AI Platform Technical Lead



Our Purpose

Our purpose is to support the ambitions of the people and businesses of the UK by delivering specialist financial services.



Your Purpose

You will lead the configuration, optimisation and safe operation of our AI platform, with a particular focus on enabling secure, effective use of Microsoft Copilot, Copilot Studio and Azure Foundry. You'll ensure the environment is ready, well-governed and continuously improving — balancing innovation with control.You'll work across IT, Security, Data and AI teams to embed Copilot and other AI capabilities in a way that enhances productivity, supports collaboration and builds confidence in the use of AI and automation across the organisation.



You're part of it

Your Purpose & Performance Profile

Our Strategy

Our strategy is driven by our purpose and helps us achieve our vision to become the UK's leading, technology-enabled specialist bank and an organisation of which our employees are proud. We focus on five strategic priorities to help us deliver our strategy. These are supported by three strategic pillars and eight values that underpin our culture and the way we do business.

Our strategy is to focus on specialist customers, delivering long-term sustainable growth and shareholder returns through a low risk and robust model.

Our Strategic Priorities

Growth

Growing our lending in specialist segments of the market where customers are underserved by the large, high street banks.

Diversification

Continually developing our range of savings and specialist lending products in both existing and new markets, organically and through acquisition.

Capital management

Management of capital is a critical lever as we invest to grow our business and people.

Digitalisation

Implementing sophisticated, digitally enabled, cloud-based platforms which enable us to deliver outstanding customer service, become more efficient, support decision making and address new markets.

Sustainability

Reducing the impact our operations have on the environment and ensuring we have a positive effect on our stakeholders and communities

Strategic pillars

A customer-focused culture

Expert knowledge and experience, supported by proprietary insight, data and analytics to deliver deep understanding and good outcomes for all our customers.

A dedicated team

An experienced, skilled and engaged workforce, and a unique culture underpinned by eight values.

Strong financial foundations

Prudentially strong, with a low-risk approach to lending, reducing volatility of earnings and enhancing sustainability of dividends.

Who you'll be working with

- AI Team: Work day-to-day with the Director of AI and a small squad of developers to deliver AI solutions and reusable components
- Data & Analytics:Working closely with the Data teams to support Fabric/dbt integration, semantic models and measurement so solutions are reliable, observable and value-tracked
- IT: Follow agreed protocols for environments, access and release and assist with documentation. Working closely with the Infrastructure and Security teams

The skills you'll bring

- Build trusted relationships across IT, Security, AI and business teams; act as a credible advisor on Copilot and other AI platfrom capabilities
- Lead the configuration, rollout and optimisation of Microsoft 365 Copilot ,Copilot Studio & Foundry; ensure readiness, performance and alignment to business needs.
- Confidently manage technical change; help coordinate pilots, troubleshoot issues, and guide new features from preview to production.
- Design secure, scalable and compliant platform configurations; apply best practice in identity, access, data protection and auditability.
-Monitor usage, adoption and performance; surface insights to inform continuous improvement and demonstrate value.
- Translate Microsoft's roadmap into actionable plans; assess new capabilities, manage risk, and shape the organisation's adoption strategy.
- Collaborate with governance leads to ensure responsible AI use; implement controls that balance innovation with proportionate oversight.
- Support user enablement; contribute to guidance, training and engagement that builds confidence and capability across the organisation.

What you'll do day to day

- Prepare the Paragon environment for AI; configure access, permissions, and data boundaries.
- Monitor platform health, usage and adoption; investigate issues and coordinate fixes with IT and Microsoft support.
- Track Microsoft's roadmap; assess new features and plan safe, well-governed rollouts.
- Collaborate with governance leads to implement DLP, audit, and compliance controls that balance safety with usability.
- Support pilots and phased rollouts; ensure readiness across identity, licensing, and endpoint compatibility.
- Act as the technical point of contact for AI platforms respond to queries, troubleshoot issues, and document resolutions.
- Work with business and IT teams to integrate AI with key systems and data sources.
- Capture feedback and usage insights; recommend improvements to drive adoption and value.
- Maintain clear documentation of configurations, decisions, and support processes.
- Contribute to training, guidance and engagement activities that build user confidence and capability.
- Champion responsible AI and digital workplace practices; help teams adopt new tools safely and effectively.





What does success look like for you?

THINK CUSTOMER

You will ensure AI initiatives improve customer outcomes and colleague service to the business by removing friction, increasing accuracy and enabling clearer decisions. You will champion solutions that support fair value, transparency and better experiences, and you will promote a culture where insight is accessible, trusted and used in the right way.



THINK RISK

You will take a risk-aware approach to AI delivery, applying good judgement and working within agreed policies and risk appetite. You will involve the right partners early (e.g. Risk, Compliance and IT) where solutions touch sensitive data or impacts customer outcomes. You will raise issues promptly and help ensure new capabilities are introduced safely and responsibly.



THINK PEOPLE

You will ensure the AI platforms and processes deliver better experience for Paragon end users in their day-to-day jobs.



THINK COMMERCIAL

You will focus relentlessly on measurable value: cost reduction, productivity uplift, faster cycle times, improved quality, and better commercial decisions. You will prioritise work using clear ROI and feasibility criteria, manage vendor spend and usage costs with transparency, and ensure benefits are realised.



THINK SUSTAINABILITY

You will consider sustainability in how solutions are designed and run - reducing waste, improving digital efficiency and supporting responsible use of technology. You will encourage smart, low-impact ways of working (including reducing unnecessary rework and duplication) and ensure technology choices support long-term resilience.



