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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services, Information and Digital Services, Partnerships and Change | |
| **Location** | Greater Sydney Area / Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 11/12 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 135199 | |
| **PCAT Code** | 3226892 | |
| **Date of Approval** | 15 October 2024 | **Ref: IDS073** |
| **Agency Website** | www.dcj.nsw.gov.au | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

# The Pipeline Solution Architect is responsible for the development of the technology solutions and mapping the business requirements to systems/technical requirements to ensure they are in line with the enterprise

# architectural plan.

Pipeline Solution Architect is key in transitioning current Pipeline initiatives from concept to project delivery teams, ensuring that architectural expertise is applied and documented through the pre-project stage.

**Key accountabilities**

* + - * Review, interpret and respond to detailed business requirements specifications (BRS) to ensure alignment between customer expectations and current or future ICT capability.
      * Provide input to the strategic direction of technology investments to assist in the development of the enterprise architecture and maximise the return on technology investment.
      * Define and design technology solutions, within the agreed enterprise architecture, to assist the business in meeting their business objectives.
      * Develop, test and implement technology solutions and report on delivery commitments to ensure solutions are implemented as expected and to agreed timeframes.
      * Work closely with organisational key stakeholders and developers to ensure that the needs of the business are being met by the architecture teams.
      * Conduct research and analysis to inform recommended IT solutions across a range of organisational mainframes and technical systems and devices.
      * Translate the business strategy and ICT strategy into an Enterprise Architectures to enable delivery of solutions deliver the strategic objectives of the organisation
      * Undertake high level research, horizon scanning and analysis to identify future ICT trends, related strategies, policy priorities and issues.
      * Support the development and maintenance of ICT service catalogue collaborating with enterprise architecture, product owners and subject matter experts during solution development.

# Key challenges

# Understanding the fundamental drivers of the business and challenge conventional thinking

# Balancing current and new pipeline architecture requests in the context of competing business demands

# Developing and maintaining Architectural standards and frameworks in a time of great change within the cluster, ensuring agility and flexibility is maintained in architectural designs

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director | * Escalate issues, keep informed, advise and receive instructions * Contribute to the provision of advice and guidance on project management and implementation of initiatives * Inform manager about agreed ICT architecture |
| Manager | * Escalate issues, keep informed, advise and receive instructions * Contribute to the provision of advice and guidance on project management and implementation of initiatives * Inform manager about agreed ICT architecture |
| Work Team / Branch | * Work collaboratively to contribute to achieving multiple team’s business outcomes * Participate in meetings to obtain the work group perspective and share information |
| Clients/Customers | * Provide information and guidance about project/program initiatives * Resolve and provide solutions to issues * Develop and document solution requirements |
| **External** |  |
| Vendors / Suppliers | * Review requirements specifications and solution designs * Evaluate options for solutions and services * Incorporate external requirements and features in solution designs |

# Role dimensions

## Decision making

This role has autonomy to make recommendations regarding architectural solutions based on leading technologies and practices in liaison with their team leader. This role has autonomy to prioritise tasks to achieve goals to meet timeline set by the Director.

## Reporting line

The role reports to Director, Major Digital and ICT Programs

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated experience writing for a variety of audiences, technical writing of architecture and ability to develop and implement presentations.

# Essential requirements

* Tertiary qualifications in a relevant Information Technology discipline or demonstrated experience in solutions development.
* Qualifications in a project methodology or equivalent demonstrated experience

