

**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. |
| **Education, Qualifications & Training** | * Educated to Degree level or equivalent relevant experience * Scrum certified |  |
| **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. |
| **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. |
| **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. |
| **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. |
| **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. |
| **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. |

**Please note – these are key performance outcomes to be used to recruit into the role.**