

Integration lead

Job purpose: this senior technical specialist will lead the development of and support for the Law Society's critical middleware which is vital to connect core customer-focussed systems that enable the organisation to offer digital products and services. Complex solution integrations include Dynamics 365 CRM, Sitecore 9.3, identity provider, Law Society Connect, Law Society Learning, and, in future, the new eCommerce platform. The role holder will lead the continuous improvement of our integration architecture, design, development and delivery including providing consultancy to project and operational teams to make sure we achieve our corporate and IT goals.

Key Accountabilities:

Develop and support TLS's business critical middleware layer and associated applications including:

- As Technical Lead for integration across TLS, direct the strategic implementation of middleware, manage middleware development processes, oversee requirements and product developments, and engage with key stakeholders
- Lead on the strategic development of middleware across TLS, including providing consultancy on the direction and development of the integration layer to achieve operational and project goals
- Provide specialist strategic leadership in continuous review and development of TLS's middleware data, processes and solution to ensure they are fit for purpose, deliver efficiencies to the business and adhere to security requirements
- Working with TLS technical architects, product owners and key stakeholders, lead the design, development, launch then transition into service of TLS's increasingly complex end-to-end integration environment
- Lead the development and implementation of continuous improvement of customer-focussed foundation elements across the integration lifecycle, including establishing an accessible cross-application integration inventory/repository and embedding integration principles, policies, processes and standards across the organisation
- Lead the identification and development of TLS's integration-related data, processes and solutions to ensure they maximise customer experience, deliver efficiencies to the business, and adhere to compliance and security requirements
- As integration lead for TLS, provide specialist consultancy to TLS's Shaping Our Future transformation programme, advising of outcome for technical architecture and specify integration service requirements

Lead continuous improvement of knowledge, skills and performance, including:

- Create and review technical updates, new functionality and market offerings to identify suitable, safe and effective opportunities to deploy enhancements
- Manage relationships with key stakeholders including IT, project and third-party software and hosting providers, to ensure timely and efficient system development projects are delivered to improve functionality and deliver a stable business as usual environment
- Decide on or review middleware-related developments and projects, assuring quality testing and robustness of all change control solutions

- Provide specialist advice on the improvement and support of data feeds including complex development, investigations, analysis and issue resolution
- Provide consultancy and make integration-related change proposals to the IT Change Advisory Board
- With information team colleagues, help drive the implementation of corporate initiatives including master data management and data quality improvements
- Proactively engage with internal stakeholders to understand business needs and align these to best practice solutions
- Lead the development of integration governance, policies and processes to establish greater consistency, improved processes and enhanced synergy across TLS

Research and analyse bug, incident and problem issues, identifying then implementing solutions:

- Lead middleware bug, incident and problem resolution by providing specialist advice and analysis within the Application team, across TLS and with third parties to resolve using agreed processes and channels
- Lead the creation, collection, enhancement and dissemination of key performance indicators, sharing information across TLS as relevant
- Work with Application team colleagues to provide user, process and solution insights across TLS to promote knowledge sharing and self-service
- Identifying, create and continuously improve learning materials to support use of integration-related applications across the Application team

Corporate responsibilities:

- Provide professional, proactive and commercially-focused specialist approach to integration service delivery across the organisation, through agreed service standards
- Champion, promote and demonstrate the organisations values in all aspects/areas of the role both within the department and across the organisation
- Support the organisations management team in the delivery of the vision and corporate priorities
- Promote efficiency initiatives, both within own service area and across the organisation with others
- Be a positive ambassador for the organisation, maximising our influence and promoting TLS in a positive light and creating opportunities to enhance the organisation's image and reputation
- Provide a visible commitment to customer satisfaction and continuous improvement across all services

Knowledge, skills and experience

Essential

- Experience implementing complex enterprise integration architectures and shaping integration solutions
- Understanding of enterprise integration patterns
- Azure Developer Associate certification (AZ-204)
- Substantial experience of the full development lifecycle, from conception,

Desirable

- Detailed understanding of the Microsoft Dynamics database schema, business data model and security model
- Experience of integrating multiple applications, including Dynamics 365 CRM and Sitecore

