

JOB DESCRIPTION

SCRUM MASTER

Location: East Smithfield, London
Reports to: Delivery Manager
Grade: 4

Who we are

The Royal Pharmaceutical Society is the professional membership body for pharmacists and pharmacy in Great Britain. We advance the profession of pharmacy for public and patient benefit to secure the future of the profession and our members.

What we do

We lead and promote the advancement of science, practice and education in pharmacy to shape and influence the future delivery of pharmacy driven services.

We support and empower our members to improve health outcomes for society through professional guidance, networks and resources

How we work

We are:

- Focused on delivering for members, patients and the public
- Committed to listening and learning
- Collaborative in our approach to success
- Dedicated to excellence in everything we do

JOB PURPOSE

Responsible for performing the Agile role of ScrumMaster; leading organising and motivating both internal and external Agile development teams. Enabling teams to achieve a high level of performance and quality in delivering a variety of development workstreams.

Responsibility for overseeing concurrent high visibility work streams utilising Agile methods in a fast-paced and changing environment.

Supporting the Delivery Manager to ensure teams are in a good position to deliver projects with flexibility whilst maintaining an acceptable level of predictability. Identifying and escalating blockers or risks to delivery and working collaboratively with the Delivery Manager, Technical Lead and Product Owners to mitigate issues.

In situations that require a hybrid Agile approach, with the use of good judgement and skill develop a delivery approach that is suitable for planning and managing the effort of developers to deliver agreed work streams, within designated constraints.

At team level work closely with teams to support and encourage self-organisation with anticipated progress on development tasks. Motivating and coaching team members to drive excellence in digital delivery.

In performing this role, the ScrumMaster will be expected to demonstrate an understanding of development methods and process at a high level and show an appreciation for commonly experienced issues. The ScrumMaster must be able

to use their knowledge and experience to blend project management principles and practices with an Agile development approach in the right proportions for the organisation.

Essential Job Requirements:

- **Team Management** – Assist in Agile team development whilst holding teams accountable for their commitments, and removing roadblocks to their work. Coach the team to learn and improve from experience with the goal of empowering teams to be self-organising. Understand the skills and diverse personality types of the team so they are used effectively and maintain motivation.
- **Product Owner Support** – Provide support to Product Owners in managing customer expectations for deliverables, facilitate team engagement and contribution at key touch points within the delivery process.
- **Process Management and Improvement** – Work with the Delivery Manger to evolve and reinforce a well-defined Agile development process and governance structure. Champion ongoing process improvements within development teams to embed best practice for an Agile development workflow including good communication, planning and collaboration.
- **Team building** – promote and support empowerment of the team to ensure each team member is fully engaged in the project/work stream and is making a meaningful contribution. Encourage a repeatable and sustainable pace with excellent levels of quality.
- **Project Planning and Management** – Work collaboratively with Product Owners and the Technical Lead to define development scope and schedules for the development team. Drive a focus on regular and expected delivery of value with the use of common Agile ceremonies and methods. Continually adapt to change and plan work according to the resources available.

MAIN ACCOUNTABILITIES

1. Application of appropriate Agile methodologies to suit the project, team or delivery requirements
2. Responsible for managing progress and holding the development team accountable to their commitments
3. Support the definition of requirements by collaborating with Product Owners and the Technical Lead.
4. Responsible for identifying development blockers or risks to delivery; escalating these through the agreed governance structure to the Delivery Manager for mitigation.
5. Manage conflict resolution, facilitate discussion to find alternatives or different approaches.
6. Support planning and estimation of development work by having clear grasp of the teams skill set and availability.
7. Understanding of the business needs with an ability to establish and maintain a high level of trust and confidence across the team.

This list is a summary of the main accountabilities of this role and is not exhaustive. The role holder may be required to undertake other reasonable duties from time to time.

SUCCESS MEASURES

- Positive and productive relationships with teams across the business, suppliers and stakeholders
- All development work streams are delivered flexibly and on time to a high level of quality.
- A collective understanding of Product Owner requirements and the development teams progress.

- Confident and motivated Agile development teams that are able to self-organise whilst continually improve on delivery using the Agile method.
- Problem solving approached with energy and creativity, maintaining an ability to focus on detail whilst keeping the bigger picture in mind.

CORE RESPONSIBILITIES FOR THIS JOB

- Personal responsibility
- Developing and inspiring people
- Managing resources
- Managing expectations across the organisation
- Achieving results/delivering performance
- Problem solving

BEHAVIOURAL COMPETENCIES

Behavioural competency	Level required – ops, mgr, senior mgr
Strategic perspective	Mgr
Delivering a member and customer focussed service	Mgr
Communication	Mgr
Planning and organisation	Mgr
Openness to change	Mgr
Negotiating and influencing	Mgr

KNOWLEDGE & SKILLS FOR THIS JOB

- Strong technical background in a software development environment – able to demonstrate expertise in web development and/or other technical areas.
- Experienced in developing Agile process from existing frameworks such as Scrum, Lean, feature driven development etc.
- Excellent communicator, persuasive and influential, able to adapt their style for the audience
- Ability to manage conflict, reading and responding to the needs of others while keeping own emotions in check to minimise disruption and ensure focus remains on objectives.
- Willingness to learn and try new things, encouraging the same attitude in those around them.
- Adept at problem solving, working with stakeholders to determine options to move forward.
- Well-developed business analysis skills including open questioning to determine requirements, translating and simplifying requirements, documenting requirements etc.
- Excellent facilitation skills
- Adept at prioritising their own, and others, workloads by understanding the value of their contribution and the priorities set across the business.
- Excellent organisational skills with an ability to multi-task across multiple projects and streams of work
- Strong team player, able to get the best out of others.
- Is able to lead multi-discipline teams across all levels of the business.
- Delivers in spite of constraints
- Experience of JIRA, Confluence and other development management tools is desirable.