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| **JOB DESCRIPTION** |
| **Job title:** | Principal Software Architect |
| **Team/Department:** | CLEO Systems  |
| **Location:** | Remote (with occasional travel to Ashford Kent) |
| **Hours of work:** | Full time 37.5 hours per week Monday-Friday |
| **Job title the post holder will report to:** | Product Director |
| **Job titles reporting to the post holder:** | TBC |
| **Date the role profile was revised:** | February 2025 |
| **JOB PURPOSE**We are looking for an experienced and visionary Principal Software Architect to lead architectural design and strategy for CLEO Systems’ major projects. The Principal Architect will take a leadership role in defining the overall architecture, driving technical excellence, and ensuring alignment with business objectives across complex projects. The ideal candidate will have extensive experience in architectural design, engineering, and leadership, combined with a strong ability to manage and mentor teams, ensure high-quality delivery, and innovate within CLEO Systems.At this role level, you will:* lead teams of more junior solution architects
* lead multiple architecture projects or programmes
* build relationships with senior stakeholders across multiple business or technical areas in the organisation and its stakeholders.
* be proactive in identifying opportunities to improve the organisation and its stakeholders.
* work with technology partners to inform their roadmaps
* take a leading role in the overall direction of business and digital capabilities
* inspire other architects and help them understand how to meet organisational goals
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| **KEY RESPONSIBILITES AND ACCOUNTABILITIES****Architect for whole context*** assess how trends in society and industry practices might impact the organisation
* work with people outside of your organisation to inform policies, strategies and standards
* anticipate changes to policy and build resilience through your architectural work
* coach others in identifying important trends

**Architecture communication*** communicate with technical and non-technical stakeholders at all levels, and across organisations, using architecture communication techniques​
* mediate between people in difficult architectural discussions
* gain support from business and technical stakeholders for architectural initiatives with high levels of risk, impact and complexity
* coach and support others in architecture communication

**Commercial perspective*** identify appropriate contractual frameworks and approaches
* identify, evaluate and select appropriate suppliers

**Community collaboration*** solve and unblock issues between teams or departments at the highest level
* coach the organisation on team dynamics and conflict resolution, while also building and growing the community

**Making architectural decisions*** make and guide architectural design decisions characterised by high levels of risk and complexity
* identify and address architectural risks across the organisation or wider government
* lead and evolve architectural governance and assurance
* represent architectural governance as part of wider governance, for example, legal or commercial

**Problem definition and shaping*** lead the framing of a problem characterised by high complexity, complication, or risk so that a solution can be created
* coach others in defining problems and describing appropriate options for solutions
* Participate on the systems team on-call rota

**Strategy Design*** define and connect strategies or visions across the organisation or wider government
* enable the implementation of strategies or visions across the organisation or wider government, for example, by advocating for resources and removing blockers
* Technical design throughout the life cycle
* create technical designs characterised by high risk, impact, and complexity
* lead and guide others in creating technical designs that achieve organisational objectives
* use feedback to optimise and refine standards for technical designs throughout the life cycle
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| **COMMUNICATION AND KEY WORKING RELATIONSHIPS** The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders. |
| **ENVIRONMENT**CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/).  |
| **HEALTH AND SAFETY**The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.All ColleaguesYou have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.ManagersYou must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks. DirectorsYou must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. |
| **EQUALITY AND DIVERSITY**CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.  |
| **INFORMATION GOVERNANCE** Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS** We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check. This post has been assessed as requiring a basic DBS check.  |
| **REHABILITATION OF OFFENDERS ACT 1974**Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent. This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions. |
| **PERFORMANCE AND DEVELOPMENT REVIEW**This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. |
| **VARIATIONS**This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.  |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | * Bachelor’s or master’s degree in computer science, Engineering, Information Technology, or related field.
 | * TOGAF or other enterprise architecture certifications.
* Cloud architecture certifications (e.g., AWS Certified Solutions Architect, Microsoft Certified: Azure Solutions Architect, etc.).
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| **Experience** | * 10+ years of experience in software architecture, solution design, and technology leadership.
* Proven experience in designing, developing, and implementing complex systems at an enterprise level.
* Demonstrated success in leading large-scale, cross-functional projects and teams.
* Deep understanding of architectural frameworks, methodologies, and design patterns.
 | * Experience with electronic health record (ERP) systems, CRM systems, or other large-scale enterprise software solutions.
* Knowledge of industry-specific regulations, standards, and compliance requirements.
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| **Technical Skills** | * Expertise in enterprise architecture, system integration, cloud platforms (AWS, Azure, Google Cloud), and infrastructure.
* Solid understanding of modern development methodologies (Agile, DevOps, etc.) and software development lifecycles.
* Experience with technologies such as microservices, distributed systems, big data, and API design.
* Proficiency in designing scalable, high-performance systems and solving complex technical challenges.
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| **General** | * Strong leadership and team management skills with the ability to inspire and guide teams toward excellence
* Excellent communication skills, both written and verbal, with the ability to explain technical concepts to non-technical stakeholders.
* Strategic mindset with the ability to balance business objectives, technical feasibility, and innovation.
* Strong problem-solving, critical thinking, and decision-making abilities.
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