

Senior Business Architect



➤ Strategic Planning & Transformation > Strategic Planning

What's it all about

You lead the team driving forward the change agenda through translation of NHG's strategy & vision. Partnering with leaders across the business, you will build and maintain the operating model, business capability model, value streams, and design principles that guide where and how we invest in change, ensuring solutions are viable, efficient and centred on our customers. You will also lead and develop a team of Business Architects.

How you'll make a difference

- A strategic thinker and inclusive collaborator who thrives on solving complex business problems.
- Turning strategy into a clear, customer-centered blueprint for how NHG operates, enabling simpler, consistent services and better outcomes for residents.
- Improve value for money by identifying duplication and gaps across processes, data and technology; showing where investment will matter most.
- Build a shared view of our current and future capabilities and how we will get there so decisions are evidence-based and deliver measurable benefits.

How you'll do it

- Own and maintain NHG's business capability model; define capability taxonomies and levels to inform priorities aligned to NHG strategy.
- Build, lead and develop a team of Business Architects and allocate the team against portfolio priority.
- Shape the Target Operating Model (TOM) linking strategy to end-to-end customer journeys, data and process alignment, and enabling technology so approaches are designed 'once' and delivered 'many times.'

- Lead value-stream mapping and options analysis; propose pragmatic roadmaps that balance value, risk, cost and time-to-benefit.
- Define and steward business architecture principles and guardrails; run or contribute to design authorities to assure alignment across initiatives.
- Apply and embed NHG's organisational service design standards across the teams, so services are described and designed the same way.
- Partner with key stakeholders across the organisation to foster an environment of cohesion and collaboration.
- Demonstrable ability to connect strategy to customer journeys, processes, data and technology, and to drive decision-making via clear artefacts and governance.
- Maintain the business architecture repository and artefacts ensuring they are discoverable and up to date.
- Contribute to business cases and portfolio planning by providing capability-based impact assessments, benefits logic, success measures and dependencies.
- Coach your team and business change teams to adopt best practice and standards; evolve methods, templates and playbooks for consistent delivery.
- Hybrid working – two to three days a week in our main office.

All about you

Behaviours for success

Our values

- **We succeed together** By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.
- **We keep our word**

- We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.
- **We do better every day**
- We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

- Strong relationship building, influence and persuasion, and planning and organisational skills
- Certification or equivalent training in business/enterprise architecture e.g. Certified Business Architect (CBA), BCS Professional Certificate in Business Architecture, TOGAF, BIZBOK and familiarity with change and delivery frameworks.

This role is at Manager Level, reporting to the Head of Strategic Planning and Transformation. This role is at manager level. You will work as part of the Strategic Planning team, reporting to the Head of Strategic Planning and Transformation.

Essential knowledge, experience and skills including qualifications and professional membership

- You are educated to degree level
- You have significant experience (8+ years) gained shaping and delivering organisational transformation and change within a large organisation
- Experience of leading and developing a team of business architects.
- Significant experience working within the housing sector, with a strong understanding of social housing operations, regulatory requirements, and sector-specific challenges.
- Proven business architecture experience in similar size and complexity organisation/s, including capability modelling, value streams, and operating model design.
- Experience with enterprise architecture repositories and modelling tools.
- Excellent written and visual communication; able to create consumable roadmaps and one-page views, commercially astute
- Strong knowledge and experience of getting buy in and leadership accountability for strategic plans and roadmaps to enact transformational change