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| Role Information  |  |
| **Role Title:** | Scrum Master |
| **Function:** | Technology, Data & Labs | **Area** |  |
| **Pay Band:** | Select pay band | **Employee Level** | Team Member |
| **Role Reports to (role title):** | Chapter Lead |
| **Direct Reports (role titles):** | N/A |
| Role Specification |
| **Objective of the Role** |
| The Scrum Master is a servant leader for their squad, helping them to deliver outcomes in a fast, sustainable, and effective manner, by embedding ways of working and ensuring adherence to Momentum processes and governance. In Momentum (Suncorp’s delivery model), each Squad is a cross-functional autonomous team with end-to-end responsibility for a specific customer-focused outcome. Within these Squads, the Scrum Master role will be a dedicated role shared between two Squads (1:2 ratio) (some exceptions may apply)  |
| ***Being @ Suncorp Behaviours – All Team Members*** |
| * Understands role requirements, achieves quality and timely outcomes, and strives to do better
* Delivers on commitments being genuine and direct and ensuring fair outcomes for all
* Works through challenges and raises risks to achieve results
* Listens to customers, speaking up on their behalf and takes action to deliver the right outcome
* Finds different ways to perform work and identify new solutions
* Adapts to change, willing to pivot around business needs and learns from experiences
* Assists others, shares knowledge and strengths, taking ownership of team goals
* Invites different views and experiences to create diverse perspectives
* Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all
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| **Key Accountabilities** |
| Responsible and accountable for managing flow, sequencing, slicing and velocity of work. Support backlog management. Drives removal of impediments. Monitors Squad performance and identifies opportunities for improvement Responsible for ensuring squad is compliant with appropriate governance and practices Responsible for squad level reporting.Responsible for managing RAIDResponsible for communicating and embodying Momentum mindsets Work with Product Owners to manage and prioritise work through the backlog, ensuring work is tracked and progressing and that there is an appropriate balance across Squad membersWork with Scrum Masters / Tribe Delivery Leads to sequence work and manage dependencies across Squads* Coach Squad to optimise delivery via Momentum processes and practices and develop relationships that assist the Squad in achieving its outcomes. Identify continuous improvement opportunities, training needs of Squad members, and implement best practices to progress the work of the Squad

Proactively interact with other stakeholders to effectively manage demands on resources, prioritise of funding, receipt of distribution and deliverables, and alignment of goals and objectives. Use interpersonal skills and their ability to manage people to balance the conflicting and competing goals of the stakeholders to achieve consensus. Communicate effectively using multiple methods (verbal, written and nonverbal) and channels with stakeholders, including squad and sponsors.Maintain a strong advocacy role within the organisation by proactively interacting with managers and other stakeholders as well as working with the sponsor and / or business to address internal political and strategic issues that may impact the squad or the viability or quality of the outcomes. Collaborate with other roles within the business including managers, subject matter experts and those involved with business analysis Stay informed about current industry trends* Contribute to knowledge transfer and expertise to others within the profession and actively participate in training, continuing education and development

***Key terms:*** *Responsible = does the work; Accountable = has decision authority, wears the consequences* |
| **Key Stakeholder Relationships** |
| * Suncorp Customers
* Product Owner
* Squad and Tribe members
* Tribe, Practice, and Chapter Leads across Suncorp
* T&T Delivery Partners
* CRO – second line risk and compliance
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**Person Specification**

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| **Key job requirements** |
| **Qualifications and Memberships** * Project Management qualification or accreditation (such as PMP, CAPM, Prince2, Agile) (mandatory).
* University degree or equivalent (desired).
* Membership of related professional bodies (desired).

**Experience** * Minimum 3 years of project management experience.
* Experience in the Insurance or Financial Service industry (desired).
* Excellent stakeholder engagement ranging from the executive level through to the squad.
* Experience in building successful business relationships at all levels.
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| **Capabilities:**Project Management technical capabilities* Strong project management skills and ability to clearly define project objectives and benefits.
* Ability to plan, organise, prioritise, implement, monitor, and control projects, ensuring efficient utilisation of technical and business resources, to achieve project objectives.
* Ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritising and time allocation.

Leadership and personal leadership capabilities* Rapidly develop trust and credibility with senior stakeholders including strong facilitation skills.
* Develop excellent working relationships and rapport with project stakeholders, including project managers, business subject matter experts, technology teams and others.
* Demonstrate flexibility and adaptability to work in a rapidly changing environment, and to make sense of and operate in ambiguity.
* Strong negotiation skills with a constructive and collaborative style.
* Excellent problem solving – ability to seek out information and break down problems and situations into simple lists of components.
* Strong communication skills (oral and written) –ability to take the lead to influence and drive a strategic view, while explaining information, coherently and confidently at all levels.
* Ability to manage a partnered team to achieve the optimal performance through a partnered model, managing risk, compliance and business outcomes.

Business and strategic management capabilities* Advanced analytical skills - ability to develop solutions and courses of action by using an information base to identify key issues, compare with other data and determine cause-effect relationships.
* Change management capability - ability to recognise, understand and support the need for change and anticipated impact on both the team, business and self.
* Customer focus - proven commitment to driving a customer focused culture and driving business value outcomes.
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| **Prepared by:** | Raiko ShareefHead of Transformation | **Date:** | Enter date |
| **Approved by:** | Trisha Boyce Head of Insurance Projects | **Date:** | Enter date |