Role Profile

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| **Job Title** | Scrum Master | | **Reports To** | Development Management Leadership | **Location** | Bradford |
| **Job Code** | | AIC 13 | | **Grade** | M3 | |
| **Date Created / Updated** | | May 2025 | | **Department & Function** | IT & Digital Transformation | |

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| Role PurposeThe Scrum Master will drive and facilitate the completion of tasks owned by the matrix managed project teams on a variety of project deliverables. Organising, co-ordinating the breakdown of epic project elements into granular user stories for tracking and delivery by members of the project team.  Ensuring visibility and accountability of delivery tasks and taking appropriate actions to ensure delivery against milestones at risk and managing emerging issues and challenges within the team or via structure escalation.  Organising and planning agile ceremonies. Creating and maintaining backlogs using appropriate tooling.  Working with the Project Management & Product Owners team to smooth co-ordinated delivery.  Coach and evangelise team members to the benefit and approach to agile delivery whilst apply common sense and pragmatism to a business on a journey to agile practices. | |
| Role Accountabilities | |
| **Solution Delivery**   * Ability to demonstrate decision making skills to ensure working at pace * Ensure teams remain focused on delivery and the team are working in a co-ordinated manner * Ability to escalate challenges or decisions outside their ability to control or that would have wider implications to the delivery or team * Ability to bridge the gap between Project Managers and Product Owners delivery teams * Demonstrate the ability to manage and delegate activities to appropriate members of the team and hold them accountable for delivery * Pro-active approach to problem solving and issue management * Ability to review and contribute to SDLC documentation * Ability to implement and manage robust change management   **Relationship Management**   * Ability to manage support Project Management and Product Owner to ensure excellent outcomes that drive business value * Set and manage expectations with stakeholders effectively using plain English expectations * Ability to summarise and provide structured updates or escalations related to work in progress * Manage third party suppliers ensuring a quality, value for money service and maintaining effective relationships.   **Personal**   * Manage and motivate project teams ensuring effective performance management, training and coaching. * Detail focused individual, comfortable organising and co-ordinated detailed team tasks * Comfortable running daily stand-up meetings with the team to obtain progress updates, challenge delays or support where required * Capable of organising complex detailed delivery activities into backlogs driving sprints and overall project burn down   **Best Practice**   * Proactive contribution to continuous improvement of both the IT Function and the organisation as a whole. * Support the business in defining and maintaining best practise governance and project methodologies * To be committed to good outcomes for customers at all times * Ensure compliance with all applicable UK and local regulations, Company Policies and FCA Conduct Rules. * Demonstrate behaviours in line with our Company values. * To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at work. | |
| **Person Specification** | |
| **Role Related Skills, Specialist Knowledge and Experience** | |
| **Essential**   * 5+ years’ experience working in a scrum Master role within in a technical delivery environment * Strong focus on task management and delivery * Strong attention to details skills set * Strong working knowledge of agile ceremonies and delivery management against agile methodologies * Strong understanding of DevOps practices and management of CI/CD pipeline * Experience in helping an organisation adopt wider business agility. * An excellent ability to coach team members and the wider business community in the application of agile principles. * Managed project teams with at least 6 matrixed managed team members * Managed multiple project in parallel against a priority order * Good working knowledge of Jira or equivalent * Good working knowledge of software and data engineering practices * Advanced users of Word, Excel, able to set up tables, spreadsheets, graphs etc * Advanced commercial understanding of business and retailing * Demonstrate the ability to apply common sense to complex delivery problems to achieve best possible outcomes rather than perfect   **Communication & Leadership**   * Excellent interpersonal and communication skills, able to engage effectively at all levels, both internally and with 3rd parties. * Management of cross-functional, multi-disciplined personnel (matrix), displaying leadership, motivational and coaching skills. * Flexible and proactive approach to change, encouraging innovation and presenting change positively. * Strategic thinking skills, able to place Transformation activity in an organisational context.   **Technical Knowledge**   * Strong planning, analytical and reporting skills, able to assimilate complex information and present recommendations. * Awareness of business analysis best practises. * Broad awareness of Project Management and general Information Technology capabilities concepts and trends. | **Desirable**   * Good understanding of retailing, markets, customer groups |
| **Other Relevant Experience** | |
| **Essential**   * Worked in a group or team to deliver a project. | **Desirable**   * Cross functional project experience. |
| **Qualifications & Professional Development/Memberships** | |
| **Essential**   * Maths and English grade C or above, or equivalent. | **Desirable**   * Degree in Maths or Business Management/Administration or Marketing with an analytical leaning. |
| **Personal Attributes** | |
| **Essential**   * Ability to work under pressure to tight deadlines with high levels of accuracy | **Desirable**   * Competitor knowledge and understanding in both retail and online |
| **Special Working Conditions**  **List these here** | |
| **Essential**   * Able to commute to Bradford city centre, work additional hours to ensure projects completed on time. | **Desirable**   * Able to travel occasionally to suppliers in Bradford and throughout UK. |
| **FGH Development**  Inspired Leaders  FGH Online Learning | |