Platform Lead

TSB

Purpose

The purpose of this role is to provide technical ownership and leadership within a given technology domain and platform/service, with a focus on platform innovation, operational excellence, technology enablement and risk reduction.

This role is responsible for the implementation and support of the platform, providing a robust and reliable platform for the delivery of new and/or improved experiences for our customers, as well as providing guidance and knowledge of the platform operations and capabilities for other teams.

Role dimensions

- **Reports to:** Head of Engineering
- **Department:** Technology Services
- **Direct Reports:** No
- **Financial Authority:** N/A

Person specifications

- 5+ years' experience in a technical leadership role
- 10+ years' experience in relevant engineering roles
- Experience working within Agile based and service-oriented environments
- Strong technical leadership capability, with the ability to coach and influence
- Excellent written and verbal communication skills

Role specific areas of responsibility

- Create and nurture trusted relationships with key stakeholders, to maximize collaboration and co-ordination across Product & Solutions Management groups
- Establish, maintain & refine the relevant platform vision and solutions roadmap to optimize value delivered to business and customers
- Develop and own the platform backlog and oversee its implementation
- Represent an architectural viewpoint, advising, governing and making recommendations on the future of the platform and its connection with long-term strategy
- Collaborate and co-ordinate with associate Customer Platform Leads, Platform Leads and delivery teams to optimize value delivery and reduce dependencies
- Support and develop the platform team through technical mentoring (e.g. peer-programming, peer reviews or rapid prototyping) or coaching
- Manage new and existing vendor/partner relationships, review contracts annually to apply financial and/or operational efficiencies
- Ensure the availability of systems and services through proactive maintenance and monitoring of system components and processes and oversee the completion of regular patching and maintenance tasks to ensure that all systems remain secure and supportable
- Ensure systems and services provided through your platform(s) meet or exceed their SLAs, and incidents are appropriately managed and mitigated
- Provide escalated incident management support to teams in a 24/7 operational environment to ensure continuity of operational services, in line with established service SLAs

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.