BRITISH COLUMBIA
BC Public Service

Where ideas work

TITLE: SENIOR SCRUM MASTER

CLASSIFICATION: INFORMATION SYSTEMS 27

MINISTRY: CITIZENS' SERVICES

WORK UNIT: EXCHANGE LAB

SUPERVISOR TITLE: EXCLUDED LEVEL

JOB OVERVIEW

The role of the Scrum Master is to guide and coach the Scrum Team on how to use Agile practices and principles to deliver high quality products and services to our clients, internal and external to BC Government, and to contribute to the improvement of Agile practices within the organization. The Scrum Master coaches the Scrum team in Agile frameworks, self-organization, cross-functional skillset, domain knowledge and communicates effectively to influence and drive decision making and support the team and organization. The Scrum Master manages expectations and timelines, resolves problems, and removes impediments to create self-organizing teams that are flexible and cross-functional and fully productive during sprints.

ACCOUNTABILITIES

- Leads project teams, including assignment of work, and ensures results meet commitments and expectations.

- Manages a portfolio of scrum teams to ensure integration between associated products.

- Acts as project manager throughout the initiation, planning, execution, control and close-out phases of the project management life-cycle.

- Leads project planning sessions to determine project scope, define project deliverables and develop project charter to align with the direction of the business.

- Develops options, strategies and approaches to address issues and service/program delivery needs using techniques such as cost benefit analysis, social and economic impact analyses.

- Develops terms of reference; drafts project plans to identify timelines, deliverables, methodologies and resource requirements.

- Develops and maintains effective and cooperative working relationships with internal and external stakeholders, businesses, and relevant provincial, municipal and federal government partners.

- Monitors and evaluates project resources, processes and progress, identify risks and obstacles and takes or recommends action to address.

- Conducts post implementation review.

- Provides team leadership in accordance with agile principles, policies and procedures.

- Manages and navigates changes in direction, including priorities and expectations of clients and stakeholders, to ensure successful completion of sprint sessions.

- Manages communication with clients and stakeholders to improve transparency and disseminate information.

- Schedules and facilitates key agile ceremonies, including planning sessions, stand-ups, product demos, and retrospectives.

- Provides training on agile methodology to ensure development teams are practicing the core principles of collaboration, prioritization, accountability and visibility.

- Sets expectations and influences outcomes of conversations and decisions made by team members.

- Negotiates agreements with clients and stakeholders regarding resource requirements in order to expand/collapse scrum team as needed to meet commitments.

- Negotiates changes to agreed commitments with senior product team to ensure scrum team delivers within acceptable timelines.

- Ensures the team achieves the correct level of commitment through negotiation with senior product team.

- Identifies and removes roadblocks and distractions that affect sprint commitments and prevent delivering product features to clients.

- Mitigates conflict with clients and stakeholders to ensure resolution.

- Enables teams to become self-organized and empowered to deliver consistently on sprint commitments.

- Maintains metrics using project management tools to provide visibility to clients and stakeholders on product level plans, progress and quality assurance.

- Ensures stories are completed satisfactorily prior to delivery.

JOB REQUIREMENTS

EDUCATION:

- Hold Scrum Certification such as Certified Scrum Master (CSM), Advanced Certified Scrum Master (A-CSM), Professional Scrum Master (PSM), or Professional Scrum Master II (PSM II) **PLUS:**

    o **Degree** in Information Technology, Information Management (IT/IM), Business Administration or related field and **3 years** *related experience; **OR**
    o **Diploma** in Information Technology, Information Management (IT/IM), Business Administration or related field and **4 years** *related experience; **OR**
    o **Certification** from a recognized institution in Information Technology, Information Management (IT/IM), Business Administration or related field and **5 years** *related experience; **OR**
    o An equivalent combination of education and/or *related experience may be considered.

EXPERIENCE:

*Related experience must include the minimum number of years as listed above in **EACH** of the following:

- Experience in a Scrum Master role on a digital product/service team by using Agile practices in a continuous improvement environment
- Experience in transforming a waterfall product/project team to adopt Agile ways of working
- Experience in fostering collaboration and communication to support geographically distributed team by using multiple tools (i.e., Mural, MS Teams, Jira)
- Experience in creating and delivering workshops to foster open discussion, uncover alternative thinking and goal setting for the purpose of aligning business needs
- Experience in developing and implementing organizational change through the lens of stakeholder management
- Experience in facilitating Scrum events such as sprint planning, daily scrum, sprint review, and retrospective
- Experience in supporting the creation of Scrum artifacts such as the product backlog, product goal, sprint backlog, sprint goal, and a releasable increment

Preference may be given to candidates with the following experience:

- Experience working in service delivery organizations/programs
- 5 or more years' experience in a Scrum Master role
- Experience in coaching and developing teams to build and enhance their capabilities and performance

Knowledge, Skills and Abilities

- Facilitation, negotiation, and mentoring skills
- Understanding of the [Scrum Guide](#), [Agile Principles](#) and the [Agile Manifesto](#)

PROVISO

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

BEHAVIOURAL COMPETENCIES

- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate. Problem Solving/Judgment.

- **Building Partnerships with Stakeholders** is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.

- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.

- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.

- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.

- **Change Management** Change management is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process.

- **Teamwork and Cooperation** is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, coworkers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.