<b>Solution Design</b>	<b>45%</b>
<ul style="list-style-type: none"><li>• Document &amp; Manage an overview of Battersea's Technology Landscape and evaluate opportunities for simplification.</li><li>• Contribute to the design of Technology principles to be used to evaluate new solutions</li><li>• Develop and design scalable, high-performance solutions that align with Battersea's strategy &amp; objectives.</li><li>• Act as a key contributor to Battersea's Technology Design Authority (TDA) challenging and contributing to technology decisions across the technology landscape</li><li>• Create architectural blueprints &amp; detailed documentation for the Salesforce CRM &amp; other systems.</li><li>• Ensure solutions are secure, reliable, and optimized for performance.</li><li>• Conduct feasibility studies and risk assessments to evaluate potential solutions.</li></ul>	
<b>Stakeholder Collaboration</b>	<b>20%</b>
<ul style="list-style-type: none"><li>• Engage with stakeholders around the business to provide technical guidance.</li><li>• Conduct regular meetings to ensure alignment and address any concerns.</li><li>• Translate business requirements into technical specifications and actionable plans.</li><li>• Facilitate workshops and brainstorming sessions to drive innovation and problem-solving.</li><li>• Translate and simplify complex technical concepts into business impacts and outcomes</li></ul>	

**Implementation Oversight****15%**

- Oversee the implementation of solutions, ensuring they meet specified requirements and quality standards.
- Provide technical leadership and support to internal and external development teams.
- Conduct code reviews and ensure adherence to best practices and coding standards.

**Leadership****5%**

- Contribute as a member of the Technology Leadership Team on activities pertaining to the successful running of the department
- Provide technical mentoring as required to less technically experienced team members
- Be an active and engaged member of Battersea's SLT, sharing accountability for collective decision making, supporting strategic objectives and driving organisational performance & behaviours through positive role modelling of our values and strong leadership practices in line with our Leadership Framework.
- Actively contribute to the SLT collective business planning process.
- Participate in SLT working groups and support delivery of cross-organisational projects.

**Research and Innovation****5%**

- Stay updated with the latest industry trends & technologies.
- Evaluate and recommend new tools and technologies to improve existing solutions.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

# PERSON SPECIFICATION

## ESSENTIAL

- A proven track-record in a Solutions Architect role or similar
- Proficiency in cloud platforms and significant experience with CRM systems, particularly Salesforce, and their integration with other technologies.
- Proficiency in modern Data technologies including Microsoft Fabric
- Strong understanding of software development methodologies and frameworks, security best practices and data protection regulations.
- Excellent communication and interpersonal skills, with the ability to communicate and engage effectively with technical and non-technical stakeholders.
- Strong problem-solving abilities and strategic thinking.
- Adaptability and a proactive approach to continuous improvement, emphasising progress over perfection
- Excellent focus on delivery of tangible outcomes

## DESIRABLE

- TOGAF Certified or Equivalent



## HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based teams splitting their time between site based and home working. We believe this enables our office-based colleagues to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing colleagues and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

