

# Role Description

## Agile Coach



Cluster	Finance, Services and Innovation
Agency	Service NSW
Division/Branch/Unit	Product and Digital
Location	McKell Building, Sydney
Classification/Grade/Band	Service NSW Award Grade 9/10
Role Number	TBC
ANZSCO Code	263212
PCAT Code	1156463
Date of Approval	April 2019
Agency Website	<a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a>

### Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services.

Since launch in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres.

We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions including drivers' licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

### Primary purpose of the role

This role promotes Lean and Agile ways of working to Product Managers and their teams to support the delivery of projects and product initiatives from concept through to strategy, implementation and continuous improvement to ensure the development and management of Service NSW products which deliver meaningful customer value and Service NSW objectives.

### Key accountabilities

- Coaching the Product Owner and team to define an outcome oriented product roadmap, gather customer insights and feedback, define and write user stories, acceptance criteria and success metrics, to ensure customer centric product design and development and delivery.

- Lead and coach product teams to deliver product roadmaps and continuous improvement in product and system enhancements, efficiency improvements, and regulatory and compliance initiatives.
- Work closely in alignment with Product Managers to guide cross-functional teams to manage end to end product lifecycle, including executing product vision and strategy, validating product features and design, and collecting inputs to inform product decisions and direction.
- Design, lead and support communications and engagement activities that build organisational understanding of user-centred delivery approaches.
- Working in a cross-functional team that includes content designers, developers, user experience designers and testers to make customer journeys the best they can be.
- Identifies ways to improve throughput, flow and decision making.
- Together with the Product team, encourages research, including consultation with consumers, and related activities, to define current and future product enhancement to meet customer needs and maximise return on investment

## Key challenges

- Working with minimal supervision in an agile environment with changing deadlines and workloads.
- Balance the ideal of moving towards a Lean/Agile way of working within an environment that includes both project and product work.

## Key relationships

Who	Why
<b>Internal</b>	
Various Product Directors	<ul style="list-style-type: none"> <li>• Escalate issues, receive instructions and provide feedback</li> </ul>
Product and Project Teams	<ul style="list-style-type: none"> <li>• Work collaboratively to contribute to achieving outcomes and objectives</li> </ul>

## Role dimensions

### Decision making

This role has some level of autonomy however complex issues are escalated to the relevant Manager. The Agile Delivery Manager is accountable for the quality, integrity and validity of the advice provided and work performed.

### Reporting line

This role reports to a Product Director

### Direct reports

None

## Budget/Expenditure

Nil

## Essential requirements





- Demonstrated prior experience working with Agile processes and practices in a complex environment.

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	<b>Influence and Negotiate</b>	<b>Adept</b>
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Intermediate
	Project Management	Adept

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise and explain the need for compromise</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relations with internal and external stakeholders</li> <li>Pre-empt and minimise conflict</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>