

# Role Description

## Scrum Master



|                           |  |
|---------------------------|--|
| Cluster                   | Transport  |
| Agency                    | Sydney Trains  |
| Employment Type           | Fixed Term Full Time   |
| Division/Branch/Unit      | Passenger Information – Information, Infrastructure & Programs<br>Customer Service Directorate |
| Location                  | Burwood  |
| Role Number               | 51020319   |
| Classification/Grade/Band | RC7  |
| ANZSCO Code               | 511112   |
| PCAT Code                 | 3214692  |
| Job Code                  | 81000303   |
| Vision                    | N/A  |
| Hearing                   | N/A  |
| Date of Approval          | TBC  |
| Agency Website            | <a href="http://www.sydneytrains.info">www.sydneytrains.info</a>                               |

### Agency overview

Sydney Trains has c10,000 staff and was established in July 2013. Its vision is to Keep Sydney Moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Sydney Trains has a 'make it happen' culture where each individual accepts both a personal and shared responsibility for being innovative, for making a difference and for developing organisational capability.

Joining Sydney Trains presents an exciting opportunity to shape the future of rail services in Sydney and make a genuine difference for the people of NSW by providing the rail system they deserve.

For more information go to [www.sydneytrains.info](http://www.sydneytrains.info)

### Primary purpose of the role

The Scrum Master leads the Agile oriented development efforts serving the Passenger Information team and works closely with Product, Quality Assurance, and other cross functional team members. This role guides the team on how to leverage Agile/Scrum best practices and values to meet stakeholder expectations as well as handles cross functional communication, software technical project management, requirements traceability, defect tracking and change control to help deliver value to Sydney Trains Customer Information.

## Key accountabilities

- Support the team in their quest to deliver value to meet stakeholder expectations via facilitating daily scrum, sprint planning, sprint demo and retrospective meetings, and guide them on self-organising to fully realise the potential of Agile/Scrum frameworks
- Assess the Scrum Maturity of the team and organisation and coach the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organisation
- Remove impediments or guide the team to remove impediments by finding the right personnel to remove the impediment and build a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving
- Facilitate discussions, decision making, and conflict resolution as well as completion of projects without coercion, assigning, or dictating the work
- Assist with internal and external communication, improving transparency, and radiating information
- Support and partner with the Product Owner, especially with respect to grooming and maintaining the product backlog to ensure deliverables are on time with production quality
- Provide support to the team using a servant leadership style whenever possible, and leading by example
- Execute safety responsibilities authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

## Key challenges

- Ensuring that deliverables are on time with production quality.
- Applying a wide variety of well documented patterns and techniques for filling in the intentional gaps left in the Scrum approach
- Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change

## Key relationships

| Who                          | Why  |
|------------------------------|--|
| <b>Internal</b>              |  |
| Business stakeholders        | <ul style="list-style-type: none"><li>• To gain understanding of business needs and priorities</li></ul> |
| Project Teams                | <ul style="list-style-type: none"><li>• Multi-disciplinary project staff at all levels</li></ul>         |
| Project and Program Managers | <ul style="list-style-type: none"><li>• For project tracking and delivery of project outcomes</li></ul>  |
| ICT Project Management       | <ul style="list-style-type: none"><li>• For methodology and standards compliance</li></ul>               |
| <b>External</b>              |  |
| Vendors                      | <ul style="list-style-type: none"><li>• For liaison and service delivery</li></ul>                       |

## Role dimensions

### Decision making

The role is fully accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the role include:

- Data analysis methodologies / instruments.
- Developing, implementing and maintaining efficient support processes
- Internal and external stakeholder management to ensure stakeholders are informed about system availability.

Collaborative decision making requirements of the position include:

- Complex stakeholder problem resolution
- Budget outside of delegated expenditure

### Reporting line

Development Services Manager

### Direct reports

N/A

### Budget/Expenditure

N/A

## Essential requirements

First level Scrum Master certification (CSM, PSM I)

Demonstrated experience in a Scrum Master role for a software development team that was diligently applying Scrum principles, practices, and theory.

Ability to understand the technical implementation approach including customer facing application (digital products – B2B, B2C), middleware integration and backend systems architecture.





## 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           |
|--|-------------------------------------|-----------------|
| <br>Personal Attributes | Display Resilience and Courage      | Advanced        |
|  | <b>Act with Integrity</b>           | <b>Adept</b>    |
|  | Manage Self                         | Advanced        |
|  | Value Diversity                     | Adept           |
| <br>Relationships       | <b>Communicate Effectively</b>      | <b>Advanced</b> |
|  | <b>Commit to Customer Service</b>   | <b>Adept</b>    |
|  | <b>Work Collaboratively</b>         | <b>Adept</b>    |
|  | Influence and Negotiate             | Adept           |
| <br>Results             | <b>Deliver Results</b>              | <b>Adept</b>    |
|  | Plan and Prioritise                 | Adept           |
|  | Think and Solve Problems            | Advanced        |
|  | <b>Demonstrate Accountability</b>   | <b>Advanced</b> |
| <br>Business Enablers  | Finance                             | Adept           |
|  | <b>Technology</b>                   | <b>Advanced</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><br>Act with Integrity | Adept    | <ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul> |
| <b>Relationships</b><br>Communicate Effectively  | Advanced | <ul style="list-style-type: none"> <li>• Present with credibility, engage varied audiences and test levels of understanding</li> <li>• Translate technical and complex information concisely for diverse audiences</li> </ul>   |

## NSW Public Sector Capability Framework

| Group and Capability                               | Level    | Behavioural Indicators   |
|--|----------|--|
|  |          | <ul style="list-style-type: none"> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Actively listen and encourage others to contribute inputs</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in a range of styles and formats</li> </ul>  |
| <b>Relationships</b><br>Commit to Customer Service | Adept    | <ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>                                      |
| <b>Relationships</b><br>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>Results</b><br>Deliver Results                  | Adept    | <ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>                         |
| <b>Results</b><br>Demonstrate Accountability       | Advanced | <ul style="list-style-type: none"> <li>• Design and develop systems to establish and measure accountabilities</li> <li>• Ensure accountabilities are exercised in line with government and business goals</li> <li>• Exercise due diligence to ensure work health and safety risks are addressed</li> <li>• Oversee quality assurance practices</li> <li>• Model the highest standards of financial probity, demonstrating respect for public monies and other resources</li> <li>• Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks</li> </ul> |

## NSW Public Sector Capability Framework

| Group and Capability                   | Level    | Behavioural Indicators  |
|--|----------|---|
| <b>Business Enablers</b><br>Technology | Advanced | <ul style="list-style-type: none"> <li>• Incorporate sound risk management principles and strategies into business planning</li> <li>• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace</li> <li>• Implement appropriate controls to ensure compliance with information and communications security and use policies</li> <li>• Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes</li> <li>• Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes</li> <li>• Implement and monitor appropriate records, information and knowledge management systems protocols and policies</li> </ul> |