

Role description

Job title	Platform Lead
Job family	Information Technology Management (ITM)
Job sub-family	Enterprise Capabilities Management
Entry grade	AD06
Role summary	Responsible for the delivery, as committed and uphold agreed service levels in relation to the assigned IT solutions and platforms.
Standard role duties & responsibilities	Perform duties reserved only for the Temporary Agent contractual category. Lead on planning and execution of work in the assigned Platform and/or lead the development of the platform architecture, ensuring consistency with specified requirements across multiple projects implemented on the platform; Responsible for a team of contractors from the Agency's suppliers, assigning work to platform resources, management of Platform-specific contracts; Oversee the creation of sprints within each assignment and/or provide comprehensive guidance on the development, modifications and integration of platform components; Estimate required capacity for delivery on Program Increment, allocate available Program Increment capacity and secure future capacity with vendors and/or provide estimates and work breakdown; Review sprint outcomes for completeness and quality of the delivery and re-prioritise where needed and/or fulfil overall quality assurance for technical delivery; Escalate to Platform Senior Lead and manage incident process including communication of major incidents; Manage contractors and track vendor performance in line with established SQI's.
Role specific duties & responsibilities	The specific tasks of an individual job holder, linked to this role description, are further detailed and referenced in: activities of the organisational entity within which the job holder carries out those tasks; the set of annual performance and development objectives, which are established together with the reporting officer; the requirement to comply with SOPs, WINs, confidentiality undertaking and other documentation relevant to the role and its scope. These will be agreed upon with the reporting officer upon assuming duties.

Managing resources	Plan most daily work details within given priorities. May have a direct supervision of one or more people performing related work. Work may include a degree of planning and coordination, including small projects.
Communication and professional contacts	Required to regularly communicate (verbally and in writing) information, which requires careful explanation and interpretation, taking into account what to communicate and how best to convey the information. Writing and creating information that is specialist, sensitive, confidential, legal and/or regulatory in nature. Regular professional contacts with others inside and/or outside the Agency on functional matters. Solicits/gives information, provides advice/guidance and should use initiative. A likely requirement is to influence others' thinking and negotiate with various parties within own job responsibilities. Normally connected to the Agency's core business or a project. In particular, a Platform Lead will: Partner with colleagues from the Customer Advocacy (I-CA) department, specifically the Customer Portfolio Senior Architect (to assess, optimise and map requirements to platform capabilities and develop consistent domain and platform architectures) and/or with the Portfolio Senior Lead (to analyse the demand pipeline and jointly plan Program Increments).
Essential requirements Education Experience Skills & knowledge Certificates	Education A level of education which corresponds to completed university studies of at least three years attested by a diploma; Field of study: n/a Experience 3 years from the time when a university degree was awarded on completion of a minimum of three years of study; Professional experience in delivering enterprise software implementations in roles such as project manager, technical architect, technical lead and/or scrum master; Experience in and/or certified training in any agile software delivery; Prior experience of leading supplier teams and building successful working relationships with external delivery partners. Skills & knowledge n/a Certificates n/a

Nice to have Education Experience Skills & knowledge Certificates	Education n/a
	Experience Professional experience of delivering software implementations in accordance with the Scaled agile framework (SAFe); Prior experience in the healthcare or regulatory sectors, preferably in an international working environment; Experience with and/or certification in cloud technologies, preferably Microsoft Azure.
	Skills & knowledge n/a
	Certificates Certification in ITIL, particularly ITIL 4 for IT service management.

Category	Competency	Proficiency Level
Role competencies	Project and programme management	Advanced
	IT service management and service acceptance	Advanced
Sub-family competencies	Quality management	Advanced
	Emerging technology monitoring	Intermediate
	Continuous improvement	Intermediate
	Applied knowledge management	Intermediate
Grade competencies	Adaptability and agility	Intermediate
	Analysing and problem solving	Intermediate
	Prioritising and organising	Intermediate
Core competencies	Ethics and integrity	Intermediate
	Team collaboration	Intermediate
	Customer centricity	Intermediate
	Results orientation	Intermediate
	Communication	Intermediate
	Cross-cultural sensitivity	Intermediate
	Continuous learning and self-development	Intermediate