Programme Director – Cloud Native  
Location: London, UK/Western Europe

Introduction to TM Forum  
TM Forum is a global association of over 850-member companies that generate US$2 trillion in revenue and serves five billion customers across 180 countries. We drive collaboration and collective problem-solving to maximize the business success of communication and digital service providers and their ecosystem of suppliers around the world. Today, our focus is on supporting members as they navigate their unique digital transformation journeys, providing practical and proven assets and tools to accelerate execution and platforms to facilitate collaborative problem solving and innovation. You can learn more at www.tmforum.org.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. Our workflow methodology is called ‘TIME’ which stands for ‘Think’, ‘Innovate & Make’ and ‘Execute’ because we give our members ‘TIME’ so they can go faster in their digital transformation. Each of the three phases in our workflow methodology is program managed: Think is managed through the work of advisory boards, conference producers, and the research and media team; Innovate & Make is managed by our long-established industry collaboration team; and ‘Execute’ is managed by our Training, Conformance, Certification and Leadership Awards teams.

Job Overview  
The TM Forum runs a set of collaborative projects collectively grouped into Themes that enable our members to solve complex industry-wide challenges, deploy new services and create technology breakthroughs to accelerate change. We are looking a Programme Director for the Cloud Native IT & Networks Theme, which is providing the architecture and frameworks to enable plug-and-play IT and networks and covers: Transforming OSS/BSS; Implementing cloud based agility and developing new business models all based on the TM Forum Open Digital Architecture (ODA)

We are looking for someone who can build, grow and engage with the community as well as provide strong technical leadership with a rigorous engineering and operational excellence mindset. They also need to evangelize the work, both internally and externally as well as enable strategic partnerships with members and alliances. The candidate needs to actively understand industry problems and create a program and set of assets that addresses them. They need to have a highly collaborative and inclusive attitude, and a desire to be hands-on. This role provides technical and strategic leadership for our Cloud Native & IT collaboration projects, helping our customers bridge the gap from traditional telecoms IT systems and operational processes to the new ‘cloud native’ world of Open APIs, microservices, model driven architectures, DevOps, and game-changing technologies such as Cloud Native IT and Networks, and Edge Computing. The Programme Director will balance the need to drive forward new thinking in response to technology and industry trends while at the same time supporting TM Forum members to transform their traditional telecoms IT and network
systems and processes for this new world. They will advocate the work and build, grow and engage with the community to drive the adoption of assets.

Day to Day Responsibilities
- Ambassador for the Theme
- Build, grow and engage with the community
- Promote the topics and projects with members
- Recruit producers to ensure the team is of optimal size
- Work with PMO and project team leaders to ensure the team is producing regular and relevant deliverables
- 'Owns' the Theme and us accountable for the quality and relevance of the output
- Promote and represent the TM Forum at events, on panels, in webinars etc.
- Run digital leadership events to raise awareness of the Theme
- Assist the sales and EM teams with explaining the value and relevance of the Theme assets to members and prospective members
- Assist marketing in describing and explaining in simple terms the business value of the Theme
- Own the roadmap for the Theme (with the members) and based on industry trends for the Theme projects and assets delivered
- Work with the other Theme leads & VP architecture to remain aligned with TM Forum strategy.
- Develop and deliver Theme OKRs and KPIs to ensure member value is always delivered.
- Align the Theme projects/assets with other SDO work within the industry
- Develop the Theme vision, strategy and roadmap, consulting with members to ensure TM Forum remains at the leading edge on industry innovation
- Will be capable of providing strong technical leadership to the Cloud Native IT & Network project leads across a variety of systems and network technical areas. This is a broad technical role covering various areas in Telco IT (OSS/BSS) and network architecture and solutions and requires a good understanding and practical application of strategic new and emerging technologies to new and evolving business and operating models.
- Ensuring that TM Forum architecture, methods, technology standards and best practices are maintained.
- Ensuring TM Forum remains compliant to Legal, Regulatory and Security requirements and membership by-laws.
- Responsible for consistency of solutions across TM Forum to enterprise level standards, best practice and development of patterns/policies for re-use.
- Ensure project deliverables are fit for purpose and provide an effective and timely tool to guide downstream decisions.
- Promotes the work of the TM Forum externally with members, other partners and SDO’s by speaking at events and conferences and through written publications (e.g., whitepapers, articles, blogs etc.)

Your Experience
- Will have a broad technology knowledge being deep in some areas, the ability to learn quickly and adapt are key to this role.
• Strong technical knowledge of Telecoms IT and networks as well as cloud native technologies.
• Maintaining and communicating up-to-date knowledge of technology standards, industry trends, skills change, and emerging technologies.
• Technology knowledge in Containers, CI/CD, Automation, Load balancing, Functions, Database as a Service, Serverless, Artificial Intelligence, Machine Learning, Blockchain.
• Strong Understanding of traditional application architecture and cloud native application architecture and their relationships to transformation activities
• Knowledge of Cloud/Hybrid commercial models
• Analysing and translating business needs into long-term solution data models.
• Working with the development team to create conceptual data models and data flows.
• Developing best practices for data coding to ensure consistency within the system.
• Reviewing modifications of existing systems for cross-compatibility.
• Bachelor's degree in computer science, information technology, or a similar field.
• Advanced troubleshooting skills.
• You will understand customer (internal and external) needs and keep customer satisfaction at the forefront of your work.
• Digital business literacy includes understanding business models, ecosystems and business model innovation. Experience of agile methods and their implications for Enterprise Architecture
• Good understanding of strategic and new and emerging technology trends, and the practical application of existing, new and emerging technologies to new and evolving business and operating models
• Technology neutral; remains unbiased towards any specific technology or vendor choice. Displays intellectual curiosity and integrity

Person Specific
• A passion for and interest in technology solutions specifically in the fields of IT and networks within Telecoms
• Experience working face to face with customers in a consultative environment building rapport and long-standing relationships
• Familiar with agile product development methodology.
• Proven capability of seeking out customer insights and understanding customer feedback to work with internal teams to validate business requirements
• Confident liaising with all levels of seniority
• Has strong interpersonal skills and the ability to build rapport and create longstanding relationships.
• Excellent organizational and analytical skills together with strong time management
• Ability to pick up new systems, duties, and processes easily
• Excellent communication skills, both verbally and written
• Highly self-motivated and resilient individual
• Positive, proactive, and collaborative team player with the ability to work with colleagues in an open, friendly manner

To apply
To apply for this position, please send your Curriculum Vitae, and a supporting letter explaining why you are the right person for the job, to recruit@tmforum.org

**Diversity & Inclusion at TM Forum**
TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.