

**Role Profile**

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| **Role Details** | | | | |
| **Role Title** | **Solutions Architect** | | **Section** | **IT** |
| **Division** | **Support Service** | | **Report To** | **Head of IT** |
| **Grade/Salary** | **SCP57 £70,681** | | **Date Completed** | **24 July 2025** |
| **Company Overview** | | | | |
| City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group’s citizens and customers as well as other public, private and third sector organisations.  City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.  Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen’s Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.  **Our Values**  **Excellence**: to deliver quality in everything we do.  **Honesty**: to be open, honest and transparent with all  stakeholders, promoting partnerships and  sustainability.  **Trust**: to be trusted by our employees, clients and partners.  **Inclusion**: we are a welcoming, diverse and supportive organisation,  that supports all to reach their full potential by building trust.  **Community**: to play an important role in the communities of Glasgow we  serve. Providing first class services together with jobs and  training opportunities for local people.  **Ambition**: to build a culture of excellence, through continuous improvement to  deliver outstanding services for all of our customers. All whilst being an  employer of choice within the city providing high quality and skilled jobs  **Our Vision**  Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value.  We will deliver for the citizens of Glasgow through high-quality, fair-paying jobs, and training opportunities which build the skills to support a more sustainable city. We will play a key role in reducing inequalities and improving the quality of life for the people and communities of Glasgow. | | | | |
| **Role Summary** | | | | |
| As the Solutions Architect, you will play a central role in City Building’s digital transformation and innovation journey. You will be responsible for designing and governing robust, scalable, and secure technology solutions that support business objectives and enable strategic change.  You will act as a technical leader and trusted advisor, translating complex business and technical requirements into end-to-end architecture and solution designs. Your expertise will ensure that solutions are aligned with organisational strategy, integrate seamlessly with existing systems, and are future ready.  You will collaborate closely with business stakeholders, project managers, technical teams, and external partners to design, validate, and oversee the implementation of technology solutions. You will champion the adoption of modern architectures, cloud technologies, and innovative digital platforms that drive efficiency, agility, and service excellence.  You will be instrumental in embedding architectural best practices, ensuring compliance with governance and security standards, and cultivating a culture of technical innovation and continuous improvement across the organisation.  *At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.* | | | | |
| **Role Outputs** | | | | |
| **Role Output:** | | **Includes the Requirement to:** | | |
| Solution Design and Architecture | | * Translate business, functional, and technical requirements into secure, scalable, and robust solution architectures. * Develop and document high-level and detailed solution designs, including process, application, data, and technology layers. * Ensure solutions align with enterprise architecture standards, strategy, and roadmap. * Define integration, interoperability, and data flows across platforms. | | |
| Technology Assessment and Selection | | * Evaluate new and existing technologies, platforms, and tools for alignment with business and technical needs. * Make recommendations on solution options and trade-offs. * Lead or participate in proof-of-concept initiatives and technology pilots. * Contribute to technology selection and procurement activities. | | |
| Governance, Security and Compliance | | * Ensure all solution designs comply with security, data protection, and regulatory requirements. * Support the development and enforcement of technical standards, guidelines, and best practices. * Provide architectural assurance during project delivery, technical reviews, and change initiatives. * Maintain accurate architectural documentation for audit and compliance. | | |
| Implementation Oversight and Support | | * Work with project managers, developers, and business analysts to support successful implementation of solutions. * Review technical deliverables and resolve design-related issues. * Support integration, testing, and deployment activities. * Troubleshoot technical challenges and ensure solutions meet quality and performance expectations. | | |
| Stakeholder Engagement and Communication | | * Collaborate with stakeholders at all levels to understand needs and communicate solution design rationale. * Lead or contribute to architecture workshops, design reviews, and presentations. * Build consensus around technology direction and architectural decisions. * Provide technical guidance and mentoring to project and IT teams. | | |
| Compliance with professional, regulatory, statutory, and corporate requirements. | | * Ensure that you are complying with internal policies, procedures, and relevant regulations. * Identify potential risks and implement mitigation strategies, ensuring IT changes align with governance and cybersecurity standard. * Conduct audits and maintain documentation for compliance purposes. * Comply with and implement all City Building Policies and Procedures. * Act ethically and with integrity. | | |
| Health and Safety | | * To carry out work in accordance with the Health and Safety at Work Act 1974. * To ensure that all Health and Safety requirements are adhered. * Report all Incidents and Accidents at the earliest opportunity. * Ensure a safe working site at all times. * Ensure wellbeing is a priority. | | |
| General | | * Attend all Training, Meetings, Toolbox Talks, and Reviews assigned to your role, leading on them as required. * Complete all compulsory GOLD and Safety Media training for your role. * Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders. | | |
| **Key Behaviours and Competencies** | | | | |
