

POSITION DESCRIPTION – MANAGER

Position Title	Iteration Management Lead	Department	Corporate Services, Information Technology
Location	Sydney, NSW	Direct/Indirect Reports	1
Reports to	Chief Information Officer	Date Revised	January 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	Job Evaluation No:	HRC0029624

■ Position Summary

The Iteration Management Lead is a servant leader and facilitator for multiple Agile development teams, who drives delivery of key business and technology outcomes. This position drives team maturity in Agile principles and practices by ensuring the IT Agile ceremonies are effective and constantly improving. Additionally, the position leads a team of Iteration Managers, who coach and mentor teams and leaders. The Iteration Management Lead is an Agile evangelist.

The Iteration Management Lead will have to work through many others in the organisation to achieve desired outcomes. More broadly the role will work collaboratively with the rest of the organisation, customers and partners to uplift Agile delivery capabilities.

Using a high degree of emotional intelligence and problem-solving skills this position is tasked with recommending improvements and changes that will ultimately lead to increased agility. This position plays a critical role in modelling Agile behaviours and demonstrating to the wider business the benefits of Agile ways of working.

■ Position Responsibilities

Key Responsibilities

- Lead the strategic planning and implementation of the Iteration Management practice based on the Scrum Framework and any applicable Lean Kanban concepts with the IT
- Identify opportunities where Lean-Agile methods would speed up the delivery of value for Red Cross IT and relevant business initiatives
- Develop and maintain Agile implementation strategy for business initiatives where Agile practices will be critical to navigate the implementation of digital products and emerging technologies
- Coach, guide and support the Iteration Manager(s), Product and Platform Owners, Chapter Leads in all the applicable Lean-Agile processes and ceremonies helping them resource-plan and deliver business-critical initiatives in the most effective and sustainable manner
- Oversee the IT squad delivery process – how the work is visualised, planned, broken down into deliverable pieces, reflected at the IT Portfolio level, estimated, scoped and delivered
- Assist with removal of any impediments that the IT delivery squads or IT Management Team might experience in relation to the change towards the Agile Ways of Working
- Identify people, technical and delivery risks and work to mitigate these in a timely manner

- Lead teams to achieve continuous, quality delivery, maintaining a focus on customer value
- Coach teams on Agile ways of working, fostering continuous improvement to grow agile maturity, resilience and high performance across the department and organisation
- Continuously build and improve iteration management knowledge and capabilities of others
- Support and coach Chapter Leads and Product Owners in maturing their agile mindset, ways of working and supporting their people and backlogs
- Lead teams to achieve continuous and quality delivery while maintaining focus on customer value
- Manage and orchestrate portfolio level conversations between the IT leadership team, Product Owners and various business stakeholders
- Drive IT portfolio delivery outcomes through their ability to motivate others
- Build strong relationships across the business and in technology to support fluidity of information and work
- Identify and manage interdependencies across the organisation that will affect the delivery of IT Portfolio priorities
- Identify, oversee, and validate discovery activities and ensure Iteration Managers are breaking down breaking down initiatives appropriately

■ Position Selection Criteria

Technical Competencies

- Strong communication and written skills
- Excellent knowledge of Scrum Framework theory and hands-on experience working with Scrum teams
- Familiarity with Agile collaboration tools such as Atlassian JIRA and/or Service Now
- Demonstrable team-level leadership skills
- Excellent facilitator of team-level events and Agile ceremonies
- Organised, driven and motivated especially under pressure
- Stakeholder management skills with the ability to engage and influence others

Qualifications/Licenses

- A valid Scrum Master, Agile Coach, Product Owner or any Lean Kanban certification

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters