Principal Architect – Digital Services

TSB

Purpose

As the Principal Architect – Digital Services, you will be responsible for defining and executing the architectural strategy for TSB Bank's digital banking platforms. You will create a modern microservices architecture to enable our digital ecosystem, including mobile banking, online banking, and cross-channel experiences, ensuring that our systems are scalable, secure, and aligned with our business goals. Your role involves partnering with cross-functional teams to drive digital innovation, streamline customer journeys, and enhance overall system performance.

Role dimensions

- **Reports to**: Head of Enterprise Architecture

- **Division: Technology Services**

- **Job family**: Architecture

- **Location:** Auckland, New Plymouth and Wellington

- **Direct Reports:** No

- **Financial Authority:** N/A

Person specifications

Education

- A bachelor's degree in computer science or related field.

Experience

- At least 7 years of proven experience integrating digital banking solutions with core banking systems and external platforms.

- In-depth knowledge of modern architectural paradigms, including microservices, cloud computing, API design, and event-driven architectures.

Role specific areas of responsibility

- Architectural Strategy & Roadmap: Develop and lead a comprehensive architectural roadmap for digital banking platforms that aligns with TSB Bank's strategic objectives.

- Digital Banking Platform Design: Architect robust, high-performing digital banking solutions covering mobile banking apps, online platforms, and customer-facing digital channels. Ensure seamless integration with core banking systems and third-party APIs. Ensure a consistent and engaging user experience across all digital channels.

- Security & Regulatory Compliance: Design architectures that prioritise cybersecurity, data privacy, and regulatory compliance (e.g., PCI-DSS, GDPR, and KYC). Implement risk-management measures to safeguard our digital platforms and customer data.

- Cross-Functional Collaboration: Work closely with product managers, UX/UI designers, developers, and IT security teams. Facilitate robust technical discussions and ensure that all digital solutions are seamlessly integrated and aligned across the organisation.

- Innovation & Operational Excellence: Promote best practices within the architecture team to drive innovation, speed up time-to-market, and continuously enhance our digital banking solutions.

- Technical Leadership & Mentorship: Provide architectural guidance and mentorship to architecture and engineering teams. Cultivate a culture of deep digital expertise and forward-thinking innovation.

- Stakeholder Communication: Articulate the digital architectural vision, key milestones, and technical challenges clearly to senior leadership and other stakeholders. Coordinate with diverse teams to ensure alignment and support for digital initiatives.