

Role Specification

Role Title:	Iteration Manager		
Business Unit:	Platform, Lending & Customer	Location:	123 Albert St Brisbane
Division:	Bank Applications	Pay Band:	Fixed Salary 4/5
Department:	TDL	Job Family:	Not applicable
Section:	Enter section	Leader profile:	Team Member
Role Reports to (role title):	Delivery Manager / Portfolio Manager / Executive Manager		
Direct Reports (role titles):	nil		
Total employees (total number of employees reporting through to this role, if applicable):	N/A		

Purpose of the role (What the role does; how the role contributes to the team/dept/division goals)

The purpose of the Iteration Manager role is to take accountability for the delivery of value to stakeholders. Empower, lead and coach geographically dispersed teams to be successful, self organising and adapt to change.

Key Accountabilities (Outcomes of the role and the desired behaviours to be exhibited in the role)

- Responsible for Agile processes and improvement within the team
- Prioritise removal of impediments and coach the team to resolve them
- Build strong, trusted relationships with business and customer groups and within the team, by helping the team to make their work transparent, and managing change as issues arise
- Maintain the focus on customer value and outcomes and maximise flow
- Lead a continuous improvement culture, and reduction of waste
- Lead the team to achieve continuous delivery and to build quality in supported platforms/systems
- Help the team achieve a sustainable pace with space for innovation and learning
- Develop, monitor and communicate team reporting and metrics
- Coach the team on agile principles and practices to grow agile maturity and become resilient and high performing through coaching / mentoring and demonstration of thought leadership
- Assist in the development, planning and delivery of a portfolio of work for the team
- Ensure the team remains focused on priorities and aligned to strategy and roadmaps, and that backlog and release plans are maintained
- Manage team capacity and demand with Product Owners and Delivery / Portfolio Managers
- Support the team to communicate technical and quality priorities to the product owner(s) to ensure sufficient investment in the delivery capability
- Liaise with other teams to ensure dependencies between teams are understood and managed
- Manage operational risks
- Ensure the team are able to support and maintain the products they deliver and own
- Continuous learning and professional development on Iteration Manager capability
- Undertake delegated responsibilities, as required.

Working Relationships (Nature and purpose of internal and external relationships)

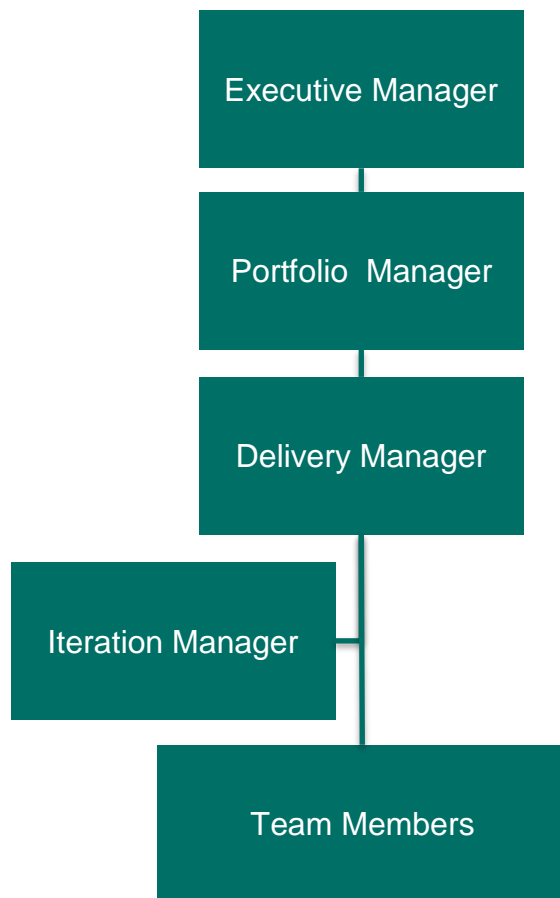
Internal Relationships

- Build constructive working relationships and engagement with Team Members, Stakeholders, Customers and all levels of Management.

External Relationships

- Build constructive working relationships and engagement with Customers, Partners and Vendors.

Organisation Chart



Person Specification

Qualifications (Indicate whether mandatory or desired)

- Tertiary Qualification in Information Technology and/or Business or equivalent industry experience (desirable)
- Certified Scrum Master/Iteration Manager and have solid experience in how to apply it (desirable)

Experience (The minimum amount of experience required to perform in the role)
<ul style="list-style-type: none"> • Five to ten years appropriate industry experience (mandatory) • Previous experience in a large organisation • At least 12 months in a scrum master / iteration manager role • Proven delivery track record • Experience leading geographically distributed teams

Skills and Abilities (Individuals capabilities, include level of proficiency)
<ul style="list-style-type: none"> • Excellent skills in leading a team including coaching, having difficult conversations and providing feedback. Comfortable resolving conflict and to facilitate discussion on alternatives approaches • Facilitation experience and able to facilitate, or mentor others to facilitate, agile ceremonies • Strong communication and interpersonal skills, including negotiation and influencing skills • High level of flexibility with the ability to adapt to change • Ability to instil a growth mindset in the team • Able to create a safe to fail environment

Knowledge (Factual or procedural information needed to perform in the role)
<ul style="list-style-type: none"> • Understanding of Agile behaviours, tools and techniques: e.g. collaboration, work breakdown, automated testing, Scrum, Kanban etc (mandatory) • Sound knowledge of how information and technology contributes to business performance (mandatory) • Working knowledge of information technology and technology industry trends and issues (desirable)

Suncorp Leader Profile
Leader profiles describe behavioural expectations across the Suncorp Group.
<ul style="list-style-type: none"> • Clarity of Purpose • Customer Focus • Relentless Execution • Building Great Team • Simplicity and Agility

Behaviours
Display and champion the Suncorp values of Courage, Honesty, Respect, Fairness, Caring and Trust

Prepared by: <i>(Name & position)</i>	Susan Robert-Randazzo DM Platform, Lending & Customer	Date:	21/07/2017
Approved by: <i>(Name & position)</i>	Enter name EM Bank Applications	Date:	Enter date