JOB DESCRIPTION

Job Title: Agile Delivery Coach
Department: Technology - Delivery
Reporting to: Head of Delivery

The Department
The Development department creates and innovates the software needed to run our global online B2C gaming operations, including systems for Customer Service, Marketing, CRM, brand website development, DWH/BI, web analytics and the supporting frameworks and tools for one of the largest global online gaming groups. Our dynamic environment is fast paced, using Agile and self-organising principles for our teams to deliver the highest quality new products.

The Team
The Delivery Development team consists of Business Analysts, Project Managers, Account Managers who are collectively responsible for the delivery of portfolio of projects and programs spanning across business, development and IT. We bring value to the business by enabling better decision making, minimizing risks, optimizing resources and enabling repeatable project success. In our day to day work we use agile development and wiki tools (Atlassian suite), mind mapping and prototyping software.

Purpose of the Job
As an Agile Delivery Coach you will be working closely with the development teams and development leads to enable high preforming teams by focussing on improving their ways of working and by providing coaching on Agile delivery practices.

This is a hands-on role and we are looking for someone who has previously worked with skilled development teams and is passionate about communication, group dynamics and coaching while being commercially minded.

Key Responsibilities & Accountabilities
The position will involve the following areas of responsibility:
- Ensures teams follows Agile principles (preferably Scrum), practices and ceremonies
- Facilitate the adoption of Agile practices through coaching and use your knowledge of Agile to tailor Agile practices based on context and learning
- Help and coach the teams in managing and escalating impediments, risks and dependencies
- Coach and mentor team members who act as Scrum Masters in our product teams
- Ensure that our ways of working are consistent across the teams
- Sets vision and roadmap for Agile adaptation and establishes appropriate measures of success
- Act as a Scrum Master for 1-2 Scrum Teams that their Scrum maturity level is low with a focus on guiding the teams toward improving the way they work and raise their maturity level
- Bring energy and innovation to the team ceremonies such as planning, sprint reviews and demos
- Maintain relevant team specific metrics that help the team see how they are doing
- Maintain and share relevant performance metrics with the leadership team
- Helps drive continuous improvement by identifying issues or opportunities and coaching Agile teams

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.

Essential Criteria:
- 4-5 years' proven experience working as an Agile coach with Agile teams
- Excellent verbal and written communication skills
- Scrum Master Certification
- Must work to a high degree of accuracy with good attention to detail
- Strong negotiation and influencing skills
- Delivery focused and convey a positive energetic attitude
- Experienced in a range of Agile methodologies and frameworks (Scrum, XP, Kanban, Scaled Agile)
- Experienced in coaching and training development teams on various agile methodologies and frameworks

Desirable Criteria:
- Experience in the On-Line Gaming sector
- Previous consulting experience
- JIRA and or Confluence experience
- Degree in Computer Science, Engineering, or Business or related field

Person Specification:
- Excellent time management
- Strong ability to present ideas, plans and thoughts clearly and professionally
- Proven effective communication at all levels of the business
- Works well under pressure and to tight deadlines
- Self-motivated, self-starter, hardworking and enthusiastic
- Energetic personality
- Shows initiative, pro-activeness and the ability to build effective relationships with across functional teams, with sites, external consultants and client
- Friendly, approachable, enjoys working with a diverse group of people from various backgrounds