# JOB DESCRIPTION

| Position Title: | **Scrum Master** |
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| **Marketed Title:** | Scrum Master |
| **Business Unit:** | <TBA> |
| **Location:** | Sydney, Australia |
| **Accountable for Value Delivery to:** | Scrum Team |
| **Reports To Role:** | <TBA- Delivery Manager/PMO> |
| **Direct Reports:** | Nil |
| **Status:** | Full Time |

## ROLE OBJECTIVE

The Scrum Master is a valued team member within the Scrum Team that facilitates the development of working software in our <describe software stack or project name or business division here>.

The Scrum Master is a passionate Agile champion that facilitates adherence to The Scrum Guide$^{TM}$ (http://scrumguides.org) along with the Product Owner and the Development Team.

The Scrum Master is a servant-leader for the Scrum Team. The Scrum Master helps those outside the Scrum Team understand which of their interactions with the Scrum Team are helpful and which aren't. The Scrum Master helps everyone use these interactions collaboratively to maximize the value created by the team.

The Scrum Master is responsible for ensuring the Scrum framework is understood and enacted. Scrum Master does this by ensuring that the Scrum Team executes Scrum theory, practices, and rules.

## KEY SELECTION CRITERIA

### REQUIRED SKILLS & COMPETENCIES

Essential Experience & Skills:

1) Minimum of two (2) years' experience as a Scrum Master

2) Demonstrated evidence of ability to champion adherence to consistent application of the Scrum Framework including: 3 roles; 5 events; 3 artefacts; and 2 standards for artefact transparency being Done and Ready

3) Proven experience identifying a Scrum Team's gaps in the Scrum Framework and leading them to adopt new practices by focusing on Scrum Values, Agile Manifesto values and principles

4) Proven experience writing Agile User Stories with Acceptance Criteria and breaking them down into smaller tasks

5) Demonstrated ability to coach, inspire and motivate people to change their values and practices as evidenced by experience persuading key stakeholders (like Executive Sponsor, program/project managers, line managers) to become servant leaders and to empower people who use the Scrum Framework

6) Proven experience creating velocity tracking and graphs (e.g. Sprint Burndown, Release Burndown) using either Agile project management software (e.g. JIRA, Rally, VersionOne, Trello) OR advanced Microsoft Excel skills

7) Excellent verbal communication skills in conflict resolution and negotiation

8) Proven experience facilitating Lean IT process flows including Kanban

### ATTRIBUTES

1) Essential - Attitude that demonstrates Scrum team player who values open communication, transparency, collaboration, bringing and executing new ideas to the Scrum to increase efficiency of value delivery.

2) Highly Desirable - Evidence of self-improvement and drive to continuously learn (eg courses attended, books read) to improve your: Scrum Mastery skills; servant leadership style; and people skills

## DESIRABLE SKILLS & COMPETENCIES

- Highly Desirable – demonstrates a passion and drive to help the Scrum Team succeed as evidenced by proactively working with the Development Team to identify and networking to form relationships enterprise wide to champion the efficient removal of impediments

- Highly Desirable - Ability to coach everyone (including Scrum Team, Executive Sponsor, Project/Program Manager/s and key stakeholders) on the correct way to interpret metrics for the Scrum's performance, progress of work and agility maturity.

- Highly Desirable – Exposure to Agile practices such as Extreme Programming (XP) techniques e.g. Test Driven Development (TDD)

- Highly Desirable – Exposure to Continuous Integration (CI) and Continuous Delivery (CD) across the SDLC

- Desirable – Coach and empower individuals in: emotional intelligence; how to handle and resolve conflict; and how to give constructive feedback to form a high performing, self organising team

- Desirable – Breadth of Sprint Retrospective formats

- Desirable – Breadth of interactive coaching tools, games and techniques for experiential learning including storytelling and role play

- Desirable – Basic understanding of the Software Development Life Cycle (SDLC)

- Nice to Have – Exposure to <HTML/JAVA> programming language/s

- Nice to Have – Exposure to <Unix/Windows> operating environments

- Nice to Have – Exposure to <SQL/Databases> databases


## QUALIFICATIONS

- Essential – Scrum certification eg Certified Scrum Master (CSM) from Scrum Alliance

- Desirable - Tertiary qualification in either Information Technology or Business; OR extensive experience adult team facilitation with adult coaching and mentoring

- Nice to Have - Agile certifications as Project Management Institute Agile Certified Practitioner (PMI-ACP)

- Nice to Have - Lean IT certifications (eg Lean IT Association, SAFe) OR Systems Thinking OR proof of attending training in equivalent

## DUTIES & RESPONSIBILITES

The Scrum Master will be required to perform a variety of tasks to maximize the Scrum Team's performance and productivity.

**Key responsibilities:**

- Champion the adherence to the Scrum framework as outlined in The Scrum Guide<sup>TM</sup> including: Sprint Planning; Daily Scrum; Sprint Review; Sprint Retrospective; Product Backlog Refinement; Sprint Backlog;  Definition of Done; Product Backlog Items' Ready.

**Scrum Master Service to the Product Owner**
The Scrum Master serves the Product Owner in several ways, including:

- Finding techniques for effective Product Backlog management;

- Helping the Scrum Team understand the need for clear and concise Product Backlog items;

- Understanding product planning in an empirical environment;

- Ensuring the Product Owner knows how to arrange the Product Backlog to maximize value;

- Understanding and practicing agility;

- Facilitating Scrum events as requested or needed;

- Coach the Product Owner to ensure the volume and flow of Product Backlog Items (user stories) towards the top of the Product Backlog are Ready for the Sprint Backlog.

**Scrum Master Service to the Development Team**
The Scrum Master serves the Development Team in several ways, including:
- Coaching the Development Team in self-organization and cross-functionality;

- Helping the Development Team to create high-value products;

- Removing impediments to the Development Team's progress;

- Facilitating Scrum events as requested or needed;

- Coaching the Development Team in organizational environments in which Scrum is not yet fully adopted and understood;

- Ensure Development Team maintains commitment to the Definition of Done
- Ensure the Scrum Values, Agile Manifesto values and principles are understood and applied in the Scrum;
- Coach Scrum Team to write and break down User Stories with Acceptance Criteria;
- Guide the Scrum Team to accept, implement and commit to Agile principles and practices like Continual Improvement.

## Scrum Master Service to the Organization

The Scrum Master serves the organization in several ways, including:
- Leading and coaching the organization in its Scrum adoption;
- Planning Scrum implementations within the organization;
- Helping employees and stakeholders understand and enact Scrum and empirical product development;
- Causing change that increases the productivity of the Scrum Team;
- Working with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization;
- Champion increased transparency to all levels of organization of the Scrum Team's historical and current Sprint's work in progress.

## KEY INTERNAL AND EXTERNAL RELATIONSHIPS

### Internal

- Development Team
- Product Owner/s
- Other Scrum Masters
- Project Management Office (PMO)
- Chief Information Officer (CIO)
- Chief Technology Officer (CTO)
- C-Level Executives

### External

- Software vendors
- IT infrastructure vendors