# YOUR APPLICATION



# KEY DATES



## Closing Date

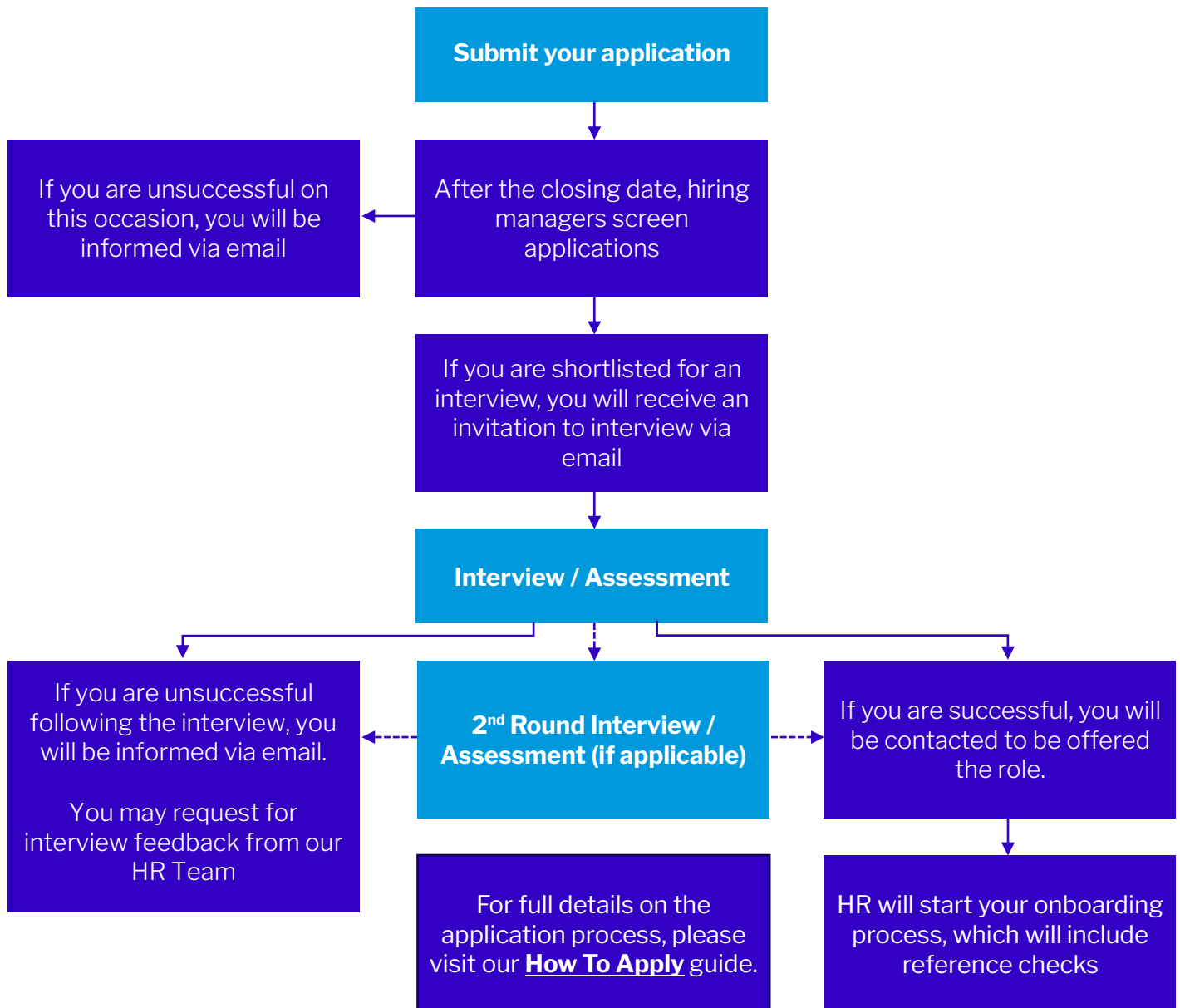
26<sup>th</sup> June 2026



## Interview Date

To Be Confirmed

# APPLICATION PROCESS





# COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

Our application forms will ask you for:

- Employment History
- Educational History (which is non-mandatory)
- A supporting statement of no more than 1000 words and/or
- Responses to short-answer questions

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the 'Life at Battersea' document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role(s) you apply for.



# ACCEPTABLE USE OF AI

At Battersea, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words. We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to numerous applications presenting as generic and impersonal. This makes it difficult to gain understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure the information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips
- Practicing interview questions with AI tools to improve communication skills
- Using AI to support with structuring your responses

Please do not:

- Submit AI-generated responses as your own during the interview
- Use AI to impersonate or misrepresent your experience or skills
- Use AI tools during real-time interviews



# DIVERSITY AND INCLUSION

## OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all employees, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

## WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email [jobs@battersea.org.uk](mailto:jobs@battersea.org.uk)

# REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)
- Candidate to be at least 18 years old of age at the start of the employment

## DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at [DataProtection@battersea.org.uk](mailto:DataProtection@battersea.org.uk)



# BATTERSEA

HERE FOR EVERY DOG AND CAT

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**BATTERSEA DOGS & CATS HOME**

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JOBS@BATTERSEA.ORG.UK

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Battersea is a charity registered in England and  
Wales (206394)

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Patron HRH The Duchess of Cornwall GCV  
President HRH Prince Michael of Kent GCV

