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| **Role Title:** | Senior IT Platform Manager | **Responsible to:** | Head of Infrastructure & Operations |
| **Division:** | Member Experience, Digital and Data (MEDD) | **Department:** | I&O |
| **Direct reports:** | Direct Reports:* Platform Engineer(s)
* Environment Manager
 | **Scope:** | Manage a platform team accountable for provisioning and operating platform capabilities optimising the deployment and development of IT services |
| **Scale:** | Budget: 0People: 4 Directs, 1 Indirect |
| **Regulated Function:** | No |
| **Evaluation Level:** | **Implement 1** | **Role Family:** | Digital, Data & Change |

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| **Role Purpose** |
| The Senior IT Platform Manager will own and be responsible for establishing the initial parameters for orchestrating the platform team’s setup and overseeing the ongoing maintenance of the critical platforms in-scope.Platform management will hold a pivotal feature in MPS, specifically those that rely upon ecosystems of interconnected services and products. This role will ensure that efficiencies are gained through centralising services, removing duplication and saving resources. Pivotal in ensuring platforms offer scalability through expansion and infrastructure without overhauls. Platforms should provide inter-operability, so platforms are compatible, well managed enabling fast development and iterations with reduced effort.The role will support the organisation’s digital transformation by enhancing service quality, drive efficiency, improve reliability, minimize risk and optimise cost. Platforms are expected to scale operationally to business demands and remain agile enough to support new business objectives. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational** * Create and execute platform infrastructure strategy to optimise management, agility, costs, performance and scale for digital transformation
* Make certain that the platform allows the integration and interoperability of different technologies and permits the enterprise to scale correctly.
* Conceiving, designing, and orchestrating a platform with infrastructure that is self-serve and provide “as a service” consumption models to provide a unified infrastructure across on-premises, cloud and edge locations.
* Use infrastructure platforms to reduce technical (infrastructure) debt, simplify and automate IT infrastructure, whether it is in the cloud, on-premises or edge.
* Determine Service Level Indictors (SLI) and Service Level Objectives (SLO) to generate the actions needed improve the service and processes. Start with latency, availability, throughput. (using tighter internal SLO's)
* Adopt site reliability engineering practices focused on improving reliability, resilience and the customer experience of products and platforms
* Embed into platform engineering the need to ensure resilience, sustainability, continuity, recovery and broader security needs to agreed standards and controls
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Stakeholder Feedback
* Agreed Platform metrics around performance, availability, capacity and useability (i.e. speed to release/change)
* Adherence to MEDD operational processes & policies
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| **Financial*** Responsible for understanding and controlling platform compute run and license costs
* Identify cost optimization opportunities across the IT estate and present a concise business case/plan to stakeholders
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 | * Operational budget Vs Plan
* Project Quotes v actual cost at end of project
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| **Member*** Technology Innovations: Plan for innovations and trends that will change how I&O operates across data centre, cloud and edge locations.
* Track emerging vendors, technologies and broader ecosystem innovations. Determine if these innovations are ready to be adopted and discuss the value they offer with architecture and how to plan for and make the transition toward adoption
 | * Net promoter score
* Member feedback
* Member Experience Scores
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| **People*** Promote DevOps and agile ways of working ensuring they are established, and well understood, among the team and wider communities
* Communicating how platform initiatives support larger IT goals incorporating business priorities whilst defining a clear set of steps to advance the people and organization’s platform maturity
* Provide leadership to deliver exceptional training, competence, performance and engagement of the vendor team, ensuring clarity of the team’s capabilities in areas such as data analytics, collaboration, negotiation and influence.
* Build strong ties with key stakeholders to ensure that other infrastructure colleagues, the application development community and internal/external partners within business units recognize and understand the value of the platform team
* Promote an inclusive environment, which aligns with our commitment to celebrate and promote diversity.
 | * MEDD Engagement Index Vs MPS
* MEDD Leadership Index Vs MPS
* MEDD Inclusion Index vs MPS
* Strong Talent and Succession Plan
* HR Metrics – attrition, absence
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| **Risk*** Resilience, Security and Sustainability: Increase platform resilience, security and sustainability with proper planning, processes and technologies.
* Risk and Technical Debt: Reduce technical debt by balancing risk, value creation and business demands that help drive the appropriate solution/product the first time to minimize rework and suboptimal outcome
 | * Risk & Control Self- Assessments
* Audit Actions
* Improved awareness and understanding of risk management
* Risk reporting is accurate
* Business areas risks being actively reviewed and challenged
* Adherence to the MPS Currency policy
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| **Responsibilities (RACI)** |
| * Own and be responsible for establishing the initial parameters for orchestrating the Platform team's setup and overseeing the ongoing maintenance of the critical platforms in-scope
* Align the platform's development and control with the organisations standards and objectives.
* Make certain that the platform allows the integration and interoperability of different services and permits the enterprise to scale correctly
* Collaborate intently with engineering, TMO & delivery teams. Successful platform management is based on high performing teamwork.
* Invest in constructing a deep understanding of the tech stack and its structure of the platform. Communicate with other engineering departments and people to ensure the platform team achieves it’s goals.
* Identify and prioritize platform functions and enhancements primarily based on the goals of the organisation. Ensure that assets are allocated to the maximum impactful areas.
* Understand the requirement of both internal and external customers ensuring that the platform aligns for its success.
* Within the platform layer, build workflows to enable self-service infrastructure capabilities.
* Oversee the orchestration and management of the underlying platform to guarantee smooth integration, scalability, and interoperability to the delivery teams
* Manage a tool set that aids orchestration, automation and observability of the platforms
* Report on the platforms targeted SLO’s & SLI’s and other material indicators the customers are receiving the right level of agreed experiences.
* Identify, evaluate, and recommend monitoring and observability tools and diagnostic techniques to improve system observability and insights, including identification of requirements, nonfunctional requirements, design, implementation and operationalization.
* Establish good working relationships with existing and emerging strategic vendors used by the enterprise.
* Identify the drivers, shifts, market dynamics and trends to advise the business and IT teams of the most effective platform strategies across all IT categories.
* Foster a positive work environment that encourages collaboration, innovation, and high performance
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities**  |
| * Lead regular service reviews with internal and external customers
* Own key platform & vendor risks
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| **Leadership Behaviours** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge of platform & IT management practices and certifications (ITIL, Agile, DevOps, SRE).
* Knowledge of platform tooling and practices (IaC. API’s, Self-service portals, Digital experiencing monitoring
 | * Strong technical acumen, communication, influencing and relationship building skills
* Agile and Iterative Approach with Cross-Functional Collaboration
* Good financial acumen and business awareness (business case and value alignment experience)
* Ability to work well in diverse, multinational teams and proven ability to influence others to achieve positive outcomes
* Senior stakeholder management
 | * Strong project and process management skills, with the ability to handle multiples of each across a number of tasks.
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| **Desirable** | * Bachelor's degree or Certified Professional in Technology/Software Engineering
* Agile or Scrum certifications
 | * Excellent problem-solving skills in complex vendor and internal customer environments. Looks to resolve the root cause, not just the specific problem.
 | * Experience of digital transformation journeys and building platform teams from concept to highly performing.
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