

About the job

Head of Architecture

Reports to: Group Director Technology Operations

Location: UK / Ireland - Travel required

Role purpose

As part of the Technology Operations function in Flutter Functions, the Head of Architecture will be accountable for the architecture of critical technology operations capabilities, including service delivery frameworks, security architecture principles, and cloud infrastructure strategy. The role holder will lead a team of architects to define the vision, strategy, and roadmaps for the target state technology operations architecture, including implementing the vital processes and mechanisms that will enable alignment to the vision and roadmap.

The role is pivotal to supporting not only Flutter Tech, but will also consult and influence all brands and divisions within the group to align on Technology Operations strategies and architecture. The role holder will need to have strong convictions and opinions on what the right thing to do is for the long term operational excellence of the group, whilst simultaneously being sympathetic and supportive to the short to medium terms needs of other teams, brands, and divisions.

The right candidate will have experience working with large-scale technology operations in enterprise organisations on infrastructure modernisation and security transformation projects. This will have involved a service-obsessed and collaborative approach, coupled with a deep technical understanding of operational frameworks, service management, security principles, and cloud infrastructure to provide confidence and answer questions. An ability to engage and help crystallise operational benefits of architectural decisions, demonstrate deep understanding of cloud solutions and global connectivity, and a passion for operational excellence through secure architectural principles is key.

Accountabilities

- Responsible for building and leading an architecture team that will provide Technology Operations services across Flutter Functions

- Form an integral part of the Group Technology Operations leadership team, formulating architectural strategies and guidelines that empower our operational excellence and security posture
- Contribute to the wider architect community, establishing meaningful relationships and defining appropriate architectural standards, procedures, and ways of working for technology operations
- Define the overall architecture vision and roadmap for our Technology Operations portfolio including service delivery, security frameworks, and infrastructure strategy
- Lead a team of skilled architects to design, develop and implement secure, scalable and reliable technology operations solutions
- Partner with engineering and operations teams to ensure efficient platform adoption and utilisation across cloud environments
- Lead the definition and adoption of service architecture strategy aligned with operational standards, enabling efficient service delivery and incident management
- Establish and maintain security architecture frameworks based on industry standards and secure design principles
- Define cloud infrastructure and networking architecture strategy for scalable platforms and global connectivity solutions
- Establish meaningful relationships with partners in security, infrastructure, and service management functions
- Support the process that ensures that right architectural decisions are reviewed globally, by the right people, in a timely fashion
- Deliver training, mentoring, consulting, and knowledge transfer to team members

Competencies

- Big Problem solver : Constantly explores and analyses future scenarios and possibilities to help Flutter respond to change and shape the future; drives self and others to pursue opportunities that will create sustainable value for Flutter; contributes to the functional and the Flutter strategy, mapping and aligning efforts to strategic imperatives.

- **Effective Communicator** : Provides clarity on business goals; is effective in all types of communication; adjusts communication style to fit the audience; consistently communicates the mission, vision and values to inspire, energise and motivate others throughout Flutter; ensures others understand how their efforts positively impact the bigger picture; creates an environment that encourages effective communication and the sharing of diverse perspectives.
- **Commercially Savvy** : Makes it their business to be aware and anticipate emerging external factors and changing market dynamics; constantly explores and analyses future scenarios and possibilities to help Flutter respond to change and shape the future; has deep understanding of business drivers and the industry to guide decisions and lead others.
- **Customer Obsessed** : Builds and maintains good relationships with collaborators; champions the needs of customers and the importance of exceeding expectations; builds and delivers solutions that exceed customer expectations; prioritises customer satisfaction and builds commitment in others to provide outstanding service.
- **Nimble** : Is energised by new and unfamiliar situations and quickly adapts; advocates active experimentation and encourages others to be agile in their approach; is adaptable and flexible when developing others encouraging them to learn quickly when faced with new situations and be open to new ideas and ways of working; proactively shares lessons learned.
- **Wins Together** : Gains trust and support of others, generous with time, advice and knowledge; is able to establish and engage networks to get stuff done rather than depend on authority; seeks out opportunities to break down barriers and collaborate and partner across organisational boundaries.
- **Resilient** : Creates a climate where people are curious, resilient, determined, learn and adapt; handles and manages crises effectively; anticipates and shows the way forward during setbacks; builds energy in others to stick with it/ to stay on track / push through.

Experience

- Experience of operating in an architecture leadership role within a fast-paced technology operations or infrastructure organisation
- Proven track record of designing and implementing secure, scalable and reliable infrastructure and operations solutions
- In-depth knowledge of service architecture, operational frameworks, incident management, and service delivery methodologies

- Extensive knowledge of security architecture frameworks, industry standards, and secure design principles
- Deep expertise in cloud platforms and global networking architecture
- Solid understanding of technology operations, infrastructure trends, and operational standard processes
- Strong relationship builder and motivator who will thrive on working closely with operations teams and across a diverse group structure
- Ability to coordinate multiple operational stakeholders, requirements, and priorities whilst working to exacting SLA deadlines
- Fluent in technology operations architecture best practice – can set standards, implement the right processes and forums for operational excellence
- Sees and lives architecture as an enabler of operational value and security, not as a governance function
- Strong analysis, problem resolution, judgment and decision-making skills in high-pressure operational environments
- Excellent communication, interpersonal and organisational skills – with an ability to simplify complex operational or security solutions in a way that is easy to understand for a non-technical audience
- Understanding of the core components of service portfolio and operational demand management

What's In It For You We are a flexible employer; whether you have personal commitments or a hobby that brings you joy, we want you to bring your best self to work and feel empowered to do so. We also like to share our success; after all you make it happen. We have an excellent benefits package that can be personalised to you:

- Bonus scheme
- Uncapped holiday allowance
- Enhanced pension scheme
- Private healthcare
- Life assurance
- Income protection
- Hybrid working

- £/€1,000 annual self-development learning fund
- Invest via the Flutters Sharesave Scheme
- Paid volunteering days
- Enhanced parental leave
- Wellbeing fund (£/€250 a year)
- Recognition programs
- Gym membership, discounts, vouchers and much more!

Equal opportunities At Flutter, we are committed to creating a diverse and inclusive workplace. We strongly encourage people from all backgrounds, **ways of thinking, and working to apply. We are committed to including everyone** regardless of their race, disability, age, gender identity, sexual orientation, and religion.

Everyone brings different perspectives and experiences; you don't have to meet all the requirements listed to apply for this role.