You'll make a real impact by:

- Enabling confident, secure use of AI across the organisation by ensuring the platform is well-configured, well-governed and well-supported
- Accelerating adoption by removing technical blockers, resolving issues quickly, and helping teams get value from AI in their day-to-day work
- Establishing a strong operational foundation – clear ownership, monitoring, support and roadmap alignment – that allows Copilot to scale safely and sustainably
- Building trust in the digital workplace by ensuring new capabilities are introduced with care, clarity and a focus on user experience
- Acting as a visible, credible lead for AI and digital workplace services – someone teams turn to for guidance, insight and practical support

Personal objectives

If you have personal objectives that are additional to those in your Purpose and Performance Profile above, please capture them here:

If your role is included within the senior management / certificate regime you will be required to:

- Pass and maintain the requirements of the relevant Regulator's 'fit and proper test' as required by the Senior Managers Regime/ Certification Regime.
- Adhere to the Senior Manager Rules as part of the Senior Managers Regime as detailed below if SMR ROLE.
- Adhere to the Individual Conduct Rules as part of the Senior Managers Regime/ Certification Regime as detailed below.
- Be responsible for taking ownership and maintaining of your own Continuous Professional Development (CPD) Log as part of the Senior Managers Regime/ Certification Regime.

Senior manager function rules

1. You must take reasonable steps to ensure that the business or the firm for which you are responsible is controlled effectively.
2. You must take reasonable steps to ensure that the business or the firm for which you are responsible complies with the relevant requirements and standards of the regulatory system.
3. You must take reasonable steps to ensure that the delegation of your responsibilities is to an appropriate person and that you oversee the discharge of the delegated responsibility effectively.
4. You must disclose appropriately any information of which the FCA or PRA would reasonably expect notice.

Your development

We really want you to succeed within your role and your career. Nobody knows you better than you, and you are encouraged to take the lead on how you are doing and how you progress.

Please use this page to reflect on your personal learning and development; whatever that may look like for you.



What am I currently doing to support my learning and development?

What are my strengths and how can I make better use of them?

What would I like to learn next?

What are my career aspirations?

This might be how I learn and develop in my current role or how I develop towards a new role.

What resources / people can help me with my development goals?



Our values

Our culture is built upon a commitment to do the right things for customers, our colleagues, our wider stakeholders, and the world around us. Eight values underpin our culture and the way we do our business.

Doing the right things means making clear and ethical decisions, understanding the implications of our actions, being accountable for them and making a commitment to speak up and put things right where we see something that is wrong.



Fairness

To work together to ensure fair outcomes for all our customers



Professionalism

To maintain the highest standards and deliver our products and services with care and accuracy



Integrity

To be honest and open in everything we do



Humour

To ensure we have fun while achieving success!



Commitment

To drive the business forward with determination and to do so with effort and enthusiasm



Creativity

To identify and create new business opportunities and apply creative and effective solutions to problems



Teamwork

To work in harmony and collectively towards the delivery of our overall objective



Respect

To treat people as individuals and listen to their views

Our code of conduct

Our Code of Conduct is designed to help you navigate through the vast array of decisions that you will need to make to deliver effectively on our purpose. You can view a copy of our Code of Conduct **here.** As a regulated firm we are also subject to the below conduct rules:

1	2	3	4	5	6
You must act with integrity	**You must act with due skill, care and diligence**	**You must be open and co-operative with the FCA, PRA and other regulators**	**You must pay due regard to the interests of customers and treat them fairly**	**You must observe proper standards of market conduct**	**You must act to deliver good outcomes for retail customers**

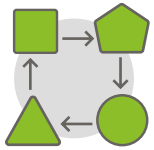
Our Leadership Commitment

We all deserve to have a great manager. Our managers commit to delivering inclusive, inspiring, and impactful leadership. For us, this looks like:



Empathy

Having and applying emotional intelligence to understand and engage with others more effectively. Using both self-awareness and the understanding of others to react positively to different situations.



Adaptability

Having the skills and willingness to adapt at pace to changing circumstances and environments. Being comfortable with ambiguity, maintaining personal resilience and learning from experience.



Creative Thinking

Having the skill to incorporate creative and innovative practices into tasks, activities and interactions, bringing new perspectives into the workplace.



Coaching

How we support others to explore and unlock their potential using coaching tools and techniques and building a trusting coaching relationship.



Teamwork

The coming together of a diverse group of people to deliver a common objective. Working well together, but open to new ideas and challenge. Creating a safe, inclusive environment to experiment, make mistakes and improve.



Think! Customer

How we build and maintain trusted relationships with internal and external customers based on a deep understanding of customers' needs. It's about communicating clearly and working in partnership.



Decision Making

How we make effective decisions on a day-to-day basis, taking ownership of decisions and demonstrating sound judgement.

If you are a manager of people you will help your people to be their best by:

Sharing our purpose	Checking in	Reward and Recognition	Career and learning	Performance enhancement
• agreeing objectives • reviewing them regularly • enabling continual improvement	• managing as a coach • providing and seeking feedback • agreeing and setting outputs • supporting employee well being	• providing in the moment appreciation (Mo) • celebrating achievements • rewarding fairly	• managing as a coach • enabling an employee led approach • agreeing development plans • supporting aspirations	• providing timely and honest feedback • plan for success by agreeing a clear plan of action with goals and required support identified and reviewed regularly

Frequent and meaningful conversations

HR0146-003 (06/2023)