|  |  |  |  |
| --- | --- | --- | --- |
| Role Information |  | | |
| **Role Title:** | Delivery Lead (Master Scheduler) | | |
| **Function:** | Technology & Transformation | **Area** | Value Realisation Office |
| **Pay Band:** | Fixed Salary 6 | **Employee Level** | Firstline Leader |
| **Role Reports to (role title):** | Chapter Lead, Enterprise Delivery | | |
| **Ways of Working:** | Hybrid, Full Time | | |

Role Specification

|  |
| --- |
| **Objective of the Role** |
| The Master Scheduler will support Tribe Leadership Team, working closely with the Delivery Leads to create, maintain, and manage the master schedule for the People Home Tribe. This role involves coordinating with various teams and external vendors to ensure efficient resource allocation, timely project completion, dependency identification and management and alignment with organisational goals. |
| **Being @ Suncorp Behaviours** |
| * Provides clear expectations, makes decisions and holds teams accountable for kicking goals * Acts with honesty and integrity, addresses issues and treats others fairly * Manages risk and empowers the team to deliver results * Supports the team to act in the best interests of our customers through genuine interactions * Challenges the status quo by supporting digital advancements and innovative solutions to new ways of working * Promotes flexible work practices, forming teams rapidly to deploy solutions for ever-shifting demands * Models team work, leverages and manages team's strengths to deliver results and support others * Builds teams that prosper from diversity of ideas and approach and celebrate inclusivity * Creates an environment where safety and wellbeing is prioritised and actioned and people are motivated towards meaningful work and common goals |

|  |
| --- |
| **Key Accountabilities** |
| * **Schedule Development**: Create and maintain a comprehensive master schedule that integrates all project timelines, resource allocations, and milestones. * **Coordination**: Collaborate with Delivery Leads and Scrum Masters, Vendors and SME’s to gather input and ensure alignment on scheduling requirements. * **Resource Management**: Monitor resource requirements, availability, and allocation to optimise efficiency and mitigate scheduling conflicts. * **Progress Tracking**: Track Mission (project) progress against the schedule, identify potential delays, and propose corrective actions to keep projects on track. * **Reporting**: Generate regular burn down reports on scheduling status, resource utilisation, and project timelines for management and creating understandable schedules senior stakeholders. * **Continuous Improvement**: Identify areas for process improvement and implement best practices in scheduling and resource management. * **Risk Management**: Proactively assess scheduling risks and develop contingency plans to address potential issues. * **Communication**: Facilitate effective communication among teams to ensure clarity on schedules, priorities, and changes. * **Training**: Provide guidance and training to team members on scheduling tools and best practices. |
| **Key Stakeholder Relationships**   * Tribe / Platform Lead * Mission Delivery Lead * Tribe Technology Manager * Platform Delivery Managers * Other Delivery Leads * Product Owners * Scrum Master * Delivery Coach * External parties (incl Suppliers, Vendors & Consultants) |
| Person Specification |
| **Key job requirements** |
| ***Qualifications***   * Tertiary qualifications in Business Management desired * Agile Leadership or similar qualifications desired   ***Experience (minimum type and level of experience required to perform the role)***   * 8+ years delivery experience, including 5+ years experience in schedule management of projects across technology functions of financial service organisations or in top consulting firms * Experience with Agile delivery practices * Excellent stakeholder engagement ranging from C-suite through to the project team. * Experience working in cross-functional |
| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Exceptional skills in planning, co-ordinating and managing timeframes to achieve deliverables. * Proficiency in creating, maintaining, and adjusting complex schedules, often across multiple Missions and Tribes * Deep understanding of resource allocation, timelines, dependencies, and critical paths. * Skill in identifying bottlenecks and adjusting schedules to meet project demands. * Expertise in scheduling software like MS Project * Familiarity with tools like PPM, Confluence, and Jira, if applicable, especially for integrating schedules with project management systems. * Clear, proactive communication with stakeholders, including project managers, team leads, and senior management, about scheduling progress, challenges, and needs. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Prepared by:** | Emma Carberry  Chapter Lead, Enterprise Delivery | **Date:** | 5/11/2024 |
| **Approved by:** | Cait Burke  Executive Program Director, Enterprise Delivery | **Date:** | 5/11/2024 |