

					<b>ROLE PROFILE</b>	
					Scrum Master	
<b>Reports to:</b>	Practice Manager					
<b>Grade:</b>	Senior Professional / Technical				<b>Job Family:</b>	Change
<b>Leadership Responsibility :</b>	Direct Reports :	0	Indirect Reports:	0	<b>Regulatory Information:</b>	Not Applicable
<b>Location:</b>	Binley, Coventry. Team-led hybrid working arrangements apply.				<b>Working hours:</b>	35
<b>ABOUT THE ROLE</b>						
<p>The Scrum Master is primarily accountable for effective delivery of prioritised outcomes, working to continuously optimise and improve the team's velocity, effectiveness and demonstrate continued performance.</p> <p>They ensure the team are following the Scrum process and agile values and principles to build a safe, collaborative, and commercially productive environment, that delivers sustainable value as fast as possible for the continued benefit of our members.</p> <ul style="list-style-type: none"> <li>• Facilitate and drive all aspects of change delivery initiatives and lifecycle to deliver new and enhanced versions of the Society's products in line with the Societies investment priorities.</li> <li>• Collaborate with wider team to lead and deliver change using Agility and the Scrum framework whilst driving continuous improvement at team and train level. Strong stakeholder management, effectively collaborating, communicating, and influencing across teams, trains, and portfolios to drive outcomes and effective relationships.</li> <li>• Coach and mentor, the Product Owner, and the Development Team to deliver business value more efficiently.</li> <li>• Champion the values and practices of Scrum and embed the Agile culture at all levels.</li> <li>• Assesses the Scrum maturity and take ownership of actions to drive continuous improvement.</li> </ul>						
<b>ABOUT YOU</b>						
<ul style="list-style-type: none"> <li>• Passionate about delivery outcomes and need for whole cross-team to collaborate / become self-organising to delivery.</li> <li>• Embeds Agile culture of Continuous Improvement.</li> <li>• Promotes Scrum values of Transparency (Openness), Focus, Courage, Respect, Commitment.</li> <li>• Supports the team(s) towards the goal of becoming self-managing, optimally performing teams.</li> <li>• Takes personal responsibility for identifying and carrying out own development needs to improve own performance in role.</li> </ul>						
<b>REQUIREMENTS:</b>						

- Professional Scrum Master Qualification: (Certified Scrum Master (CSM, PSM or SSM) or Kanban Management Professional (KMP)).
- Experience of leading the team through full project lifecycle following Agile frameworks.
- Strong Knowledge of Scrum and other agile methods like Kanban, Lean, etc.
- Experience in Change delivery, with a background of delivering complex change initiatives.
- Recent experience of working in a multi team agile environment, preferably with teams working collaborative and in line with organisation strategic priorities and identified value-based Outcomes.
- Solid understanding of iterative development, incremental delivery and the value of measuring success & failure.
- Experience of influencing Stakeholders at all levels.
- Strong Communication skills.
- Proven coaching and mentoring skills.
- Working knowledge of systems such as JIRA/Confluence to extract necessary data to inform decisions.
- Proven record of Continuous Improvement.
- Understanding of lean principles.

