

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	PS11 role title	Technical Infrastructure Architect
Grade	11	Reports to (role title)	Enterprise Infrastructure Delivery Manager
JE Band	439-518	Directorate / School	IT&D
Date Role Profile was created	21-May-2026	Service / Department	LGR- IT & Data Theme
Agile	Information	<u>DBS Requirement</u>	Not Required

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide technical infrastructure architecture leadership and design assurance for the Tech Fundamentals workstream, ensuring Safe & Legal Day-1 requirements are met and that staff can securely access core systems, applications and data during transition to the new authorities. The role leads the assessment of legacy infrastructure across the 12 councils and develops safe, resilient transition and convergence options across networks, identity, Microsoft 365, telephony and cyber-security controls.</p> <p>Key outputs:</p> <ul style="list-style-type: none"> • Current-state baseline of core infrastructure, dependencies and risks across all councils • Assured transition and convergence options for key technical domains, including network interconnect, identity, Microsoft 365, telephony and security controls • Technical design standards and decision records to support consistent implementation • Clear management of technical risks, dependencies and service continuity requirements
Work Context	<p>This role supports Surrey's Local Government Reorganisation within the IT & Data theme, working in the Technical Fundamentals workstream to help deliver Safe & Legal requirements. Working with SMEs across the 12 councils and delivery partners, the postholder reviews current tools, enterprise platforms, configurations and infrastructure constraints to ensure transition designs are practical, assured and deliverable.</p> <p>Key areas of focus include networking and connectivity, Microsoft 365 tenant and domain dependencies, telephony and contact centre transition, identity and access management, and cyber-security controls.</p>
Line management responsibility if applicable	No formal line management responsibility. The postholder coordinates multi-disciplinary delivery teams across concurrent projects, including third-party/supplier resources, and provides task direction, prioritisation and escalation to maintain delivery. May provide coaching and delivery support to project managers within the workstream
Budget responsibility if applicable	None
Representative	Analysis, Reporting & Documentation

<p>Accountabilities Typical accountabilities in roles at this level in this job family</p>	<ul style="list-style-type: none"> • Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. <p>Service Delivery</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high. level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Essential knowledge:</p> <ul style="list-style-type: none"> • Expert knowledge of technical architecture, infrastructure, networking, identity and core services. • Deep understanding of modern technology practices, including hosting, platforms and open-source technologies. • Applied knowledge of agile and DevOps practices, including continuous deployment, testing and risk management. <p>Essential skills and abilities:</p> <ul style="list-style-type: none"> • Ability to translate business needs into robust technical designs and explain technical issues in a clear, outcome-focused way. • Strong communication, influencing and stakeholder management skills, with the ability to work effectively at all levels. • Ability to design and assure technical architectures that meet complex integration, service continuity and operational resilience requirements. • Ability to coordinate technical work across multiple councils, suppliers and cross-functional teams. • Commercial awareness in technology decision-making and supplier engagement. <p>Essential experience:</p> <ul style="list-style-type: none"> • Significant experience as a technical architect in large-scale, multi-organisation environments, ideally within the public sector. • Proven experience of designing and implementing network, infrastructure and identity integration solutions, including legacy estate rationalisation. • Experience of risk assessment, business continuity and operational assurance during major IT transition or transformation activity. • Experience of working with APIs, microservices and interdependent delivery teams in complex technical environments. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of cross-government procurement frameworks and platforms. • Commitment to reducing the environmental impact of technology. • Experience of working with diverse user groups and senior stakeholders.
<p>Role Summary</p>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>
<p>Reference Number</p>	<p>BM-2026-203</p>