Head of Core Banking Platforms

Purpose

The purpose of the Head of Core Banking Platforms is to oversee the end-to-end management, enhancement, and delivery of TSB's core banking platforms. This role covers all IT engineering services related to payments, core banking systems, customer relationship management (CRM), data management, APIs, cloud infrastructure, and online origination platforms. The position ensures the stability, security, and continuous improvement of the banking infrastructure, while also leading major transformation projects and ensuring seamless integration between various platforms and technologies.

Role dimensions

- **Reports to:** Chief Digital Officer
- **Division:** Technology Services
- **Direct Reports:** Yes
- **Financial authority:** Yes

Person specifications

- Bachelor's degree in Information Technology, Computer Science, or a related field (Master's preferred).
- 8+ years of experience managing IT engineering services in a banking or financial services environment, with at least 3 years in a leadership role.
- Demonstrated experience in managing core banking platforms, data platforms and systems, CRM and cloud infrastructure.
- Experience with Agile methodologies and program management.
- Excellent verbal and written communication skills, with the ability to Influence and collaborate, translate technical details into business language for senior key stakeholders.
- Sound commercial and financial acumen
- Experience with regulatory frameworks and security standards specific to banking and financial services

Role specific areas of responsibility

- Provide strategic direction for the design, development, operation and support of TSBs technology systems ensuring TSB strategic outcomes are met.
- Oversee core banking operations like payments, accounts, and loans, ensuring systems are secure, stable, and compliant. Lead development and maintenance of payment processing systems, ensuring efficient, secure transactions.
- Manage CRM systems and data platforms to support customer insights and business intelligence.
- Oversee migration to cloud environments and manage online processes and infrastructure for seamless digital services integration.
- Ensure systems are proactively maintained and optimised for performance and security.
- Lead technology projects, ensuring they align with business goals and are delivered on time and within budget.
- Work with external vendors to maintain service levels and ensure technology solutions meet business needs. Ensure all systems comply with banking regulations and security standards.
- Lead, mentor, and develop the engineering team to ensure continuous improvement and innovation.
- Collaborate with the technology leadership team to develop and control annual operating expenditure (OPEX) and capital expenditure (CAPEX) budgets to ensure that it is consistent with the overall strategic objectives of IT and the wider TSB objectives.
- Define and manage the development lifecycle including implementing and maintaining controls.

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 appointment 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.