

**ROLE PROFILE**

**Agile Delivery Manager**

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| **Grade** | **Contract Type** |  |  |
| **Role Overview** |
| **D** | **Home Worker 1** |  |  | As an expert in Agile/Devops you would be managing multiple complex projects, to deliver technical solutions via a multi-disciplinary DevOps team. The role involves working closely with business stakeholders to deliver transformational by leading the refinement of user stories and feeding these into the DevOps process. The role includes both line and matrix management of developers, applications support and third-party resources as well as a level of system support. |  |
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| **Head of ICT Operations** |  |
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| **ICT Applications & Digital Manager** |  |
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| **Agile Delivery Manager** |  |
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| **Developers / Application specialists****Third Party Partner resources** |  |
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| **Department** |  |
| **Information Comms & Tech** | **🡺** | **ICT Operations** |  |

**RESPONSIBILITIES**

**ACCOUNTABILITY**

**CREATIVITY**

**PRIDE**

**PASSION**

**Our values**

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|  | Leadership of development teams and their delivery sprints, operating as the Scrum Master and servant leader using agile/lean methodology values, principles, and practices to plan, manage, and deliver solutions |
|  | Line management of internal developers and applications support staff coupled with matrix management of development teams including resources from third parties and our development partners |
|  | Lead the collaborative, dynamic planning process prioritizing the work that needs to be done against the capacity and capability of the teams. |
|  | Organise and manage the scrum ceremonies and meetings with Project Managers, Business Analysts, Product Owners, and developers to keep a delivery/learning cadence that remains focused on delivering value against the product vision |
|  | Provide high level estimates for requests for work and new project requirements and refine those estimates as the work is defined, ensuring the technical and architectural design is documented prior to commencing sprints |
|  | Embed, operate & continuously improve our DevOps Principles & processes, undertaking appropriate collaboration and external research to inform improvements. |
|  | Actively participating in the Scrum Master and Devops communities, sharing and re-applying skills and knowledge and bringing in best practice whilst coaching the team and wider organisation in Agile and DevOps, enabling the capability of rapid deployment of applications using automated deployment. |
|  | Define the development roadmap for business areas and drive the refinement of epics and user stories working closely with the QA/test team to ensure the quality of any delivery |
|  | Create and refine the deployment architecture and processes for projects and business solutions, with the Devops Engineer. |
|  | Deputise for the Applications and Digital Manager as required |
|  | Undertake additional duties appropriate to the role and/or grade. |

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|  | Expert knowledge of scrum, its frame work and of Devops |  |  | Line and Matrix-managing multi-disciplinary teams |
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|  | Managing 3rd parties & partner resources  |  |  | Ability to be able to context switch and manage multiple priorities |
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|  | Excellent communication & collaboration skills |  |  | Ability to coach and mentor development teams to a high level of scrum maturity |
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**ESSENTIAL REQUIREMENTS**

**STRENGTHS**

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|  | Experience in Agile Project Management methodologies including a Scrum Manager qualification |  |  | Exposure to a DevOps culture practicing CD/CI and the associated tool set.  |
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|  | Excellent knowledge of Scrum techniques and artifacts (such as definition of done, user stories, automated testing, backlog refinement) |  |  | Outstanding organizational skills coupled with problem-solving and conflict-resolution abilities |
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|  | Experience in open source and cloud technologies |  |  | Bachelor’s degree in a technology field, or equivalent work experience  |
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|  | A background in software delivery either as a BA/software engineer/ solutions architect |  |  | Experience in delivering digital services |
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|  | Experience with Microsoft tech stack, integration services, Dynamics CRM, .Net, C#, TDD |  |  | Servant leadership skills |

**BENEFICIAL TO THE ROLE**

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|  | Social Housing experience |  |  | People management experience |
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