

# Customer Platform Lead



## Purpose

The Customer Platform Lead is a member of the cross-functional Team responsible for defining Stories and prioritizing the Team Backlog to streamline the execution of program priorities while maintaining ongoing support of the platform, providing a robust and reliable platform for the delivery of new and/or improved experiences for our customers, as well as providing guidance and knowledge of the platform operations and capabilities for other teams.

## Role dimensions

- **Reports to:** Head of Engineering
- **Department:** Technology Services
- **Direct Reports:** No
- **Financial Authority:** N/A

## Person specifications

- 7+ years experience working as a Product/Platform Owner or similar role
- Preferred experience in banking, cards, payments, FX or online/digital financial services industries
- Experience of contributing to the success of product/platform delivery using agile and waterfall software delivery methodologies
- Team oriented with good interpersonal skills and the ability to take direction and collaborate effectively with co-workers, business stakeholders, creative team, developers and architects

## Role specific areas of responsibility

- Create and nurture trusted relationships with key stakeholders, to maximize collaboration and coordination across Product & Solutions Management groups
- Establish, maintain & refine the relevant platform vision and solutions roadmap to optimize value delivered to TSB and customers
- Promote decisions & recommendations that clearly link to business strategies & desired outcomes reflecting awareness of customer needs and the competitive market
- Collaborate and co-ordinate with associated Platform Leads and delivery teams to optimize value delivery and reduce dependencies
- Manage the platform backlog and ensure items are clearly articulated, and provide clarity for teams during delivery increment and/or iteration planning activities to ensure value and scope is clearly understood
- Understand and accommodate team and/or solutions enabler work into the platform backlog to ensure ongoing solution management, performance & continuous improvement outcomes are met
- Participate in, and give direction to delivery team ceremonies and events, to ensure clarity of vision, value and continuous improvement is shared, using effective internal and external feedback loops
- Maintain solution reliability and availability through proactive maintenance and monitoring of system components and processes and oversee the completion of regular patching and maintenance tasks to ensure that all systems remain secure and supportable.
- Ensure solutions, systems and services provided through your platform(s) meet or exceed their SLAs, and incidents are appropriately managed and mitigated.
- Provide escalated incident management support to teams in a 24/7 operational environment to ensure continuity of operational services, in line with established service SLAs.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.