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | |  | **Behavioural indicators** | | **Level** | |
| Personal Attributes logo | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Act as a professional role model for colleagues, set high personal goals and take pride in their achievement * Actively seek, reflect and act on feedback on own performance * Translate negative feedback into an opportunity to improve * Take the initiative and act in a decisive way * Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation | | | Advanced | |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding * Translate technical and complex information clearly and concisely for diverse audiences * Create opportunities for others to contribute to discussion and debate * Contribute to and promote information sharing across the organisation * Manage complex communications that involve understanding and responding to multiple and divergent viewpoints * Explore creative ways to engage diverse audiences and communicate information * Adjust style and approach to optimise outcomes * Write fluently and persuasively in plain English and in a range of styles and formats | | | Advanced | |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | | | Adept | |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues * Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others * Take account of the wider business context when considering options to resolve issues * Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements * Implement systems and processes that are underpinned by high- quality research and analysis * Look for opportunities to design innovative solutions to meet user needs and service demands * Evaluate the performance and effectiveness of services, policies and programs against clear criteria | | | Advanced | |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Champion the use of innovative technologies in the workplace * Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies * Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes * Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes * Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies | | | Advanced | |
| Business Enablers logo | **Project Management**  Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits * Prepare clear project proposals and accurate estimates of required costs and resources * Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements * Identify and evaluate risks associated with the project and develop mitigation strategies * Identify and consult stakeholders to inform the project strategy * Communicate the project’s objectives and its expected benefits * Monitor the completion of project milestones against goals and take necessary action * Evaluate progress and identify improvements to inform future projects | | | Adept | |

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific>

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| **Focus Occupation Specific Capabilities** | | | |
| SFIA logo | **Capability Set** | **Capability name**  Capability description | **Level** |
| **Strategy and Architecture, Technical Strategy & Planning,** | **Solution Architecture**  The design and communication of high-level structures to enable and guide the design and development of integrated solutions that meet current and future business needs. In addition to technology components, solution architecture encompasses changes to service, process, organisation, and operating models. The provision of comprehensive guidance on the development of, and modifications to, solution components to ensure that they take account of relevant architectures, strategies, policies, standards and practices (including security) and that existing and planned solution components remain compatible. | **ARCH**  **Level 5** |
| **Development & Implementation, Systems Development** | **Systems Design**  The design of systems to meet specified requirements, compatible with agreed systems architectures, adhering to corporate standards and within constraints of performance and feasibility. The identification of concepts and their translation into a design which forms the basis for systems construction and verification. The design or selection of components. The development of a complete set of detailed models, properties, and/or characteristics described in a form suitable for implementation. The adoption and adaptation of systems design lifecycle models based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. | **DESN**  **Level 5** |
| **Strategy and Architecture, Business Strategy & Planning,** | **Innovation**  The capability to identify, prioritise, incubate and exploit opportunities provided by information, communication and digital technologies. To develop and implement processes, tools and infrastructures to support innovation. To involve internal and external communities, employees, commercial partners, customers, users and other stakeholders in the innovation process. To provide governance, monitoring to, and reporting on, the innovation process. | **INOV**  **Level 5** |



NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](https://www.sfia-online.org/en)Foundation website by registering as a corporate user via their NSW Government email address.

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | |
| --- | --- | --- | --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Advanced |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Adept |

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| **Complementary Occupation Specific Capabilities** |

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| --- | --- | --- | --- |
| SFIA logo | **Capability name** | **Description** | **Level** |
| Strategy and Architecture, Technical Strategy & Planning,  **Solution Architecture** | Leads the development of solution architectures in specific business, infrastructure or functional areas. Ensures that appropriate tools and methods are available, understood and employed in architecture development. Within a change programme, leads the preparation of technical plans and, in liaison with business assurance and project staff, ensures that appropriate technical resources are made available. Provides advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly. | **ARCH**  **Level 5** |
| Development & Implementation, Systems Development,  **Systems Design** | Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively. Designs large or complex systems. Undertakes impact analysis on major design options and trade-off. Makes recommendations and assesses and manages associated risks. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Ensures that the system design balances functional and non-functional requirements. Contributes to development of systems design policies and standards and selection of architecture components. | **DESN**  **Level 5** |
| Strategy and Architecture, Business Strategy & Planning,  **Innovation** | Manages the innovation pipeline and executes innovation processes. Develops, evolves and adapts innovation tools, processes and infrastructures to drive the process of innovation. Identifies resources and capabilities needed to support innovation. Encourages and motivates innovation communities, teams and individuals to share creative ideas and learn from failures. Manages and facilitates the communication and open flow of creative ideas between interested parties and the set-up of innovation networks and communities. | **INOV**  **Level 5** |