

Our purpose

Manaaki tangata, Manaaki whānau

We help New Zealanders to be safe, strong and independent

Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

The outcomes we want to achieve

New Zealanders get the support they require

New Zealanders are resilient and live in inclusive and supportive communities

New Zealanders participate positively in society and reach their potential

We carry out a broad range of responsibilities and functions including

- Employment, income support and superannuation
- Community partnerships, programmes and campaigns
- Advocacy for seniors, disabled people and youth
- Public housing assistance and emergency housing
- Resolving claims of abuse and neglect in state care
- Student allowances and loans

Our strategic direction

Mana manaaki

A positive experience every time

Kotahitanga

Partnering for greater impact

Kia takatū tātou

Supporting long-term social and economic development

Te Pae Tawhiti – Our Future



He Whakataukī*

Unuhia te rito o te harakeke
Kei hea te kōmako e kō?
Whakatairangitia, rere ki uta, rere ki tai;
Ui mai ki ahau,
He aha te mea nui o te ao?
Māku e kī atu,
He tangata, he tangata, he tangata*

If you remove the central shoot of the flaxbush
Where will the bellbird find rest?
Will it fly inland, fly out to sea, or fly aimlessly;
If you were to ask me,
What is the most important thing in the world?
I will tell you,
It is people, it is people, it is people

*We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

Position detail

Overview of position

The Scrum Lead is a team leader for the Agile standing teams and supports one or more cross-functional teams to maximise the value created by the team ensuring the team models Agile culture and efficiency.

This position is responsible for empowering the team to become self-organising and supporting team culture and wellbeing.

The Scrum Lead supports the Product Owners and Technical Product Owners by ensuring goals, product vision and Roadmap are understood by everyone in the team and coaches the team on Agile practices and values to meet customer needs.

Location

National Office, Auckland or Wellington

Reports to

Technology People Leader

Key responsibilities

Team Leadership

- Coach teams in Agile practices, ensuring they are aware of their respective roles and how to fulfil them and that they understand the business goals and Roadmap
- Organise and facilitate all team events, knowing whether to be supportive or directive in any given situation
- Participate in all wider organisational ceremonies e.g. Scrum of scrum meetings
- Collaborate with other stakeholders to enable the teams to deliver value, including the escalation of issues where necessary
- Support the teams to have all the elements needed to be a high performing and cohesive team, including building transparency and addressing issues before they escalate
- Proactively suggest and facilitate efficiency improvements and encourage experimentation and continual improvement to the flow of delivery.

Relationship Management

- Protect teams from external disruptions and pressure, ensuring they can focus on delivery
- Work with the teams, and relevant stakeholders where necessary, to identify and mitigate potential risks and impediments
- Collaborate with the Technology People Leaders to ensure the teams are resourced for efficient delivery
- Ensure that the teams maintain high levels of inter-team co-operation to operate well on the Agile Release Train
- Collaborate with other Scrum Leads and stakeholders
- Support the Release Train Engineers with key delivery metrics.

People Development

- Build the capability of the team members to enable them to respond to changing demands to keep activities running smoothly
 - Give considered, direct and real time feedback to individuals and the Technology People Leaders to support individuals in their development, learning and continual improvement
 - Foster a safe and trusting environment where team members are enabled and inspired to work collaboratively to support high team performance
 - Align with, and provide feedback to the, Technology People Leaders to deliver on People Plans
 - Identify the necessary skills required in the team and collaborate with the Technology People Leaders to support appropriate development of individuals
 - Collaborate with the Technology People Leaders on workforce planning, including recruitment, development and career progression and work in partnership.
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Embedding Te Ao Māori

- Embedding and building on Te Ao Māori within your leadership role
 - Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.
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Health, Safety and Security

- Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework
 - Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.
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Emergency Management and Business Continuity

- Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event
 - Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.
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Know-how

- Strong experience in Agile methodologies is required
 - Demonstrated experience in agile software development delivery or other relevant experience
 - Excellent facilitation and collaboration skills
 - Experience in leading communication to technical or business audiences
 - Experience in complex environments managing multiple stakeholders and demands
 - Experience with influencing and motivating teams
 - Highly organised and the ability to balance multiple demands
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- Previous experience as a Scrum Lead
 - Excellent communication skills, both verbal and written
 - Excellent relationship building and management
 - Experience in negotiating constructive outcomes in complex environments with competing priorities.
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Attributes

- **Respect** - At all levels including respect for colleagues, organisation, the customer and the product to maintain an appropriate work environment.
 - **Collaborative** - Facilitate collaboration and communication, through tools, and behavioural norms to improve the quality and number of collaborative discussions thereby enabling efficient completion of tasks and complex problems to be solved.
 - **Strive for Improvement** – Ensure continuous improvements through a flexible approach including problem solving, reflection and retrospection. This also applies to taking opportunities to learn and develop skills for yourself and the team.
 - **Pride in Delivering Value** – Take pride in the development and delivery of work towards a shared goal that delivers value to the customer.
 - **Ability to Adapt to Change** – Be comfortable with ambiguity, and flexible to adapting to changing demands and priorities.
 - **Approachable** – Exhibit a friendly and open attitude to ensure people feel comfortable to speak, and confident that any concerns will be heard and taken seriously.
 - **Engaged** – Display a genuine interest in your team and their individual requirements around their support, care and development.
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Key Relationships

Internal

- Agile Teams
- Scrum Leads
- Release Train Engineers
- Technology Product Owners
- Technology People Leaders
- Practice Leaders
- Agile Coaches

External

- Key external stakeholders
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Other

Delegations

- Financial – No
- Human Resources –No

Direct reports – No

Security clearance – No

Children's worker – No

Limited adhoc travel may be required