Together, we make it V&A

South Kensington
Business Architect

V&A

Job Role title here

Reports to	Head of Enterprise Architecture
Department	Technology
Line Management	No direct reports
Principal Location	South Kensington
Hours	36 hours
Salary	£65,475 - £72,000
Work pattern	Mon-Thu 9am to 5:15pm, Fri 9am to 5:00pm
Contract	Fixed Term for 18 months

Who we are

The V&A is a family of museums dedicated to the **power of creativity.** Our mission is to **champion design and creativity** in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere. We share a 5,000-year-old story of creativity through **exhibitions, events, educational programmes, digital experiences, conservation, research,** and an ever-evolving national collection of over 2.8m objects spanning **every creative discipline.**

The V&A is currently undertaking a major Technology Enablement Programme to modernise its enterprise and commercial technology landscape. The programme includes re-platforming CRM, e-commerce, and ticketing systems, implementing robust data governance, and introducing AI-driven automation.
This role will be instrumental in leading enterprise-wide discovery, defining the as-is and to-be landscapes, and producing a roadmap to support sustainable change across systems, data, and business processes.

About the role

The Business Architect will lead the analysis and design of business processes, systems, and data flows across the V&A, with a focus on both Commercial and wider Enterprise domains. The role bridges strategic intent with operational delivery, ensuring that all change initiatives are cohesive, AI-enabled, and aligned with the V&A's strategy.

1. Leading as-is and to-be discovery across the organisation

2. Developing enterprise and commercial capability models and roadmaps

3. Supporting technology, data, and process governance

4. Driving AI-first process design and automation readiness

5. Facilitating alignment across departments and senior stakeholders

Key Responsibilities

Enterprise-Wide Discovery & Architecture Definition

• Lead enterprise-wide discovery activities to capture current-state systems, data flows, and business processes across all departments

• Produce as-is and to-be architecture artefacts, including capability models, user journeys, and data maps

• Identify gaps, duplication, inefficiencies, and transformation opportunities

Business Architecture & Strategic Alignment

• Define and evolve business capability models and operating models

• Ensure alignment between departmental transformations and the overarching enterprise architecture

• Assist in shaping business cases, benefit realisation frameworks, and strategic plans

Data & Integration Strategy

• Partner with Enterprise and Data Architects to develop a unified data model and integration blueprint across CRM, ERP, ticketing, and e-commerce systems

• Conduct data maturity and governance assessments to support reporting, AI, and automation readiness

Governance & Framework Development

• Support the development of the Technology Centre of Excellence, Technical Design Authority and other governance forums

• Define roles, decision-rights, and standards to govern processes, platforms, and data use across the organisation

Key Responsibilities

AI-Enabled Process Optimisation

- Identify and prioritise processes for AI-first redesign and automation (RPA, decision support, predictive analytics)

- Collaborate with stakeholders to pilot and scale AI use cases that enhance efficiency and insight generation
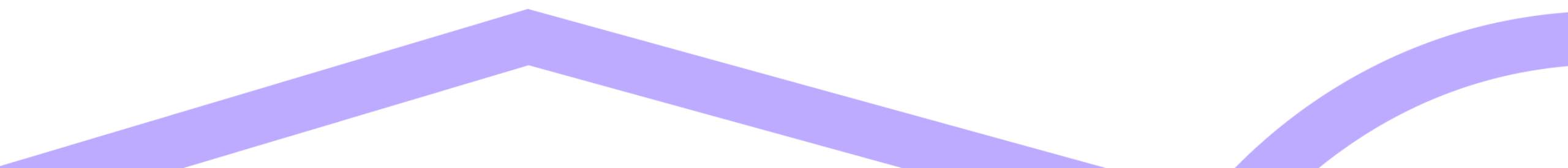
Requirements Gathering & Solution Shaping

- Collaborate with product managers, architects, and technology partners to translate business needs into scalable solution designs

- Ensure requirements are well-documented, technically feasible, and aligned with strategic goals

Stakeholder Engagement & Change Leadership

- Facilitate cross-departmental workshops to build alignment and shared vision

- Communicate progress, risks, and recommendations clearly to senior leadership

- Support change management by documenting changes and training key user groups

What we're looking for

- Minimum 5+ years in Business Architecture and Analysis roles

- Strong track record in commercial technology domains: CRM, e-commerce, ticketing, or ERP

- Familiarity with enterprise architecture and business transformation frameworks (e.g., TOGAF)

- Process Mapping & Analysis: Proficient in BPMN/UML and translating business operations into structured models

- Business Architecture Thinking: Skilled in building and applying capability models and value streams

- Data & Integration Strategy: Ability to assess data quality, governance, and support systems integration

- Documentation & Communication: Competent in creating business requirements, specifications, and roadmap materials

- Strategic thinker who aligns business needs with technical solutions

- Analytical problem-solver who identifies root causes and scalable opportunities

- Proactive and adaptable in dynamic, cross-functional environments

- Collaborative and influential across departments and stakeholders

- Champion of AI and automation as enablers of operational improvement

- Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity

What we're looking for

Ideally you will have

- Experience developing enterprise roadmaps and value stream mapping

- Knowledge of compliance frameworks (e.g., GDPR, PCI DSS, NCSC CAF)

- Familiarity with tools such as Miro, Lucidchart, Visio, JIRA, or Sparx EA, Orbusinfinity

- Background in public sector, cultural institutions, or large multi-stakeholder environments

You will have the following qualifications

- Bachelor's degree in Business Architecture, Information Systems, Business Administration, or related field (or equivalent practical experience)

Professional certifications preferred, including one or more of:

- TOGAF (or other Enterprise Architecture certification)

- Azure Fundamentals

- BCS Business Analysis Practitioner or Advanced Diploma

- Exposure to AI/Automation frameworks or certifications (e.g., UiPath, Blue Prism, Microsoft AI Fundamentals) is a plus

- Evidence of continued professional development, particularly in areas of digital transformation, data strategy, or enterprise modelling, is desirable

Why work here

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

We work closely with our **staff networks** to develop our employee experience.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

We are committed to a strict **zero tolerance policy on any discrimination, harassment or bullying.**

Disability Confident
We are committed to guaranteeing an interview for applicants who declare they have a disability and meet the minimum criteria for the role.

What we offer you

- **29** days of holiday + public holidays each year

- **5.5%** employee pension contribution, **10%** employer pension contribution *(post-probation)*

- Life assurance scheme *(to value of 4 x annual salary)*

- Family-friendly policies e.g. enhanced maternity + paid carers leave

- An interest-free loan for a travelcard, bike, or for a deposit if you're renting *(post-probation)*

- Free sanitary products for all employees across our sites

- Free entrance to many major museums and exhibitions

- Benefits platform offering discounts at major retailers

- Socials events, such as staff summer and Christmas parties

- An Employee Assistance Programme – free and confidential services to provide support

- Tickets to V&A exhibitions for you, your friends or family + 25% discount on V&A shops and cafes

What next

Apply here   [Vacancies at the V&A · V&A](#)

Application Deadline   2nd June 2025

We operate anonymous shortlisting at the V&A. This means that the manager cannot see your name, contact information, or equality data when shortlisting your application.

We are a Disability Confident Employer offering guaranteed interviews to those who declare their disability and meet the job criteria under the Disability Confident Scheme.

Interview/Assessment days 2 interview rounds, dates to be confirmed

Potential Start Date   ASAP

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk

Thank you

Together, we make it V&A

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