

<div>COVENTRY</div> <div>Building Society</div> 					<b>ROLE PROFILE</b>			
					Lead Scrum Master			
<b>Reports to:</b>		Senior Practice Manager						
<b>Grade:</b>		Lead 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 Lead Scrum Master an experienced Scrum Master responsible for effective delivery of prioritised outcomes, working to continuously optimise and improve the team’s velocity, effectiveness and demonstrate continued performance, whilst ensuring the successful implementation and coaching of Agile practices within their Teams and Train.</p> <p>They ensure their Teams are following the CBS Delivery Framework (which is underpinned by SAFe), Agile values and principles to build a safe, collaborative, and commercially productive environment, that delivers sustainable, high-quality outcomes, as fast as possible for the continued benefit of our members.</p> <ul style="list-style-type: none"><li>• Drive delivery of new and enhanced versions of the Society’s products in line with the Society investment priorities.</li><li>• Collaborate with the Release Train Engineer (RTE) to lead and deliver change whilst driving continuous improvement at team and train level.</li><li>• Demonstrate strong stakeholder management by communicating and influencing all roles within teams, trains, and portfolios to drive outcomes and effective relationships.</li><li>• Coach, mentor, teach and collaborate with all roles within their Portfolio Train including Scrum Masters, Product Owners, and the Development Teams to deliver business value more efficiently.</li><li>• Live by the values and practices of Scrum and be an exemplar for embedding the Agile culture at all levels.</li><li>• Assesses the Scrum maturity and takes action across multiple or complex teams.</li></ul>								
<b>ABOUT YOU</b>								
<ul style="list-style-type: none"><li>• Owns delivery outcomes and continuous improvement of team performance.</li><li>• Proven coaching, mentoring, facilitation, and presentation skills.</li><li>• Embeds and influences maturity of an Agile and Continuous Improvement culture.</li><li>• Promotes Scrum values of Transparency (Openness), Focus, Courage, Respect, Commitment</li><li>• Is conversant with both Waterfall and Agile Methodologies and techniques and how they can work harmoniously together as complimentary concepts.</li><li>• Supports the team(s) towards the goal of becoming self-managing, optimally performing teams.</li><li>• An ambassador for Agile culture at all levels.</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 multiple and complex scrum/agile teams through full project lifecycle following the appropriate Agile frameworks.
- Strong Knowledge of Scrum and other agile methods like Kanban, Lean, etc.
- 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
- Strong understanding of iterative development, incremental delivery and the value of measuring success & failure.
- Experience of influencing Senior 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.
- Strong understanding of lean principles.

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

<b>General Profile</b>	<p>Liaise with multiple stakeholders within CIDO and across the business to identify business priority and technical dependencies to enable leadership of change delivery through CBS Delivery Framework. Coach Scrum teams and support the RTE to coach the Train to a mind-set of value-based delivery.</p> <ul style="list-style-type: none"> <li>• Accountable for delivery and ensuring a relentless focus on realising outcomes as efficiently and effectively as possible encouraging the team/train to effectively use Agile Practices, Values, and frameworks to deliver.</li> <li>• Accountable for the performance and effectiveness of Agile ceremonies and practices, including iteration planning, daily stand-ups, iterations reviews and retrospectives, with ownership for action setting within the teams and train to drive continuous improvement.</li> <li>• Accountable for creating a collaborative environment to focus on value-based delivery. Includes owning and resolving issues and blockers that hinder the team progress, removing or escalating them until fully resolved allowing the team/train to work more efficiently.</li> <li>• Accountable for understanding resource availability and optimising utilisation in the team/train to enable delivery of effective outcomes etc.</li> <li>• Working with Product owners to ensure a prioritised Product Backlog is always maintained.</li> <li>• Identifies and mitigates risks &amp; dependencies to achieving outcomes at a team and 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/train operates within the agreed cost envelope and continuously seeks to improve operational effectiveness and cost efficiency with commercial awareness and driving the optimisation of the team/train footprint etc T- Shaping, Dual roles etc.</li> </ul>
------------------------	---

	<ul style="list-style-type: none"> <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. Coaches and mentors, the Scrum Masters, Product Owners, and the Development Teams to 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> </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 within their team/train and actively coach Scrum master's within their train to increase quality of requirements.</li> <li>• Responsible for working with Product Owners to develop technical knowledge of self and upskill 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>• Coach, mentor, teach and collaborate with all roles within their Portfolio Train including Scrum Masters, Product Owners, and the Development Teams to deliver business value more efficiently.</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 and invested communities. Ensuring effective coaching and mentoring is provided to support team performance and value delivery.</li> <li>• Be an expert facilitator, setting the standard as a trusted and neutral voice that helps groups of people have a conversation, resolve conflict and make decisions by creating the right environment for self-discovery, self-organisation and cross functional growth.</li> <li>• Be a leader of growth in the Agile Community of Practice and work with roles across your Train to focus on agility lead thinking and value-based delivery.</li> </ul>
<b>Governance, Risk &amp; Controls</b>	<ul style="list-style-type: none"> <li>• Ensure appropriate controls in place to mitigate, balance and control risks.</li> <li>• Identifies and mitigates risks &amp; dependencies at a team/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.</li> <li>• Guides team(s) to work at sustainable pace.</li> <li>• Accountable for ensuring Scrum Team(s) understand Agile Practices, Values and use framework to deliver.</li> <li>• Acts as an ambassador for Agile principles and Manifesto across the Society. Supports the promotion, education and understanding of Agile Practices, Values</li> </ul>

	<p>within multiple and complex Scrum Teams and across the wider change landscape.</p> <ul style="list-style-type: none"> <li>• Being a proactive advocate for the Agile Community of Practice, helping to engage and create a vibrant community with the mission of embedding and enhancing agile change within the organisation</li> </ul>
<b>Decision Making / Problem Solving</b>	<ul style="list-style-type: none"> <li>• Problem solving advising on evolving practice and as necessary suggesting and implementing improvements to enable the team to be more effective. However, more importantly, the Agile Delivery Lead 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>• Both uses and educates on 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>	Equivalent to Senior Project Manager (no longer active)