

**Job Title: Solutions Architect**

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**Department:** Digital Delivery

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**Location:** Mayfair

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**Salary** Competitive salary plus a generous benefits package

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**Contractual Hours** Full-Time Equivalent (37.5 hours per week)

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**Job Summary**

Responsible for designing and guiding the implementation of technology solutions that align to business objectives with scalable, secure and efficient system architecture.

This role will initially focus and be responsible for a new CRM implementation and migration ensuring there is a smooth transition from legacy systems to the new CRM Platform (movement from on-prem to Cloud) and to design a cohesive and future proofed architecture that supports business growth and scale. The outcome of this will be establishing a robust and integrated ecosystem connecting the CRM with core systems.

This role will bridge between strategy, delivery and technical execution ensuring that migration is met whilst laying strong foundations for future state architecture.

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**Key accountabilities**

**Architecture Design & Ownership**

- Define end-to-end solution architecture for the CRM Platform
- Adherence to enterprise architecture standards and principles
- Design for scale, flexibility and maintainability, particularly in looking at integrations
- Ensure clear documentation and mapping is completed and maintained for system architecture

**CRM Implementation & Migration Leadership**

- Lead the technical design of the CRM implementation, including configuration vs customisation decisions
  - Oversee data migration strategy (data mapping, cleansing, validation, reconciliation)
  - Ensure minimal disruption to business operations during transition
  - Identify and mitigate migration risks and dependencies
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- Define how client data is structured, stored and accessed within CRM (ensuring data quality, consistency and lineage and supporting a single source of truth)

#### **Integration Strategy & Future State Design**

- Define the integration architecture
- Map and rationalise existing system integrations
- Design a future state integration landscape that reduces complexity and technical debt
- Ensure interoperability between CRM and key systems

#### **Stakeholder Engagement & Governance**

- Work closely with business stakeholders to translate requirements into solution designs
- Communicate architecture decisions clearly to both technical and non-technical audiences
- Align across product, engineering, data, operations and third party teams
- Ensure adherence to security, compliance, and data governance standards
- Establish architecture guardrails to guide delivery teams
- Identify and manage technical risks and trade-offs

#### **Delivery Support & Technical Leadership**

- Provide ongoing guidance to delivery teams and developers during implementation
- Support issue resolution and design decisions throughout the project lifecycle
- Ensure solutions are deliverable within constraints (time, budget, resources)
- Ensure best practice adherence in DevOps, testing, and deployment

#### **Continuous improvement & Future Readiness**

- Evaluate opportunities to enhance CRM capabilities post implementation
- Ensure the architecture supports ongoing change, scalability, and innovation

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#### **Competencies/skill set**

- Getting things done
- Communication & Sharing Knowledge
- Customer Service
- Effectiveness & Adaptability
- Team Working:

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#### **Qualifications/experience required**

##### **Essential**

- 3 – 5 years in architecture or senior system design roles
  - Experience with CRM systems (cloud and / or on-prem)
  - Experience in major CRM implementation or migration (Salesforce, Dynamics or both)
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- Experience in designing integrations and working across multiple systems

**Desirable**

- Degree in Computer science, Engineering or Information Systems
  - Familiarity with node.js and vue.js
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**To apply, please email your CV and cover letter to [recruitment@killik.com](mailto:recruitment@killik.com).**

We are committed to ensuring a fair and inclusive process. If you require any reasonable adjustments under the Equality Act 2010 (for example, accessibility support or alternative formats), please let us know in advance so we can make the necessary arrangements. Your personal information will be handled in accordance with the UK GDPR and our [privacy policy](#).

**Recruitment Process**

At Killik & Co, we are committed to conducting a fair, consistent, and transparent recruitment process. While the structure may vary depending on the position, candidates can typically expect the following stages:

1. **CV Review** – All applications are anonymised, then assessed against the essential and desirable criteria outlined in the role profile.
2. **First Interview** – An initial conversation designed to explore your professional background, core competencies, and motivation for the role.
3. **Second Interview** – A more detailed discussion with the hiring team, which may include technical questioning, competency-based evaluation, or discussion of relevant experience.
4. **Third Interview (where applicable)** – For certain roles, an additional stage may be required, such as a presentation, case study, or meeting with senior stakeholders.
5. **Offer or Decline** – Following completion of all interviews, we will communicate the final outcome. Successful candidates will receive a formal offer subject to any required pre-employment checks.

**While we endeavour to respond to all applications, this may not be possible for vacancies with high volumes of applications.**