Position Summary

The Delivery Lead/Scrum Master is responsible for the delivery of the Sustainment/Digital External Engagement Squad Scrum in a timely, controlled, and predictable manner. The position will ensure that Agile methodologies, specifically Scrum, are understood, practiced, and enacted within their teams. The Scrum Master will work in close collaboration with other delivery leads/scrum masters, Technical Lead and other digital solution team members. The scrum master will be responsible for coaching the development teams to self-organise and create high-value products, as well as being responsible for removing impediments to the Squad’s progress.

In addition to the Delivery Lead/Scrum Master responsibilities, this role includes managing the scrum on a day-to-day basis.

Accountabilities

Specific accountabilities for this role include:

- Manage the end-to-end delivery of Digital change, establishing and controlling constraints and scope.
- Helps the teams by coaching the members in scrum adoption, self-management, focus on creating high-value Increments and Influence the removal of impediments.
- Oversee and manage the Scrum teams. Ensuring the team adheres to Scrum theory, practices and rules, and work as the Scrum Master within Agile teams, this could include the use of Kanban over Scrum in certain circumstances.
• Follow the release governance process for Digital Solutions and coordinate with other squads to align work completed in squad to 2 weekly release cycle.

• Communicate with the teams regarding key plans, commitments, and essential changes which include requirements, schedule, scope changes, and QA plans (Scrum of scrums)

• Facilitate sprint planning, reviews, retrospectives, and backlog grooming with the Product Owner.

• Ensure that the Teams defined Ways of Working practices and templates are adopted and used consistently.

• Ensure that management processes, tools, techniques and personnel are in place to ensure that the transition of services, service components and packages are planned and compliant.

• Ensure that test and validation and configuration management are applied in all release and deployment activities.

• Manage, communicate and coordinate release preparation and execution activities with the Integration teams and other relevant stakeholders.

• Lead improvements to the efficiency and effectiveness of the project delivery service and contribute to the identification of areas of improvement.

• Support the Service Owner(s) in delivery by maintaining and developing processes, standards, tools and reporting and their documentation, and proactively review the service provided to end-users and customers.

• Act as a project manager when necessary and take responsibility for managing dependencies between our teams and third parties or between our teams and other scrum teams.

• Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

• Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

• At least 5 years of functional experience in leading agile/scrum teams, within Digital, preferably Adobe (AEM) related deliveries, in a large and complex organisation.

• Extensive knowledge of and experience in a range of application development methodologies including ‘agile’, ‘scrum’, ‘Kanban’, ‘devops’, ‘lean’ and ‘rapid’ application development methodologies.
• Comprehensive communication, consultation, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.

• Experience in business case preparation, estimation and costing of work.

• Sound experience with Agile SDLC delivery tools i.e., JIRA, Confluence, etc.

• Demonstrated success working effectively and collaboratively on initiatives with a range of people at different levels within an organisation and partner/vendor resources.

• Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.