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Summary

Job title	Scrum Master
Division	University Administration Services
Department	IT Services
Location	Dartington House / Centre for Teaching & Learning
Grade and salary	Grade 8: £45,585 - £54,395 with a discretionary range up to £59,421 per annum
Hours	Full-time to a minimum commitment of 0.5FTE
Contract type	**Fixed Term (6-9 months in the first instance) with a possibility of extension**
Reporting to	Head of Project Management
Vacancy reference	174587
Additional information	**This role is advertised on an internal-only basis and is available as a secondment**

The role

We are seeking a Scrum Master to oversee and guide our agile delivery teams in delivering high-quality products and services. This role will play a critical role in facilitating Agile processes, removing obstacles, and ensuring that our teams are aligned and working efficiently to meeting the product roadmap and strategic goals for the digital products.

This is an exciting new role that will provide a unique opportunity to shape the future of digital services at Oxford.

The role is aligned to the Education Digital portfolio and will form a key part of the delivery teams working on Education Portfolio digital services and products.

Overview of the role

The Scrum Master will take on the role and responsibilities of a traditional industry standard scrum master by guiding and coaching the team. They also need to ensure that they help remove blockers, ensure the team's work is transparent and facilitate an environment in which the team can be self-organising. The role will play a key part in supporting organisational agility and driving cultural change. In addition, the Senior Scrum Master will play a key role in manging resources, financial management and tracking, and reporting into the Service Stream Owner role in the new digital service structure for the Education Portfolio.

As part of Digital Transformation at Oxford, a team has been established to develop improvements to the delivery framework and a pilot is underway within Education Portfolio that is changing the way we support and deliver change to our digital products and services. A key change is to ensure faster change management in response to user feedback.

If you are interested in developing Education Portfolio digital services, such as Canvas our University VLE or Teaching Management Service, our tutorial management service this could be the role for you. The ideal candidate would be a person who has a strong background in Agile methodologies using SCRUM, excellent leadership skills and a passion for driving continuous improvement. Candidates will need to understand how ways of working can be changed to increase user satisfaction and have a keen interest in gaining hands-on experience of working as part of an Agile delivery team.
Support and training will be provided to ensure the successful applicant can develop the specific skills in digital service development required to fulfil this role. We are looking for internal candidates from across the University who have knowledge of the Education digital services.

About the University of Oxford and Digital Services

Oxford University is dedicated to leading the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.
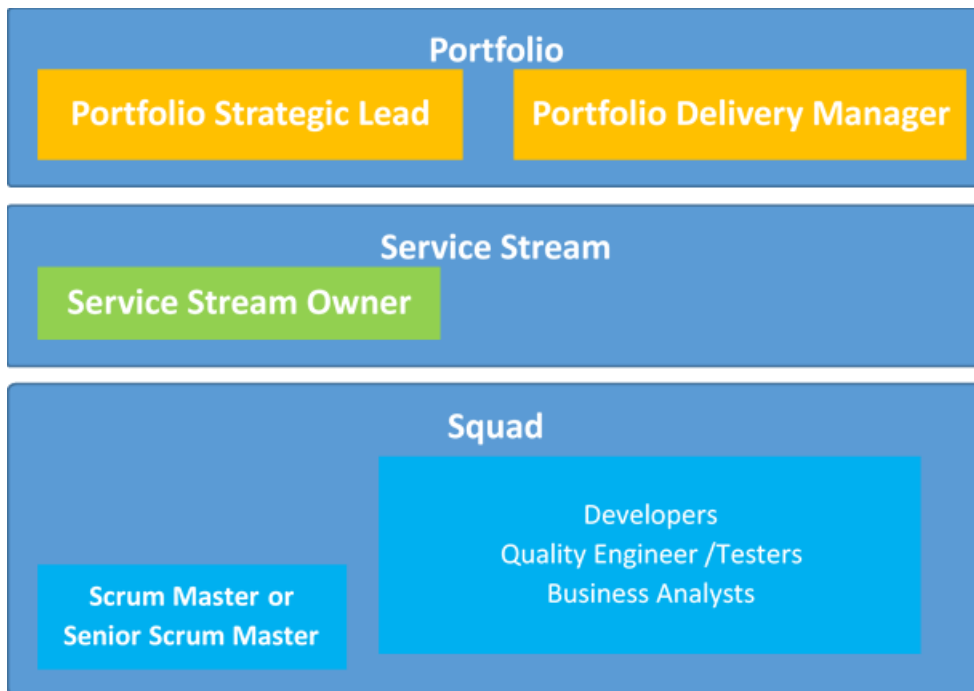The University's digital transformation is helping to rewire the University to ensure it is digitally fit for the future, to ensure our user communities thrive in the digital age. We are committed to fostering a collaborative and inclusive work environment where creativity and teamwork thrive.
The transformation is seeking to establish a set of digital services that meet the business needs of the University whilst also combining the voices of the customers of that service to ensure we become more focused on user experiences when using our digital services available to all of our users. This role will play a key part in shaping how the future delivery teams will be design and implemented following a pilot phase of delivery.