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- architecture and design through to test and deployment
- Demonstratable hands-on experience of leading the development and support of the following technologies:
 - Integration development technologies and services within the Microsoft Azure cloud platform, specifically Azure Functions using .NET, Logic Apps and Azure Data Factory.
 - Microsoft Azure App Service Fabric, App Service Environment and Azure API Management platform technologies
 - Design and development of high performant REST APIs to industry standard OpenAPI / Swagger specification
 - Microsoft Azure Identity Management (B2C / External Profiles) and Security technologies sophisticated custom OAuth2.0 policies
 - Microsoft Azure Operational and Monitoring tools such as Log Analytics and App Insights
 - Experience working in a Dev/Ops environment with CI/CD via DevOps
 - Qualified practitioner of ITIL or Agile project delivery methodologies and tools
 - Competent with the use and configuration of the following applications and services:
 - Azure Data Factory
 - Microsoft DevOps
 - Microsoft Power Automate
 - Logic Apps
 - Azure Functions
 - Azure External Profile/B2C
 - Azure APIM
 - Experience and understanding of data management best practice, processes, opportunities and risks, with a proactive approach to research in these areas
 - Demonstrable experience in interpreting and presenting accurate data in a way that is meaningful to stakeholders at varying levels
 - Experience of leading internal customers and third-party suppliers
 - Excellent written, oral and numeric skills

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- Experience providing excellent customer service to stakeholders of various levels
- Results focussed, able to plan ahead to manage expectations and solve problems
- Able to plan and organise own time balancing shifting priorities whilst delivering a first-class service across all areas
- Able to cope with the ambiguity of an organisation going through significant change, with the ability to adapt
- Self-motivated, pro-active approach, with the ability to influence others and work effectively as a member of the team

Planning & Organising

- The ability to build and continually improve TLS's middleware including support and development for business-critical systems
- Develop and present business cases for change to gain buy-in from stakeholders and to ensure that the organisation is in line with best practice
- Ability to work autonomously and as part of a team
- Strong resilience and the ability to deal with ambiguity

Organisation Chart

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Dimensions

Operating environment

- Permanent role
- Serves a client base of approx. 450 internal users and TLS's external digital service customers
- Reporting into the Application Services Manager

Financial responsibility

- No budget responsibility

Creative Responsibility

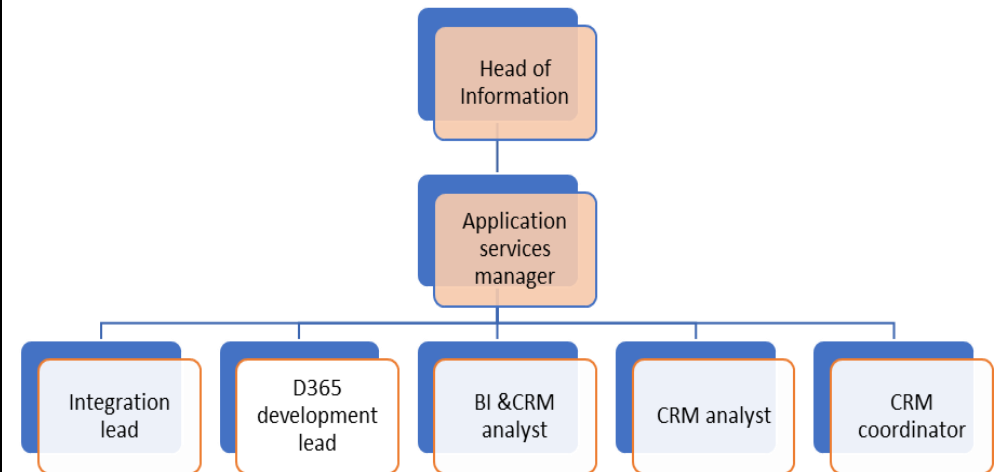
- Developing the strategies, plans and processes to establish and improve every aspect of customer-related integration data, processes and systems
- Identify opportunities to improve knowledge of and content for staff, particularly within the application team

Analytical Responsibility

- Responsible for investigating and resolving application integration-related issues
- Responsible for identifying and delivering integration people, process and technology improvement opportunities

Location

- London
- Flexible working by arrangement



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