Role Description
Senior Solution Designer

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10 and Service NSW Award Grade 9/10
ANZSCO Code	261313
PCAT Code	3326864
Date of Approval	January 2020

Primary purpose of the role

Responsible for the design and communication of solution vision through the design, development and execution of integrated architecture that aligns to the Enterprise Architecture plan and meets the current and future needs of the business. The role provides comprehensive guidance on the development of, and modifications to, solution components to ensure they take account of relevant architectures, strategies, polices, standards and practices (including security) and that existing and planned solution components remain compatible.

Key accountabilities

- Review, interpret and respond to detailed user stories/ business requirements specifications (BRS) to ensure alignment between customer expectations and current or future Digital capabilities and the strategic plan
- Provide input to the strategic direction of technology investments to assist in the development of the enterprise architecture and maximise the return on technology investment
- Define and design technology solutions to assist the business in meeting their business objectives including technology solutions and changes to service, process and/or operating models
- Develop and implement technology solutions to ensure solutions are implemented as expected and to agreed timeframes
- Design and delivery projects from inception through functional analysis of user stories/ requirements, the approval process for business case development, project execution and operational handover to align technological solutions and transform the processes and systems to meet emerging business requirements
- Collaborate with business units and technical experts to develop solutions that meet user stories/ business requirements specifications to ensure alignment between customer expectations and current or future ICT capability

Key challenges

- Identifying system, infrastructure and project interdependencies while balancing competing demands to ensure project deliverables are achieved
- Assessing emerging technologies, the relevance and potential impacts (both threats and opportunities) upon business enablers, cost, performance and sustainability while maintaining the integrity of the service
- Managing complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests

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Key relationships

Who	Why
Internal	
Manager	▪ Collaborate with manager about agreed ICT architecture including Business, Applications, Integration and Technology Architecture ▪ Escalate issues, keep informed, advise and receive instructions
Work team	▪ Work collaboratively to contribute to achieving multiple team's business outcomes ▪ Participate in meetings to obtain the work group perspective and share information ▪ Engage with the Enterprise Architect to align technology solutions with the enterprise architecture plan ▪ Engage with Developers, other specialists and Security, providing a key link between the needs of the business and the developing solution
Customers/Stakeholders	▪ Resolve and provide customer focused solutions to issues ▪ Develop and document solution requirements
External	
Customers/Stakeholders	▪ Develop and maintain effective working relationships and open channels of communication ▪ Engage in, consult and negotiate the development, delivery and evaluation of projects ▪ Manage expectations and resolve issues ▪ Contribute to a client-focused approach to service delivery
Vendors / Suppliers	▪ Evaluate options for solutions and services ▪ Incorporate external requirements and features in solution designs

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting Line

Principal Product Owner or Manager

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Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Tertiary qualifications within a relevant business discipline and/or demonstrated relevant working experience in a similar role/industry

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance	Adept

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		•	Demonstrate and maintain a high level of personal motivation	
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• • • • • •	Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• • • • • • •	Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community	Adept
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• • • • • •	Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands	Advanced

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		Evaluate the performance and effectiveness of services, policies and programs against clear criteria	
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept

Occupation specific capability set

SFIA	**Strategy & Architecture – Technical Strategy & Planning** **Solution Architecture** The design and communication of high-level structures to enable and guide the design and development of integrated solutions that meet current and future business needs. In	• Leads the development of solution architectures in specific business, infrastructure or functional areas. • Ensures that appropriate tools and methods are available, understood and employed in architecture development. • Within a change programme, leads the preparation of technical plans and, in liaison with business assurance and project staff, ensures that	**Level 5 - ARCH**

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addition to technology components, solution architecture encompasses changes to service, process, organisation, and operating models. The provision of comprehensive guidance on the development of, and modifications to, solution components to ensure that they take account of relevant architectures, strategies, policies, standards and practices (including security) and that existing and planned solution components remain compatible	appropriate technical resources are made available. • Provides advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly	
Development & Implementation – Systems Development **Systems Design** The design of systems to meet specified requirements, compatible with agreed systems architectures, adhering to corporate standards and within constraints of performance and feasibility. The identification of concepts and their translation into a design which forms the basis for systems construction and verification. The design or selection of components. The development of a complete set of detailed models, properties, and/or characteristics described in a form suitable for implementation. The adoption and adaptation of systems design lifecycle models based on the context of the work and selecting appropriately from predictive (plandriven) approaches or adaptive (iterative/agile) approaches	• Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively. • Designs large or complex systems. Undertakes impact analysis on major design options and trade-off. • Makes recommendations and assesses and manages associated risks. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. • Ensures that the system design balances functional and non-functional requirements. • Contributes to development of systems design policies and standards and selection of architecture components	**Level 5 - DESN**
Strategy & Architecture – Advice & Guidance	• Actively maintains recognised expert level knowledge in one or more identifiable specialisms.	**Level 5 - TECH**

	Specialist Advice			
	The development and exploitation of expertise in any specific area of information or communications technology, digital working, specific techniques, methodologies, products or application areas, for the purposes of providing specialist advice	• Provides definitive and expert advice in their specialist area(s). • Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. • Supports and promotes the development and sharing of specialist knowledge within the organisation		

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Occupation specific capability set			

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COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
SFIA	Strategy & Architecture – Technical Strategy & Planning Emerging Technology Monitoring	The identification of new and emerging technologies, products, services, methods and techniques. The assessment of their relevance and the potential impacts (both threats and opportunities) upon business enablers, cost, performance or sustainability. The communication of emerging technologies and their impact.	Level 5 - EMRG
	Relationships & Engagement – Stakeholder Management Relationship Management	The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts. Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms. Creatively combines formal and informal communication channels in order to achieve the desired result	Level 5 - RLMT

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