Senior Scrum Master

Department/Unit: Enterprise Systems
Faculty/Division: Vice-President (Services)
Classification: HEW level 9
Designated Campus or Location: Blackburn Road, Clayton

Organisational Context

At Monash, work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the challenges of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and diversity. When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an inclusive workplace culture for our staff regardless of ethnicity or cultural background. We have also worked to improve gender equality for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – #Changelt with us.

Vice-President (Services) leads several core University services and functions across a growing global University landscape, including our domestic and international campuses and entities. Vice-President (Services) embodies a strong culture of service excellence and executes large-scale and innovative projects across key University functions including Student Services; Group Operational Resilience; Group Information and Records Management; Group Cyber Risk and Resilience; Digital Transformation; Enterprise Systems; and our core IT services teams, being, Technology Services, Academic and Data Technology Services, and our IT Service Desk and Service Centres. As leaders in innovation, we understand the importance of bringing these functions together to enhance the

Modified date: January 2023
experience for our staff, students, researchers, and alumni. Vice-President (Services) is well positioned to lead and ensure continued operational excellence as outlined in the University’s strategic plan, Impact 2030.

The Enterprise Systems domain has been established with the aim of driving transformation in the student and staff experience via the provision of modern platforms and the introduction of more contemporary user-facing practices.

The Student Management Systems (SMS) Transformation Program seeks to bring about a step change in the experience of a student as they administer their Monash journey. This will be enabled by the introduction of a new modern core SMS platform. A consistent interface will ‘wrap around’ this platform to allow a student to easily perform the administrative steps needed to progress from enrolment to graduation.

**POSITION PURPOSE**

The Senior Scrum Master applies a high-level of skill and expertise to provide guidance and coaching to multiple scrum teams/squads responsible for delivering the Student Management System Transformation (SMST) program of work at Monash University.

This role works closely and consults with multiple Product Owners and SMST leadership members to deliver prioritised outcomes in each program stream over the life of the program. This position is responsible for the application of the Scaled Agile Framework and improving Agile maturity in scrum teams in order to optimise the performance and success of the Enterprise Systems domain and SMST program. The position provides expert advice and contributes to the continuous application of best practice through building capability, supporting innovation and sharing of specialist knowledge to further organisational objectives.

**Reporting Line:** The position reports to the Executive Director, Enterprise Systems under broad direction with a considerable degree of autonomy

**Supervisory Responsibilities:** This position manages Scrum teams consisting of approximately 10 staff

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Contribute to strategic planning and achievement of the SMST program’s strategic goals by enabling scrum teams/squads to self-organise and self-manage themselves.
2. Lead and manage end-to-end Scaled Agile delivery process including prioritising features, iteration planning and execution through to outcome delivery by bringing structure to scrum teams/squads through communication, coordination and collaboration.
3. Provide leadership and specialist expert advice on Agile practice, design thinking and lean mindset by promoting built-in-quality and continuous flow of business value and guiding scrum teams to establish normalised story point estimates leading to economic decision making.
4. Lead and develop highly trained, motivated and efficient scrum teams with strong outcome focus through coaching, mentoring and contributing to and supporting internal Community of Practise groups.
5. Oversee a work environment of continuous review and improvement by regularly evaluating the cultural, technological, organisational and environmental factors contributing to existing maturity of agile capability of scrum teams through regular Inspect and Adapt agile rituals.

6. Undertake research, in-depth analysis and benchmarking of internal and external Agile best practices to identify alternative solutions/methods/practices, conceptualise and implement new standards, policy and procedures to meet the Enterprise Systems domain environmental needs.

7. Initiate, develop and maintain strong partnerships with multiple streams of work by assisting them to maintain refined and relevant product backlogs that allows timely prioritisation, timely communication of variations and re-prioritising in order to ensure optimal business value focus.

8. Oversee scrum teams ensuring they achieve iteration commitments (SMST program objectives and Sprint goals) as planned, by removing impediments in a timely manner and protecting scrum teams from external disruptions in order to establish standardised capacity utilisation (velocity) that enables predictable business value delivery.

9. Other duties as directed from time to time

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - Postgraduate qualifications in IT/Computing and extensive, relevant experience; or
   - certification/extensive experience and proven expertise in Scrum/Scaled Agile Framework; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Extensive and high level experience in leading teams through transformation and change ensuring effective positive change outcomes

3. Outstanding planning and organisational skills, with experience in establishing priorities, allocating resources and meeting deadlines in a large, complex Scrum/Scaled Agile organisation

4. Extensive experience in leading, motivating and developing a team of professionals to reach high levels of agile maturity in order to achieve strategic objectives

5. Highly developed problem-solving, analytical and conceptual skills including the ability to execute a strategic plan and/or a tailored program of activities that align with and deliver value to key stakeholders working independently as well as within a team

6. Excellent analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions to lead relentless improvement in a Scrum/Scaled Agile organisation

7. Superior interpersonal and communication skills with the ability to communicate high-level strategy of delivering outcomes, provide authoritative advice on optimising the flow of business value and effectively communicate variations to agreed commitments with the view to re-prioritise

8. Advanced computer literacy, particularly with current agile process/workflow planning and management software packages and their various application capabilities
9. Excellent verbal and written communication skills to prepare and deliver technical and business papers, reports and artefacts.

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- This position will require a successful National Police Record check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.