

**Job Title: Scrum Master – Agile Team (Temporary) Grade 8**

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| **Attributes** | **Essential** | **Desirable** |
| **Experience** | * Minimum 2yrs experience in Agile methodologies and working practices
* Minimum 3yrs management/supervisory experience in a similar role.
* Experience of working with Product Owners and business managers
* Experience in creating, refining and managing product backlogs
* Experience of bringing products from inception to production.
* Exposure in software development across the entire software development cycle, using a variety of software design patterns
* Experience in developing continuous integration and deployment solutions
* Experience of engaging with staff and external stakeholders at all levels.
* Understand the value of metrics and incremental delivery.
 | * Experience of working with other regulatory bodies or partner scrutiny bodies.
* Experience of the NES Platform- Turas
* Experience in Microsoft.Net framework and web development, including HTML, JavaScript and MVC.
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| **Education, Qualifications & Training** | * Educated to Degree level or equivalent relevant experience
* Scrum certified
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| **Skills & Knowledge** | * Knowledge about tasks, backlog tracking, burndown metrics, velocity, user stories etc
* Knowledge about other delivery methodologies other than Agile-Scrum, so that you can explain other methodologies to motivate others
* Ability to ensure Agile/Scrum concepts and principles are adhered to and be a voice of reason and authority.
* User story writing and training
* Facilitating agile ceremonies
* Excellent customer service skills.
* Ability to work under pressure and meet targets.
* Ability to work at a high level of accuracy.
* Ability to develop initiatives to enhance support to internal and external customers
 | * Agile coaching
* Exposure of cloud architecture and technologies
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| **Competencies/Key Performance Outcomes** | **Description** |
| **Leading others / Team Working** | * Ability to provide leadership, a clear sense of purpose and direction
* Ability to deploy staff and other resources effectively to achieve performance objectives.
* Adapts to the team and builds team spirit.
* Listens, consults others and communicates proactively.
* Demonstrates integrity.
* Contributes to the shared vision and purpose and shares this effectively.
* Involves the team in decision and actions.
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| **Effective Communication**  | * Listens to, understands and communicates complex and multi-stranded information from a range of sources, adopting effective questioning techniques to elicit and appreciate a range of views.
* Respond constructively and confidently to queries and complaints, negotiating with others in a way that suits the situation, demonstrating a high level of theoretical and practical knowledge.
* Ability to express ideas clearly and concisely, explain intricate and complicated concepts and ideas and adapts communication to suit different audiences.
* Ability to form constructive working relationships with people at all levels in the organisation.
* Articulate and positive communicator on a one to one basis and in larger groups.
* Regularly communicates with and ensures they are accessible to their team.
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| **Objective Decision Making**  | * Demonstrates analytical and systematic approach to problem solving and decision making.
* Ensures the Agile Team has the appropriate support, resources and authority levels to make decision quickly and easily.
* Encourages and supports decisions of team members.
* Considers Care Inspectorate values in relation to the impact of their decisions and considers the wider context in which the Care Inspectorate operates.
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| **Planning & Organising**  | * Ability to plan, execute, track and report on delivery progress against requirements
* Regularly reviews workloads, goals and targets with team and prioritise where necessary.
* Uses 1-1 supervision to support team members to plan workloads.
* Delegates effectively to others and optimises resources to achieve desired results.
* Focuses on customer needs and satisfaction.
* Sets high standards for quality and quantity and monitors and maintains quality and productivity.
* Works in a systematic, methodical and orderly way.
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| **Flexibility**  | * Encourages a flexible, positive approach to work in their team.
* Applies rules and procedures sensibly and understands where flexibility is required.
* Works productively in a high pressure environment.
* Adapts to changing circumstances.
* Accepts new ideas and change initiatives.
* Adapts interpersonal style to suit different people or situations.
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| **Improvement Focus** | * Demonstrate innovation, advanced problem solving and mastery of methods and approaches in complex and specialised areas of work.
* Ability to identify gaps in performance and make appropriate suggestions for improvement.
* Ability to use knowledge and experience to gather and consolidate information to make appropriate improvements.
* Demonstrate initiative, drive and determination to complete tasks and achieve objectives.
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**Please note – these are key performance outcomes to be used to recruit into the role.**