APM

Job Description

Job Title	Solution Architect	Grade	3

Department	Corporate Services – Digital Team	Reports	0

Reports to	Change Delivery Manager

Our values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

Main purpose of the role

As the Solution Architect within APM's Digital Team, you will bring a strong background in designing and implementing scalable, high-performance web solutions, and will be responsible for leading the architecture and design of our web platforms, ensuring the APM website and related web based customer platforms continue to meet customer and business needs.

The website is a key revenue generator for APM; in this role you will not only shape and deliver our dynamic programme for improvement and change, you will also ensure smooth operation of exiting web capabilities and provide support in resolving any production issues.

You will achieve this by:

- Leading the architecture and design of solutions (primarily Umbraco CMS), ensuring they meet business requirements and are scalable, secure, and maintainable.
- Collaborate with cross-functional teams, including developers, designers, and product managers, to define and implement technical solutions.
- Aligning complex technology needs with business goals.
- Provide technical leadership and guidance to development teams, ensuring best practices and standards are followed.
- Acting as a bridge between technical and non-technical stakeholders.
- Lead technical execution, taking ownership over code quality, security design, DevOps practices and deployment pipelines.
- Create and uphold engineering standards through code reviews and structured feedback loops.
- Develop and maintain architectural documentation, including system diagrams, technical specifications, and integration plans.
- Stay up-to-date with the latest industry trends and technologies and evaluate their potential impact on our solutions.
- Troubleshoot and resolve complex technical issues, helping to establish APMs Enterprise Architecture Practice, providing support and guidance to the development team.

Success in the Solution Architect role at APM will be demonstrated by the delivery of scalable, secure, and maintainable solutions that meet business requirements and enhance digital platform performance,

in turn contributing to an excellent, stable online Customer Experience and the success and growth of APM's business strategy and objectives.

This role may evolve to hold line management responsibilities over time.

Dimensions & Limits

In this role, you will be responsible for both hands-on development of our web platforms, and the Solution Architecture considerations.

Scope of ownership and responsibilities include, but are not limited to:
- Development of the primary APM Website CMS solution
- Solution Architecture considerations and inputs
- Production Support
- Establishing an in-out web platform development capability and team that can scale and evolve to meet business needs over time

Key relationships

Internal
- Digital colleagues, senior executives, key stakeholders, SMEs and relevant APM staff.

External
- New and existing third-party suppliers and contractors including digital and technology suppliers.
- APM individual members and followers.
- Third party contractors and suppliers including design and customer and user experience agencies.
- APM Corporate Partners
- APM Accredited Providers
- APM Volunteering community
- Other relevant vendors

Career development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events.
- Our fantastic knowledge share calendar of events enables colleagues to share their knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths.
- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions.

Key responsibilities / accountabilities
• **Planning & Architecture**
• Lead the design and implementation of complex, enterprise-grade solutions leveraging Azure Services and modern web technologies (e.g. Umbraco).
• Translate business and functional requirements into robust, scalable technical solutions.
• Work closely with Product Owners, SMEs, Architects and the CX|UX Design Team to design and delivery solutions (within the APM Design Process and Change Process)
• Contribute creative ideas to brainstorming sessions and Digital change initiatives to generate new customer engagement and retain existing customers.

- Participate in Agile ceremonies (e.g. sprint planning, retrospectives).
- Support workshops and working groups to understand the technical possibilities and limitations of proposed ideas.
- Guide development teams on the implementation approach for user stories, ensuring
- architectural alignment and clear separation of concerns.

Solution Delivery

- Lead the development and integration of custom applications.
- Design and document end-to-end technical solutions.
- Ensure quality code is delivered using secure coding practices and maintainable documentation. Drive performance, security, scalability and maintainability of all delivered solutions, proactively identifying and mitigating technical risks.
- Conduct code reviews, enforce development standards and mentor the development team in clean architecture and engineering best practices.
- Implement and optimise CI/CD pipelines and automated deployment strategies.
- Collaborate with cross-functional teams to ensure all deliverables meet timelines, quality standards and budget constraints.
- Monitor application telemetry and troubleshoot issues, ensuring high system availability and performance.
- Responsible for supporting the resolution of any issues with the existing code base within the production environment.

