

POSITION DESCRIPTION: **SCRUM Master**

Position Type: Full-time

Location: Wollongong

Job Level: Contractor



Your Purpose PROJECTS

Purpose

Responsible for managing the process of moving the project toward completion. Facilitate agile ceremonies and drive agile principles and behaviours. Continuously improve Agile processes.

Help Peoplecare continuously improve Agile project delivery by proactively suggesting improvements in tools, processes, and methods.

You will:

- Use the Peoplecare Project Management Framework to deliver approved projects.
- Plan and govern the delivery of your projects including project reporting and budget management, in cooperation with the Product Owner.
- Co-ordinate project resources through liaison and negotiation with business and service unit managers.
- Coach staff on agile project delivery skills.

In order to achieve goals, SCRUM Masters will lead by example to deliver high quality outcomes, taking into consideration all Peoplecare policies, requirements under the private health insurance Code of Conduct and other relevant legislation.



Your Responsibilities SCRUM Master

- Helping the team agree on what they can achieve during each development stage of a project
- Facilitating all agile meetings such as stand ups, planning meeting, retrospectives etc.

- Helping the team continuously make progress on the project by helping to remove any obstacles to the team members' progress and protecting the team from distractions.
- Training, mentoring, and supporting project teams to follow agile values, principles, and practices.
- Monitoring progress and performance and helping teams to make improvements.
- Ensuring the proper use of collaborative processes.
- Tracking project processes, deliverables, and financials.
- Preparing and presenting status reports together with the Product Owner.
- Interfaces with Product Owners.
- In depth knowledge of Agile frameworks, including Scrum, Kanban and Scrumban.
- Helping develop and improve agile processes.
- Leading development of Agile business cases to get projects approved to begin.
- Performing the role of SCRUM Master on assigned projects in line with the Peoplecare Project Management Framework
- Ensuring assigned projects are executed within the scoped boundaries, unless there is management team approval to expand or contract the project scope/timeline/budget/resources according to circumstances.
- Co-ordinating project resources through liaison and negotiation with business and service unit managers.
- Negotiating a resolution where conflicts arise to the prioritisation/resource allocation across functions.

TEAMWORK

- Promote an environment of teamwork within the Strategy & Innovation team, including the sharing of ideas & knowledge, encouraging new ideas & improvements from team members, joint co-ordination of work effort, regular team meetings, and celebrating successes.
- Contribute to and assist in the day to day management and improvement of Peoplecare operational activities.
- Ensure the Strategy & Innovation team develops a business oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.
- Strategy & Innovation Team Staff Satisfaction Survey results show improvement
- Team works cohesively & positively towards achieving goals.
- Team members are encouraged & assisted when required

RISK CULTURE

- Engage in and promote risk management and apply risk management processes consistently and automatically – making it a part of the way we do things at Peoplecare.
- Encourage your team to be open & transparent about issues by responding positively to bad news and events raised by your team, with a focus on continuous improvement and prompt rectification. We can make a difference!
- Promptly act on health & safety issues identified by you and your staff by reporting, documenting and treating risks and act in accordance with Peoplecare's Risk Management Strategy & Framework.
- Be aware and own the risks within your business area and make informed risk based decisions, using the Risk Assessment template for all contracts, business cases, significant business decisions, and projects under your control.
- Ensure you and your team comply with Peoplecare Policies, relevant laws and regulations, including APRA Prudential Standards that may apply.

COMPLIANCE

- Comply with all Peoplecare HR & other Policies.
- Ensure that any statutory/Business relationship compliance activities within your responsibility are completed appropriately and within the timeframes required.
- Adherence to company cultural markers.
- All compliance related activities are undertaken to schedule.
- No breaches of company policy.



Your Team

Reports to

Senior Project Manager / SCRUM Master

Collaborates with

- BT&I managers and team members
- Executive/Senior Management
- Project stakeholders across the organisation

Authority

- Project budget management
- Daily service delivery
- Reporting deliverables
- Adherence and compliance to policies and procedures



Your Challenges

- Ability to deliver results in a timely manner and in accordance with priorities
- Balance competing priorities
- Adaptable to change
- Develop effective working relationships across Peoplecare



Your experience, qualifications & skills

Experience

Essential

- Strong written and verbal communication
- Advanced computer literacy (Microsoft suite)
- Analytical and numerical interpretation and conceptual thinking
- Project management experience with either Agile or traditional methods

Desirable

- Understanding of Health Insurance industry

Qualifications

- Relevant experience
- Certified SCRUM Master

Skills

- Well-developed organisational and time management abilities
- Strong relationship management and networking skills
- Negotiation & decision making skills
- Excellent communication and presentation skills (verbal & written)
- Continuous improvement orientation
- Well-developed interpersonal acumen
- Skills in quality/process improvements / project management



You

- Self-driven, persistent, and achievement oriented
- Culturally sensitive
- Must have control over emotions, be polite, courteous, patient
- Have control over vocabulary (no cursing/swearing)
- Mature in approach
- Demonstrate initiative
- Trusting, trustworthy and approachable
- A team player
- Performance and improvement focussed
- Fair and equitable when dealing with staff and members
- Ability to work to deadlines
- Ability to effectively handle pressure



Our White Ribbon Commitment

"To create a workplace in which women are free from violence, and where gender equity is valued and realised and that these values are supported and promoted in our community".