Position Description

Integration and Architecture Manager

Department:		Information Technology	
Reports to:		Chief Information Officer	
Location:		Armidale/Port Macquarie	
Present Incumbent:		Vacant	
Position Number:	TBC	Number of Direct Reports:	3
Level of Appointment:	6	Date Approved/Updated:	9 May 2022

Our Organisation

Regional Australia Bank is a customer-owned bank helping regional Australians achieve their lifestyle goals for over 50 years. It has a reputation for being flexible, personable and being able to make the complex simple. With roots in regional NSW and head offices located in Armidale and Port Macquarie, Regional Australia Bank has grown to be one of the premier banking alternatives to the 'Big Four' banks.

Our Values

Integrity   **Respect**   **Fairness**

Our values are embedded in our organisation and form the basis of our business planning, recruitment processes, training and leadership development.

We provide 'Trusted Community Banking' to our members by living our values to achieve our goals. Our staff treat people as individuals and promote and encourage local decision making and community involvement across our network of branches and agencies. Our employees proudly provide quality service to our members in an honest, reliable, transparent, accepting, approachable, understanding, flexible, equitable and accessible manner, demonstrating our commitment to our members.

Regional Australia Bank also has a duty to be true to our purpose as declared within our constitutional objects, true to the principles of the cooperative movement and the Customer Owned Banking Code of Practice to which we have pledged. Our operating principles and organisational values ensure our differentiation from other financial service providers. Trust is the currency that drives everything at Regional Australia Bank.

Department

The portfolio of Information Technology provides information services and project management expertise to the whole of Regional Australia Bank, playing an integral role in the growth and development of the Bank through the digital delivery of exceptional client services. Working collaboratively across the bank, the portfolio ensures the technology strategy meets the needs of the business' long-term strategy, which is built on digital delivery of consumer and commercial banking services.

Working closely with the Bank's channel partnerships and other technology partners, the portfolio also ensures a consistent approach to banking technology, supporting all information technology activities for both our people and our members to meet the strategic objectives of the bank.

Purpose of the Position

The Integration and Architecture Manager is a senior position within Regional Australia Bank's highly engaged IT team. This role participates in creating and setting the strategic direction of Regional Australia Bank information and application architecture.

The incumbent will work closely with the Product Team to design, architect and implement digital elements of Regional Australia Bank's strategy for customer facing digital banking retail and relationship services as well as the emerging wholesale business.

With a strong focus on the delivery of secure, high performing technical solutions to meet ever evolving consumer and business expectations, the role demands an experienced individual with deep technical skills, including information and application architecture, who is also capable of developing, mentoring and leading a highly responsive team.

Key Responsibilities

1. Develop a clear short, medium and longer-term vision for Integration and Architecture, which supports the organisational strategy.

2. Participate in the development, design and review of major customer and business technology platform design proposals, representing Integration and Architecture perspective, strongly influencing associated decisions.

3. Architect solutions, ensuring Regional Australia Bank is able to integrate with 3rd party systems reliably, safely and securely.

4. Operate as an Integration and Architecture thought leader, applying deep knowledge of associated tools, technologies, design patterns and emerging principles to business objectives.

5. Develop, mentor and lead a highly responsive and productive team recognised as delivering exceptional strategic value and one that supports and collaborates with the broader Digital function

6. Design, configure and manage Regional Australia Banks digital cloud services infrastructure architecture and configuration, including the API gateway and API portals, incorporating developer portals and sandboxes.

7. Ensure all architectural plans, designs, system components and implementation configurations are appropriately documented and centrally managed.

8. Use knowledge and experience as a senior leader to challenge the status quo, embracing change where necessary.

9. Represent Regional Australia Bank externally through forums and industry bodies on a range of digital service delivery and integration fronts. Develop and maintain effective networks with suppliers, fintech, partners industry groups and peers.

10. Establish, maintain and adhere to relevant policies and practices within the organisation.

11. Ensure the timely development and ongoing control of Integration and Architecture budgets and forecasts.

Selection Criteria and Role Competencies

Essential:

1. Tertiary qualification in a technology related discipline, Computer Science, IT, Commerce or similar or extensive equivalent experience.
2. Extensive proven experience designing and implementing the integration of business critical, production systems and components.
3. Extensive technical solutions/application architecture experience.
4. Extensive experience designing and building customer facing service oriented digital solutions with CX being front of mind.
5. Up to date working knowledge of and experience with modern internet and software security controls.
6. Thorough working knowledge of current full stack web technologies.
7. Understanding, knowledge and experience with various cloud services.
8. Knowledge and experience with various software development paradigms, frameworks and lifecycle models.
9. Demonstrated ability to lead and motivate high performing technical teams to deliver key business outcomes and deliver innovative solutions and strategies.
10. Proven accountability for sizeable budgets and adherence to these budgets for the projects delivered.
11. The ability to develop and maintain relationships with internal and external stakeholders, including business and technical staff and external suppliers.
12. Excellent written and verbal communication skills, including the ability to relate confidently and effectively with users at all levels.

Desirable:
1. Knowledge and experience of both relational and multi-value database design and use.
2. Experience with the Australian Consumer Data Right, micro services architectures, banking systems integration, event-driven architectures and infrastructure architecture and design.
3. Certified with agile product development methodologies.
4. Strong knowledge of monitoring, measurement and analytics tools, including Azure Application Insights and Log Analytics.

Performance Requirements

Organisational Compliance
- Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including (but not limited to), Financial Services Reform Act, Privacy Act, Industry Codes of Practice, Epayments code, Financial Transactions Reporting Act, Work Health & Safety, Complaint Handling and Dispute Resolution.

- Ensure compliance through a sound knowledge of Regional Australia Bank policies, procedures, products, services and systems. Maintain confidentiality and adhere to requirements of the Privacy Act when assessing members.

Company Advocacy
- Act as an advocate for Regional Australia Bank in all dealing with members and staff whilst promoting the values of integrity, respect, and fairness, maintaining a professional image and fostering a balanced team environment.

Professional Development
- Demonstrate a willingness and capacity to gain new knowledge and skill relevant to your role through training within the workplace, through successful completion of individual training and development activities.

Performance Management
- Strive to obtain goals, objectives and performance measures set for the role. Participate positively in six (6) monthly and annual performance reviews.

Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, Regional Australia Bank's Code of Conduct and Regional Australia Bank's Human Resource Policy and agree to meet and adhere to these and have my performance monitored and evaluated in relation to the role as outlined in this position description.

I have been made aware how to access Regional Australia Bank's policies and procedures for future reference. I am also aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate manager or the Human Resources Department.

I further acknowledge that Regional Australia Bank's policies and conditions of employment are revised on an ongoing basis. Regional Australia Bank commits to advice
all employees of changes to policy, procedure and conditions of employment in conjunction with relevant legislative changes.

Name:	**Name:**
Signed	**Signed:**
Date:	**Date:**
[Name of Position]	**Chief Information Officer**