| **Our Solutions Architect will demonstrate the following behaviours and competencies:** | | | | |
| **Behaviours and Competencies:** | | **Includes the Requirement to:** | | |
| Strategic and Analytical Thinking | | * Demonstrate the ability to see the big picture and align solutions architecture with business changes digital strategy. * Possess the ability to analyse complex problems and deliver practical, innovative solutions. * Evaluate the effectiveness of new technology trends and opportunities to identify improvement. | | |
| Communication | | * Ability to communicate clearly, confidently and appropriately for a range of stakeholders. Delivering information without jargon to suit different audiences i.e. IT staff, managers across the organisation, and external bodies. * Provide clear written reports, briefings, and documentation to support decision-making and audit requirements. * Facilitate workshops, reviews, and collaborative problem-solving. * Build consensus and articulate architectural decisions. * Provide clear communication and updates as required this could be through email updates, meeting summaries, and meetings. * Provide clear instructions, feedback, and system updates with team members and other sections when required. | | |
| Leadership and Collaboration | | * Set architectural direction and standards. * Provide technical guidance to teams. * Lead by example and support professional development of colleagues. * Take ownership for the success of initiatives and deliver measurable results, setting clear goals and tracking progress against them, owning issues and riving them resolution. Ensuring all deliverables meet quality standards and deadlines. * Build productive relationships with business, IT, and vendor partners. * Influence and negotiate to achieve best outcomes for the organisation. * Facilitate joint solution design and delivery. | | |
| Innovation | | * Identify, evaluate, and champion adoption of new technologies and approaches. * Foster a culture of experimentation, learning, and improvement. * Proactively challenge the status quo and drive digital enablement. | | |
| Adaptability and Process Improvement | | * Stay up to date with new technologies and best practices, learning new skills and approaches as technology evolves. * Respond flexibly to changing technology and business priorities. * Embrace and drive changes to internal processes and procedures that enhance efficiency, reduce costs, or improve service delivery. * Ability to manage and adapt to procedural changes, ensuring smooth transitions and continuous improvement. | | |
| Governance and Compliance | | * Ensure architectural decisions adhere to security, privacy, and regulatory standards. * Support audit, risk management, and compliance activities. * Uphold organisational and professional codes of conduct. | | |
| Ongoing Training and Professional Development | | * Complete all necessary training for your role. * Keep up to date with emerging technologies, updates, and best practice. * Be open to mentorship and guidance for improvement from more experience colleagues. * Pursue relevant certifications and training. * Share knowledge and encourage professional growth within the team. | | |
| Trust and Confidentiality | | * You must ensure that any sensitive information is handled confidentially and responsibly. * Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect. * Maintain confidentiality and act as a trusted advisor. | | |
| Ethical and Professional Integrity | | * Able to demonstrate honesty and transparency in all professional dealings. * Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information. * Act ethically and with integrity in all professional dealings. * Demonstrate commitment to organisational values and culture. | | |
| **Person Specification** | | | | |
| You will bring extensive experience in solutions architecture, systems design, or a related discipline within IT and digital transformation environments. You will have a proven ability to design and deliver complex, integrated technology solutions that address business requirements and support strategic objectives.  You will demonstrate a strong understanding of cloud-based, on-premises, and hybrid infrastructures, along with sound knowledge of integration techniques, data management principles, and information security frameworks. You will have experience of working with enterprise platforms and digital technologies and be confident in applying modern development practices to drive innovation and efficiency.  You will be adept at documenting and communicating technical architectures in a clear and structured manner, using models, diagrams, and detailed specifications to facilitate collaboration and understanding. You will be able to manage multiple priorities effectively, ensuring that all deliverables are of a high standard and completed within agreed timescales.  You will take a proactive approach to stakeholder engagement, developing strong working relationships and ensuring that technical solutions are well communicated, supported, and embedded. You will also demonstrate leadership, initiative, and a commitment to professional development, contributing to a culture of continuous improvement and technical excellence. | | | | |
| **Requirements** | | | | |
| *Qualifications/Licence/Certification/Experience level…*   * Hold a degree or equivalent qualification in computer science, information systems, engineering, or a related field, or equivalent experience. * Possess recognised professional certifications such as TOGAF, AWS/Azure/GCP Architect, or equivalent. * Bring substantial experience in solutions architecture, systems design, or technical leadership in complex IT or digital environments. * Able to balance priorities and deliver results within agreed timescales. * Strong teamworking, communication, and problem-solving skills. * Committed to learning, professional development, and contributing to a positive, adaptable culture. | | | | |
| **Interdependencies** | | | | |
| * Head of IT * IT Section * Management * City Building Employees * Support Service Areas * All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly | | | | |
| **Conditions** | | | | |
| Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.  Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.  You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation. | | | | |