For more information please visit the Digital Hub https://unioxfordnexus.sharepoint.com/sites/DIGITAL-HUB

For more information on Digital service guidance visit https://unioxfordnexus.sharepoint.com/:u:/r/sites/DIGITAL-HUB/SitePages/Digital-Service-Guidance.aspx?csf=1&web=1&e=si1bgu

Delivery Squad Structure

Portfolio
- Portfolio Strategic Lead
- Portfolio Delivery Manager

Service Stream
- Service Stream Owner

Squad
- Scrum Master or Senior Scrum Master
- Developers
- Quality Engineer /Testers
- Business Analysts

Responsibilities

- Mentor and coach – provide guidance and support to team members in Agile practices and principles. Promote a learning environment and encourage professional development.
- Drive Agile transformation – advocate for Agile methodologies within the University. Support initiatives to improve Agile maturity and adoptions across squads and teams at the University.
- Facilitate Agile processes – ensuring the delivery squad effectively run Agile ceremonies (daily stand up, sprint planning, sprint review and sprint retrospectives) and complete the plan, do and check and act activities.
- Ensures the Scrum team effectively plans, does, checks and achieves commitments
- Collaborate with stakeholders – work closely with product owners, development teams and other stakeholders to ensure alignment on goals, priorities, and delivery timelines
- Promote continuous improvements – foster a culture of continuous improvement by encouraging experimentation, feedback and adaption of processes and practices. The team have a clear continuous improvement roadmap, an agile mindset and all the skills they need to deliver.
- Remove obstacles – identify and address impediments that hinder squad progress. Ensuring a timely resolution of issues and escalate where necessary.
- Inter and intra team dependencies are managed throughout the sprint and sprint planning and reviews, where necessary they are escalated though meetings such as scrum of scrums.
- To foster a strong team working and collaborative ethos. Role models Agile working principles including openness, encouraging respect and appreciating the contributions of others
- Monitor and report progress - track team performance using Agile metrics and provide regular updates to stakeholders. Identify trends and areas for improvement.
    - o Draft / submit monthly status reports.
    - o Ensuring transparency on the team's activity/ progress, this is managed and communicated through shared tools, interactions and reports.
    - o Empirical data (both quantitative and qualitative) is used to improve the team's predictability, forecasting and ways of working.

In addition, for the Senior Scrum Master:

- Resource management of squad level resources.
  - o Funding management and tracking for the Squad and monthly financial reports are produced accurately and timely, highlighting any exceptions as required.
  - o Raise business cases and requests for change
  - o oversees resource management of squad level resources including any contractors and/or external resources
- Supports the Product Owner to engage with senior stakeholders across the University to manage expectations and concerns
- Risk management - identifies potential risks and issues that may impact delivery, develops mitigation strategies and proactively addresses challenges to keep delivery on track
- Engages and collaborates with key departments including InfoSec and Compliance teams
- Liaises and collaborates with Service Stream Managers to ensure the service delivery model, RACI matrix and service catalogue is up to date.

Selection criteria

Candidates will be judged on the basis of the following criteria, and should ensure that their application shows how they meet these criteria:

Essential selection criteria

1. A high level of general education to degree level or equivalent.
2. Proven experience as an Agile delivery manager experience, or similar role working with a digital service or product.
3. Strong understanding of Agile methodologies (SCRUM, Kanban, Lean) and principles.
4. Excellent leadership, facilitation and coaching skills.
5. Proven experience of managing, influencing and participating in large scale business change initiatives.
6. Proven accountability for sizable budgets, and adherence to these budgets for a project or service delivered.
7. Proven successful risk mitigation and quality management experience.
8. Experience of working in a complex environment where there is a wide range of parallel and mutually dependent activities.
9. Strong problem-solving and conflict resolution abilities, working with co-operation of business and IT people, including the agreement of technical solutions.
10. Excellent written and verbal communication skills, including the ability to relate confidently and effectively to users at all levels.
11. The ability to get things done without having the direct authority.

Desirable selection criteria

- Experience of successfully developing and releasing digital products with proficiency in agile product management techniques, such as: roadmaps; prioritisation; creation of user stories; MVP definition; using research, analytics and insight to inform decisions; planning at different horizons
- Experience of working within the University, or a similar organisation, and an understanding of the Higher Education sector.
- Certification in Agile (e.g. Certified ScrumMaster (CSM), SAFe, Agilist)

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: http://www.it.ox.ac.uk/

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: http://www.admin.ox.ac.uk

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants) Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Pre-employment screening
Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:
https://www.jobs.ox.ac.uk/pre-employment-checks

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly hr@it.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.