

ROLE PROFILE



Role title:	Senior Cloud Engineer	Responsible to:	Infrastructure Delivery Manager
Division:	Member Experience, Digital and Data	Department:	Service Delivery
Direct Reports and Level:	None (Technical Leadership within team of up to 6 engineers)	Scope:	Delivery and management of IT infrastructure across the MPS Group.
		Scale:	No direct reports £0 Budget £0 Income
		Regulated Function(s) Held:	No
Evaluation Level	Implement 2	Role Family	Group Corporate Functions

Overall Role Purpose
<p>To provide technical leadership to a team of technical engineers to deliver and manage Cloud solutions across the MPS Group to ensure we can provide a high quality, trusted, service to our members. This will be achieved through the design, maintenance, and day to day management of Cloud platforms which are scalable, reliable, resilient and performant.</p> <p>To take a role in shaping and delivering the MPS technical strategy, including delivering of new technologies and working approaches, whilst ensuring 'BAU' obligations are met on a day-to-day basis.</p> <p>To support and inform the development of 'T-Shaped' analysts who have a breadth of experience and a depth of knowledge in focused areas to help drive the company forwards.</p>

Accountabilities (RACI)	Measures of Success/KPI's
Operational Leadership <ul style="list-style-type: none"> Provide technical leadership to deliver the corporate strategy, ensure optimal business performance and reinforce the desired culture. Compile estimates for work and contribute to the ongoing refinement of the estimation process, to support project planning and resource management activities. Work across the wider MEDD division to deliver change of varying complexity in line with defined processes and adhere to in place governance. Working with other MEDD Teams to deliver effective Service Management (Incident, Request, Problem) to internal colleagues and Teams, making best use of the tools available. Consult with other Senior Engineers, Lead Analysts and the Infrastructure Delivery Manager on technical strategy as an SME and actively contribute to decisions, recommendations, and overall direction Perform technical lead role for various projects of differing complexity and scale as defined by the Infrastructure Delivery Manager, delivering high quality solutions and design documentation, within agreed deadlines. 	<ul style="list-style-type: none"> Departmental Plan delivery Vs Plan Project Health checks Project Feedback Site Scoring Service Delivery engagement index Vs plan Service Delivery leadership index Vs plan Service Delivery Inclusion Index vs plan

ROLE PROFILE



Financial <ul style="list-style-type: none"> • Ensure that all spend is managed within organisation policy reporting on variance to budget to the MEDD leadership team • Monitor, allocate, and optimize cloud costs with Microsoft Cost Management • Proactively look for opportunities to improve services, processes, and tooling across the Infrastructure team when they arise in order to realise a better ROI for MPS. • Obtain quotes for products and services relating to projects and for essential maintenance work and consultative work, presenting costs in a clear and concise manner. 	<ul style="list-style-type: none"> • Operational budget Vs Plan
Member <ul style="list-style-type: none"> • Actively seek opportunities to improve service delivery, contributing ideas and making suggestions on how processes, tooling, solutions, and ways of working can be enhanced, taking the initiative on implementing these where possible. • Produce and review Infrastructure Designs and make low level Design decisions with input from Peers and Technical Architect which add value for our members. • Establish a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes. • Adhere to in place Service Management processes, working to defined SLAs, to deliver internal technical support. 	<ul style="list-style-type: none"> • Member Experience Index • Net Promoter score
People <ul style="list-style-type: none"> • Provide strong technical leadership and support in ensuring that suitable training and development paths are mapped and applied for members of the Infrastructure Cloud Team. • Undertake knowledge transfer and produce documentation to upskill peers and other teams, reducing single points of failure and improving resilience in the department. • Proactively take part in demonstrations and training sessions to help further cross skill teams. • Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity. 	<ul style="list-style-type: none"> • Delivery of Personal Development Plan • Skills Matrix Actual Vs Target • Strong Talent and Succession Plans • Service Delivery engagement index Vs plan • Service Delivery leadership index Vs plan • Service Delivery inclusion index Vs plan Feedback from team and stakeholders • Delivery of Personal Development Plan to plan • One-to-one / performance review meetings
Risk <ul style="list-style-type: none"> • Formulate, define, and review technical changes, manage these to delivery through in place Change Management processes to highlight and mitigate risks to Service. Actively look for ways to reduce risks via automation etc. 	<ul style="list-style-type: none"> • Risk & Control Self- Assessments Audit Actions • Programme and Project Risk management plans (RAID) • Compliance with organisational Risk & Control policies and processes

ROLE PROFILE



- Contribute to an environment where all colleagues in MEDD recognise the importance of adherence to policies and procedures, risk identification and management.
- Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
- Demonstrate a general awareness of current information security issues and technical threats, how they may affect MPS systems and the types of preventative and remedial activity which may be undertaken to address them.

Responsibilities (RACI)

- Support a team of Cloud Engineers to deliver on our 'BAU' obligations.
- Act as a senior technical point of escalation for Incidents, Requests and Problems relating to Cloud services.
- Actively seek opportunities to improve service delivery, contributing ideas and making suggestions on how processes, tooling, solutions, and ways of working can be enhanced, taking the initiative on implementing these where possible.
- Peer review change requests as part of the change management process.
- Provide out of hours Infrastructure and triage support for MPS core systems as part of the on-call team
- As the technology landscape continually changes, keep abreast of evolving trends, solutions, and principles; making recommendations where relevant as to how MPS could utilise these.
- Act as an Ambassador for cloud adoption, assisting in the creation and adoption of a 'Cloud Centre of Excellence' ethos throughout the business
- Liaise with other technology practitioners to share best practices and insights.
- Undertake other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.

Key Governance Responsibilities

- Change Advisory Board (CAB) – Attendee, as required.

Leadership Framework Competencies	Level
Fresh Thinking	Leading Others
Building Capability in Self and Others	Leading Others
Influencing Others	Leading Others
Collaborating for Results	Leading Others
Leading Self and Others	Leading Others
Commercial and Risk Thinking	Leading Others

	Knowledge and Qualifications	Skills	Experience
Essential	<ul style="list-style-type: none"> • One of Microsoft AZ104 OR Microsoft AZ-500 certification • Familiarity with M365 Product Suite 	<ul style="list-style-type: none"> • High-energy work ethic • Excellent oral and written communication skills, including ability to influence and persuade • Ability to quickly assimilate knowledge 	<ul style="list-style-type: none"> • Proven experience in a Cloud Infrastructure role. • Demonstrable experience in implementing robust cloud solutions and selecting appropriate services based on workload requirements. • Experience of Infrastructure as Code. • Extensive experience of working with Microsoft client and server platforms.

ROLE PROFILE



	<ul style="list-style-type: none"> Familiarity with Azure DevOps or similar source control & CI/CD pipeline services 	<ul style="list-style-type: none"> from outside own area of expertise Ability to deal with ambiguity within tasks and requests 	<ul style="list-style-type: none"> Experience of designing + managing technical solutions across multiple geographic locations. Experience of disaster recovery planning. Experience of delivering technical projects from design to implementation. Experience of people leadership, particular leadership of technical teams.
Desirable	<ul style="list-style-type: none"> Microsoft AZ-300 certification HashiCorp Certified: Terraform Associate (002) 	<ul style="list-style-type: none"> Ability to establish vision, drive change and deliver results. 	<ul style="list-style-type: none"> Experience of configuration management Exposure to Agile-focussed delivery environment. Experience working in a product-based delivery model\structure