

THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE OF IT SERVICES

DIVISION OF ENGINEERING

SCRUM MASTER

VACANCY REF: PSX-028864

Salary:	£46,735 - £57,422 per annum depending on experience
Hours:	Full time (1 FTE)
Duration:	Fixed term for 12 months
Location:	Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Andrew Richards

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Overall purpose of the job

Based within the Campus Technology Services (CTS Project Delivery team, the Scrum Master will play a crucial role in supporting the delivery of outputs from the Cloud@Manchester portfolio for the University. This post holder will be tasked with creating a high-performance, self-organised team by minimising impediments to delivery progress. The Scrum Master will be responsible for applying agile processes, tools and techniques to optimise workflow through a constant cycle of continuous improvement. They will also be responsible for conducting retrospectives, sprint planning and coordinating activities with other ITS teams. In addition, the Scrum Master will act as a main point of contact for the team with ITS colleagues and other key University stakeholders.

Key responsibilities, accountabilities and duties

- Leads and coaches the Platform Engineering team on how to use Agile practices and principles to deliver a high-quality platform-as-a-service business capability for the University.

- Manages the technical capability of the team by ensuring staff have the requisite skills to reduce single point of dependencies and encourage a greater degree of cross-functional skillsets.
- Fosters a collaborative environment and encourages autonomy and self-organisation across the team.
- Facilitates Scrum events such as daily standups, sprint planning, product backlog refinement, sprint reviews and retrospectives.
- Takes responsibility for identifying delivery obstacles and addressing issues and blockers to maintain an optimised service.
- Sets clear goals for the team, delegates tasks and manages the quality of outputs from team members.
- Collaborates with team members to identify areas for improvement and establishes an action plan for future sprints and continuous improvement efforts to enhance team efficiency.
- Facilitates communication with key stakeholders to ensure work is in alignment with business outcomes and priorities.
- Analyses burndown charts and other metrics to track team progress and makes any necessary adjustments to ensure optimisation.
- Establishes a safe environment where disagreements or problems can be openly discussed and resolved. Promotes a positive work culture that focuses on problem solving and learning quickly.
- Configures and maintains any agile delivery management tools, e.g. JIRA, Monday.com, Microsoft Planner, etc.

Supervision responsibilities, accountabilities and duties

- Supervises, supports and guides the work of individuals and/or small groups in line with the operational needs of the Platform Engineering team.
- Contributes to setting out the requirements of the job, monitoring progress (e.g. regular meetings), reacting to variances from expectations and suggesting training and development as required.
- Allocates routine tasks and assigns work to individuals, according to their particular skills, capabilities, and development needs.
- Monitors and acknowledges performance and supports individuals' development. Gives regular feedback to individuals and supports them in achieving their full potential.
- Supports effective working relationships between team members. Helps to motivate team members to maintain a high level of performance. Acts as a role model for individuals by setting a standard, acting professionally at all times and working to a professional code of

conduct and ethics.

IT Services responsibilities, accountabilities and duties

- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person specification

Experience/education/qualification background:	<ul style="list-style-type: none"> • Extensive experience of being a Scrum Master and applying Scrum principles, practices and tooling. • Extensive knowledge of Agile frameworks and how to apply them pragmatically depending on the context. • Strong skills and knowledge of servant leadership facilitation, situational awareness and conflict resolution approaches. • Experience of applying patterns and techniques for addressing gaps left in the Scrum approach (e.g. managing defects, burndown techniques, retrospective formats, etc.). • Significant experience of planning, developing, testing, documenting and implementing IT systems. • Skilled at using agile tools to manage delivery, e.g. Jira, Confluence, etc. • Knowledge of cloud-based technologies and platforms-as-a-service (PaaS) desirable. <p>Desirable qualifications: Certified Scrum Master (CSM) or Professional Scrum Master (PSM)</p>
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Competency (Professional, technical or behavioural)	Level	Essential	Desirable
Inclusive leadership: Able to encourage and inspire others to act inclusively; to engage and value the diversity of thought and background within and beyond their teams; and practice an inclusive approach.	Expected behaviour	X	

<p>Agile: A collection of methods, practices, tools and techniques, underpinned by the Agile Manifesto, that enable teams to develop products and services iteratively and deliver them in increments. An agile culture typically features iterations/sprints, daily stand-ups, show and tells, and retrospectives, and the deployment of techniques such as product backlogs, MoSCoW/WSJF prioritisation and A/B testing.</p>	Expert in	X	
<p>Development approach: Understanding and application of different development approaches e.g. iterative/incremental methodologies (agile, XP, TDD, SCRUM) or traditional sequential methodologies (waterfall or V-model). Irrespective of development methodology, a DevOps approach may also be taken where development and operational staff work collaboratively.</p>	Expert in	X	
<p>Value chain concepts: Identification and representation of the primary and support activities required to deliver a product or service in order to analyse aspects such as inefficiencies and costs.</p>	Proficient in	X	
<p>Service delivery economics: The economics of service delivery, such as the cost per service line in terms of hardware, software and manpower used to deliver the service.</p>	Proficient in	X	
<p>Coaching techniques: Methods and techniques for coaching individuals or groups by a balanced combination of support and direction. This can include the use of virtual learning environments and add-ons to support feedback specific to work items, workflow or career plans.</p>	Proficient in	X	