**Robotic Operating Model (ROM) Architect**

## Introduction

The Robotic Operating Model (ROM) Architect is responsible for managing the creation of the Blue Prism delivery capability within an organisation.

They operate in a lead consultancy role to help define and roll out the optimal approach to creating a RPA Capability within and across an organisation. This approach will be based on industry best practice and will be tailored to meet the specific needs and dynamics of the organisation.

The ultimate objective is to achieve Certification that the key aspects of the ROM (methodologies, roles, responsibilities, governance, training program, accredited resources and technical infrastructure) have been implemented in a manner that maximises the business benefit from the Blue Prism powered Digital Workforce.

## Job Specification

* Engage with Senior Stakeholders to establish the governance and communication model that underpins the delivery of rapid, successful process automations with full visibility of the expected and actual business benefit.
* Engage with the Business to create an approach for identifying, quantifying and prioritising the pipeline of business process automation candidates.
* Liaise with IT to establish a serviced, supported, scalable and secure technical environment that scales in line with predicted Business Demand.
* Implement the Framework that underpins the rapid and repeatable delivery of process automation and ongoing scheduling, monitoring and evolution of the automated processes to increase and continually improve the business benefit.
* Establish the change management procedures such that system and business change cycles are reflected in the operational processes in a timely and accurate manner
* Work with and provide guidance to the Head of RPA in establishing a team of suitably experienced, trained and accredited resources in line with demand across the entire delivery and support lifecycle.

## Role Responsibilities

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| **RPA Vision** | * Ensuring that the customer has an RPA vision in place on where the COE fits within the organisation and with the correct support. * To have a strong understanding of the RPA Market, and the ability to articulate how the Virtual Workforce can transform Organisations. |
| **Organisational Change** | * Responsible for designing and creating the Operating model and appropriate Centre of Excellence across the various divisions and/or geographies * Defining the key competencies, roles and responsibilities required to implement, manage and support a Digital Workforce as part of the Robotic Operation Model |
| **Governance** | * Work with the client Head of RPA in creating and implementing the appropriate Governance and/or Steering Committee to track their RPA Service, Process delivery, benefits and Process prioritisation * Implement governance mechanisms and processes to ensure quality and control. |
| **Demand/ Pipeline** | * Ensure the creation of a suitable process pipeline through a consistent Assessment Approach * Provide input to, and validation of process demand as part of the Governance board |
| **Delivery Methodology** | * Define the RPA Delivery Framework and Methodology * Implement and own Best Practises and Build Standards for all RPA Solutions * Ensuring that Best Practices through the delivery lifecycle are agreed, documented and adhered to * Accountable for the implementation of the RPA Operational Procedures. |
| **Service Model** | * Ensure that an appropriate Support matrix /model is implemented * Engage with the IT Technology, Application owners and Process owners to define and agree a suitable matrix for the new digital workforce and their processes |
| **People** | * Defining the roles and Responsibilities for each of the key roles within the RPA COE |
| **Capability** | * Define and implement the training path and coaching model for all competencies/roles * Own the path to achieving successful Blue Prism Partner Certification * Escalation point for the Blue Prism Delivery Enablement Manager |
| **Technology** | * Provide input and recommendation for an appropriate environment * Work in collaboration IT Technology team to ensure an appropriate environment engagement * Ensure the correct Access models are in place to demonstrate and provide the control and security appropriate for the digital workforce and Operational teams |

## Person Specification

* A proven Change Manager/leader, with the drive and enthusiasm to revolutionise the way an Organisation can build and utilise their RPA Capability.
* Capacity to plan, coordinate and drive the implementation of a RPA Vision.
* Proven track record of implementing and building Organisational Changes – both operationally and technically.
* An understanding of, and experience in Business Change Management and Transformational Change.
* Strong communication and consulting skills, in particular, stakeholder building and management. Liaise with senior level external supplier and internal stakeholder representatives in a rational and measured manner to communicate project progress, issues, risks and solutions.
* Ability to engage and manage Senior Stakeholders in complex environments. Control meetings and ensure the attendees are focussed on achieving the predefined objectives.
* Ability to coach and motivate teams to think differently.