Technical Leadership

- Serve as a technology mentor and advisor for the development team, promoting engineering excellence and continuous learning.
- Guide teams and wider APM business in the adoption of modern DevOps and agile practices, including continuous integration, delivery and feedback loops.
- Work with SMEs, Business Owners, Product Owners and external vendors to manage backlogs, provide estimates and prioritise enhancements.
- Drive the development and enforcement of engineering processes, architectural governance and quality standards.
- Achieve high levels of engagement and satisfaction from Leadership Team and business stakeholders.
- Be recognised as a trusted advisor across the business. A creative thinker, and a problem solver who can contribute to departmental and corporate change projects and initiatives.
- Represent Digital Team on portfolio projects, at both steering and or project level, project dependent.
- Grow the Digital Culture and mindset at APM

Knowledge & Innovation

- Stay current with emerging trends in web development technologies including Azure and Umbraco.
- Track and interpret product roadmaps, ensuring solutions remain future-ready.
- Encourage a culture of innovation, knowledge sharing and experimentation across the development team to foster growth and adaptability.

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The architect will provide strong technical leadership, fostering a collaborative environment where best practices are followed, and will stay updated with industry trends to implement innovative approaches. Effective troubleshooting and support, comprehensive documentation, and a commitment to continuous learning will further contribute to the success and growth of APM's digital platforms and overall business objectives.

Key performance measures

- Code quality (including code review of other team members)
- Number of Bugs per development sprint
- Ability to meet agreed support SLAs for production website
- On time delivery of new developments in line with project timelines
- Accuracy of development work size estimates compared to actual delivery and deployment
- Velocity / Burn down times within development team
- Security compliance (to be 100% in line with APM Infosec and GDPR guidelines)
- Cross-team collaboration effectiveness (communication between technical and non-technical)
- Architecture documentation (accuracy, completeness)
- Mentorship and team development (technical leadership effectiveness)

Person specification – Solution Architect

Attribute	Essential	Desirable
Qualifications	• A Degree in Software Architecture (or equivalent) or demonstrable (8 years) equivalent career history and experience working in software development, particularly with a track record of solution ownership and technical leadership	• Umbraco certification or equivalent for similar CMS platforms • Microsoft Certifications (e.g. Azure Architect)
Experience	• Extensive experience working with CMS platforms such as Umbraco • Proven experience in the integration of third-party systems via APIs including CRMs such as Salesforce •	• Experience working in Agile environments including participating in sprint planning, estimation and collaborative delivery practices • Hands-on experience designing and building solutions on Microsoft Azure • Knowledge of MS Power Platform • Professional experience working in the Membership space
Knowledge	• In-depth knowledge of best practices in software development including application lifecycle management, secure coding standards, code control (e.g.	• A passion for continuous learning

	Git) and clean architecture principles • •	
Skills	• Full-stack developer, with proficiency in C#, .NET / .NET Core to allow for architecture of APIs and backend services that are secure, performant and maintainable • Excellent communication skills and the ability to engage confidently with stakeholders at all levels • Strong problem-solving and debugging skills to allow for swift diagnosis and resolution of technical challenges	• The capability for mentoring others, including more junior developers, with the ability to foster a high-performing development culture • Python scripting/programming • SQL querying • Experience working with AI frameworks
Behaviour / Competency	• Passionate about delivering good customer experiences • A lifelong learning approach to developing knowledge and skills • Hands on practical approach, with persistence and determination • Positive approach even when experiencing setbacks • Able to demonstrate initiative and a proactive approach to daily tasks • Able to manage your own workload, taking responsibility for tasks prioritisation • Able to work withing infosec and GDPR guidelines and enforce these with other team members • Good listener who takes time to understand different perspectives • Self-motivated and reliable • Able to adapt to changing priorities, complexities, and ambiguity • Decisiveness • Proactivity • Relationship building • Results orientation • Technical and professional expertise	• A natural ability to build credibility to influence and negotiate with senior stakeholders and drive change in behaviour • Strong commercial acumen and understanding of business value