**YOUR KEY RESPONSIBILITIES.** (Additional detailed performance objectives will be set by your manager)

<p><b>General Profile</b></p>	<p>Liaise with multiple stakeholders with in CIDO and across the business e to identify business priority and technical dependencies to have a robust knowledge of organisational activity leading to viable and valuable release and sprint plans. Coach the team to a mind-set of value-based deliver, where value is delivered in every sprint, championing continuous delivery in incremental phases.</p> <ul style="list-style-type: none"> <li>• Consistently display member's first principles and our CARES values.</li> <li>• Accountable for ensuring a relentless focus on realising outcomes as efficiently and effectively as possible encouraging the team to effectively use Agile Practices, Values and frameworks to deliver.</li> <li>• Responsible for the management of effective Agile ceremonies and practices, including iteration planning, daily stand-ups, iterations reviews and retrospectives, they also take ownership for action setting within the team to drive continuous improvement.</li> <li>• Identify issues and blockers that hinder the team progress, removing or escalating them until fully resolved allowing the team to work more efficiently.</li> <li>• Accountable for creating a collaborative environment to focus on value-based delivery.</li> <li>• Working with Product owners to ensure a healthy Product Backlog is always maintained.</li> <li>• Identifies and mitigates risks &amp; dependencies to achieving outcomes at a team level, proactively contributing to management &amp; identification of risks at a train level.</li> <li>• Addresses conflicts within the team or between stakeholders and the team to maintain a productive working environment.</li> <li>• Ensuring the team operates within the agreed cost envelope and continuously seeks to improve operational effectiveness and cost efficiency with commercial awareness and driving the optimisation of your team footprint etc T- Shaping, Dual roles etc.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Accountability for understanding resource availability in the team to enable delivery of effective outcomes etc.</li> <li>• Help the team to reach an alliance on what can be achieved and supports the team in self-organisation and self-sustainability.</li> <li>• Exhibit the behaviours of an Agile leader with an Agile mind-set. Helps the team embrace core agile values and adopt and apply agile principles.</li> <li>• Foster a learning culture based on continuous improvement and a focus on innovation.</li> <li>• Acts as a change agent across the organisation, coaching and supporting.</li> </ul>
<b>People &amp; Relationships</b>	<ul style="list-style-type: none"> <li>• Work closely with the Product Owner and the Development Team to ensure requirements are well defined.</li> <li>• Expectation to work cross-functionally across orchestra roles where needed e.g., SM/PO/BA with a responsibility for working with Products Owner's to develop technical knowledge to support delivery outcomes.</li> <li>• Responsible for liaising with and effectively influencing internal stakeholders, as well as external stakeholders, and provisioned resources from partner organisations.</li> <li>• Liaise with multiple stakeholders across CIDO and the business to identify business priority and technical dependencies to have a robust knowledge of organisational activity leading to viable and valuable release and sprint plans.</li> <li>• Building strong relationships between Scrum teams and other key stakeholders, including Product Owner(s) Delivery Leads and other invested communities.</li> <li>• Ensuring that stakeholders are informed about the team's progress and that their feedback is channelled appropriately.</li> <li>• Supports Practice in coaching and personal development providing timely and effective feedback to drive performance and address underperformance with teams and individuals (including those of external suppliers)</li> </ul>
<b>Governance, Risk &amp; Controls</b>	<ul style="list-style-type: none"> <li>• Ensure appropriate controls in place to mitigate, balance, control risks.</li> <li>• Identifies and mitigates risks &amp; dependencies at a team level, proactively contributing to management &amp; identification of risks at a train level.</li> <li>• Help the team to implement a consistency of approach and quality of output.</li> <li>• Knowledge of implementing and effective utilisation of the appropriate tools and approach to maximise development throughput.</li> <li>• Accountable for measuring value and ensuring that product and sprint goals and quality expectations are captured and met</li> </ul>
<b>Impact, Scale &amp; Influence</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, working at all levels to articulate the information and impediments to stakeholders.</li> <li>• Strong negotiation and persuasion skills</li> <li>• Act as a trusted advisor, with proven experience in presenting ideas and solutions to stakeholders and gaining commitment.</li> <li>• Guides team to work at sustainable pace. Acts as an ambassador for Agile principles and Manifesto across the Society. Supports the promotion, education and understanding of Agile Practices, Values within Scrum Team and wider.</li> <li>• Being a proactive advocate in the Scrum Master Guild helping to engage and create a vibrant community with the mission of embedding and enhancing agile change and driving continuous improvement</li> </ul>

<b>Decision Making / Problem Solving</b>	<ul style="list-style-type: none"><li>• Problem solving – The Scrum Master will advise on evolving practice and as necessary suggesting and implementing improvements to enable the team to be more effective. However, more importantly, The Scrum Master will create the environment for Scrum and Agile teams at CBS to solve their own problems and be the best they can be.</li><li>• Actively contributes to the wider sharing of best practice and learning across the Society.</li><li>• Use metrics to prompt discussion and enable the team to inspect and adapt, with the aim of improving the flow of work and delivery time.</li></ul>
<b>Comparable Roles</b>	none