

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04089

Service Area: IT

Grade: G12

Job Title: Service Architect

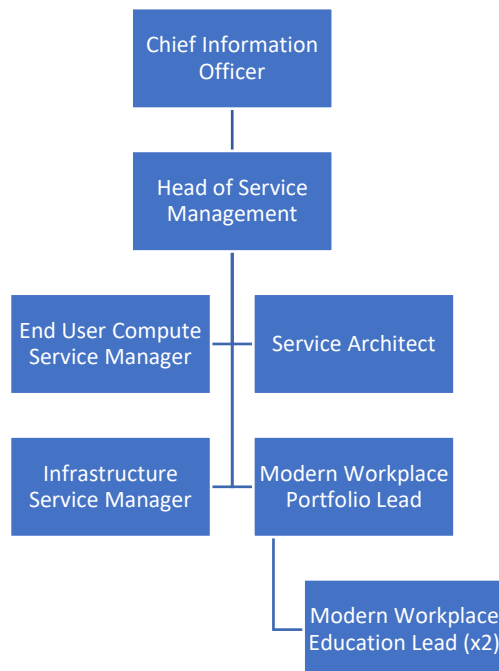
PURPOSE OF JOB:

The Service Architect is responsible for the design, integration, and continuous improvement of IT services across Lincolnshire County Council (LCC). The role ensures service solutions are aligned with the council's strategic objectives, governance frameworks, and technology landscape, supporting the transition to an agile, product-based service model.

Operating at SFIA Level 5, the role requires expertise in technical service architecture, IT strategy development, vendor governance, and stakeholder engagement. The Service Architect will ensure that IT services meet business requirements, integrate effectively, and comply with industry best practices, including ITIL 4, GDAD, and NIST CSF 2.0 Level 6.

This role will collaborate with outsourced IT providers, internal teams, and business leaders to define service roadmaps, drive service innovation, and optimise IT performance.

TEAM STRUCTURE:



MAIN DUTIES:

1	Designing IT Service Solutions <ul style="list-style-type: none">• Develop comprehensive IT service models that align with LCC's digital transformation strategy.• Work with outsourced IT providers to ensure seamless service delivery.
2	Service Integration & Interoperability <ul style="list-style-type: none">• Ensure IT services integrate effectively across platforms, leveraging Microsoft Fabric, Power Platform, and ESRI ArcGIS.• Align IT architecture with agile, cloud-first, and data-led operating models.
32	Stakeholder Engagement & Business Alignment <ul style="list-style-type: none">• Work closely with business leaders, IT teams, and service owners to ensure IT solutions meet user needs and operational priorities.• Translate business requirements into scalable service designs.
4	ITIL 4-Based Service Management & IT Governance <ul style="list-style-type: none">• Embed ITIL 4 principles across incident, problem, change, and service request management.• Ensure IT service architecture aligns with GDAD governance frameworks.
5	Service Performance Monitoring & Assurance <ul style="list-style-type: none">• Establish KPIs, service level objectives (SLOs), and reporting mechanisms to track IT service performance.• Use Power BI dashboards and analytics to inform service improvements.
6	Security, Risk Management & NIST CSF 2.0 Compliance <ul style="list-style-type: none">• Ensure service architectures comply with NIST CSF 2.0 Level 6 for cyber resilience and risk management.• Integrate zero-trust security models and endpoint protection solutions.
7	Vendor & Contract Management <ul style="list-style-type: none">• Oversee and assure outsourced IT service providers, ensuring they meet SLAs, contractual obligations, and performance expectations.

	<ul style="list-style-type: none"> • Act as the escalation point for service provider performance issues.
8	<p>Service Roadmap Development</p> <ul style="list-style-type: none"> • Define service roadmaps, ensuring IT solutions evolve in line with business needs and technological advancements. • Align IT infrastructure and service capabilities with modern workplace initiatives.
9	<p>Agile & Product-Based IT Service Design</p> <ul style="list-style-type: none"> • Support the transition to an agile, product-based IT service model, embedding iterative service improvements. • Collaborate with product teams to drive service innovation.
10	<p>Cloud & Hybrid Service Optimisation</p> <ul style="list-style-type: none"> • Ensure effective use of Microsoft Azure, cloud-native services, and hybrid infrastructure models. • Promote cost-efficient cloud adoption and IT resource optimisation.
11	<p>Service Resilience & Continuity Planning</p> <ul style="list-style-type: none"> • Ensure high availability, disaster recovery, and service continuity plans are in place. • Align IT services with LCC's risk management strategy and compliance frameworks.
12	<p>Documentation & Knowledge Management</p> <ul style="list-style-type: none"> • Maintain detailed service architecture documentation, process flows, and governance models. • Support the development of self-service resources and automation tools.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Proven experience in IT service architecture, with a focus on designing and integrating IT service solutions.	A	Y	
Strong understanding of the ITIL framework and its application within local government contexts.	A	Y	
Knowledge of the GDAD framework and experience in applying its principles.	A	Y	
Familiarity with NIST CSF 2.0 Maturity Adaptive: Level 4 standards.	A	Y	
Excellent stakeholder management and collaboration skills.	I	Y	
Ability to develop and implement service roadmaps and strategies.	I	Y	
Proficiency in applying ITIL best practices.	I	Y	
Strong risk management and mitigation skills.	I	Y	
Commitment to continuous improvement and service optimisation.	A	Y	
Technical expertise in key product bases such as ServiceNow.	I	Y	
Degree in computer science or a related field. Professional certifications such as ITIL or TOGAF are also highly desirable, as they demonstrate a commitment to industry standards and best practices.	A	Y	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.