



# Job description

## Agile Scrum Master

April 2021

### Company context

#### INTO's mission:

***Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.***

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Our websites have details of how we are organised and our outstanding achievements so far:

[www.intostudy.com](http://www.intostudy.com)

[www.intofuture.com](http://www.intofuture.com)

[www.intoglobal.com](http://www.intoglobal.com)

[www.into-giving.com](http://www.into-giving.com)

### Role context

INTO are engaged in an ambitious programme of digital systems development straddling multiple projects and new products. Software development is carried out by a number of scrum teams located in the UK and internationally. This role will be one of a team of scrum masters who use agile methodology to facilitate the development teams, fostering a culture of self-organisation and productivity and the timely delivery of business value.

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## Reporting line

The role reports to the Delivery Manager.

## Job purpose

The Scrum Master will be responsible for facilitating the delivery of software products by supporting and, where necessary, coaching agile development teams.

Additionally, they will work with the Digital Services management to grow our project delivery support capability, promote best practice, and provide input for improving our working and reporting processes.

## Key accountabilities and duties

Role and responsibilities

- Ensure that agile ceremonies take place and are efficient, including remotely and with offshore teams where necessary.
- Ensure that agile artefacts are maintained and accessible (e.g., ticketing systems for managing workflow, output metrics, sprint records).
- Steer the development team(s) towards achieving an optimal volume of good quality deliverables.
- Work proactively to remove obstacles to productive team working, and facilitate the team(s) removing obstacles themselves.
- Work with POs, BAs and other stakeholders to facilitate the efficient flow of work to the backlog.
- Balance commercial business needs with the need to maintain productive, engaged team(s).
- Act as a source of good practice in agile methods, process innovation and continuous improvement.
- Create an environment where teams are confident to identify, discuss and resolve problems.
- Give guidance to self-organising teams to help them achieve their potential.
- Educate and coach new teams, individuals and stakeholders in the use of agile processes.

**The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

## Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

## Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;

- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

Please see the next page for person specification...

## Person specification

	Essential	Desirable
<b>Legal status</b>	<ul style="list-style-type: none"> <li>Must be eligible to work in UK.</li> </ul>	
<b>Education/ qualifications</b>	<ul style="list-style-type: none"> <li>Ideally hold a degree in Computer Science, Computer Engineering, Mathematics with Computer Science or demonstrate relevant experience.</li> <li>Professional Agile certification, e.g., Certified Scrum Master, Professional Scrum Master.</li> </ul>	<ul style="list-style-type: none"> <li>Higher level Agile certification e.g., Certified Scrum Professional, PMI-ACP.</li> </ul>
<b>Experience/skills</b>	<ul style="list-style-type: none"> <li>Familiarity with project tools, e.g. JIRA, Confluence, Visual Studio, TFS.</li> <li>Participation as a member of an agile team using Scrum.</li> <li>Experience acting as Scrum Master.</li> <li>Experience using agile techniques and tools:               <ul style="list-style-type: none"> <li>User stories, planning poker, games, etc.</li> </ul> </li> <li>Strong skills in communication, empathy and conflict resolution.</li> <li>Understanding of 'servant leadership' and facilitation.</li> <li>Evidence of supporting teams to introduce continuous improvement.</li> <li>Transparency and commitment to team empowerment.</li> <li>Able to capture and communicate meaningful metrics to keep team and stakeholders informed.</li> <li>Knowledge of software development processes and practices.</li> <li>Enthusiasm, energy and ability to motivate teams.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of other agile frameworks, e.g Kanban, DSDM, SaFe.</li> <li>Agile Coaching experience to improve team performance.</li> </ul>