

Role Description

Scrum Master

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Education and Skills Reform/ Centre for Education Statistics and Evaluation/Skills Performance and Insights
Location	Parramatta
Role number	281025
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	3226892
Date of Approval	April 2025
Agency Website	https://education.nsw.gov.au/

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

Primary purpose of the role

The Scrum Master leads the utilising of Agile methodologies to implement efficient and productive principles and practices to enable the timely delivery of high quality products while supporting Skills, Performance, and Insights development across the Education and Skills Reform division.

Key accountabilities

- Oversee the monitoring and allocation of data engineering and development to meet the operational requirements of the data warehouse and other platforms
- Assists with resource allocation to maintain the technical backlog, prioritising between competing development and product requests for multiple teams.
- Ensure all activities conform to the optimal workflow of agile/scrum and oversees daily standups and progress reporting from multiple teams.
- Work closely with Product Owners to develop and facilitate team communication and collaboration strategies, monitor work progress and manage emerging issues.
- Work with product managers to facilitate team understanding of the product road map and the refinement of user stories to support estimations of time and effort for planning and implementation for sprint cycles.

- Develop and implement processes to identify issues that impact product delivery and collaborate with the team to remove the impediments and resolve associated problems.
- Support teams to develop and implement strategies that effectively deal with unpredictability, changes in requirements and product complexities to improve team agility and effectively meet delivery requirements.
- Work collaboratively with Delivery Managers and other Digital Delivery Leads, to provide coaching, mentoring, motivation, and skills development to enhance the use of processes and tools and effectively build team capability and productivity.

Key challenges

- Managing competing priorities of multiple technical and business stakeholders with differing requirements and tight timeframes
- Balancing competing priorities, maintaining momentum, team motivation and productivity on a range of projects subject to critical deadlines, interdependencies and changing requirements.
- Optimising team capability to respond flexibly and work collaboratively to improve efficiencies and delivery success without compromising quality

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Receive leadership, direction and advice • Escalate issues, advise and receive instructions. • Contribute to and support with decision making • Receive performance feedback
Work Team	<ul style="list-style-type: none"> • Coach and advise on Agile/ Scrum principles and practices. • Motivate, mentor and facilitate strategies to achieve project deliverables. • Work collaboratively to solve issues and align cross team functional work and interdependencies. • Participate in meetings to obtain the work group perspective, creatively problem solve and coordinate outcomes. • Facilitate team collaboration events including daily stand up meetings
Department staff	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication across the Department. • Consult and liaise as appropriate to develop integrated business service solutions concerning the Division

External

Who	Why
Other agencies, learning networks and/or communities of practice	<ul style="list-style-type: none"> • Build and maintain strong networks to appropriately share information regarding good practice and emerging methodologies
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements. • Consult, provide and obtain information, negotiate required outcomes and timeframes.

Role dimensions

Decision making

High level of autonomy with full accountability for decisions required in program delivery. Consults with the Manager, Skills, Data Products and Visualisation on sensitive, high-risk or business critical matters to agree decisions on suitable courses of action.

The Scrum Master has authority to make decisions about the design and coordination of workflows, as well as the deployment of team members, tasks and allocated resources to ensure the achievement of business and unit outcomes

Reporting line

Manager, Skills Data Products and Visualisation

Direct reports

Nil

Budget/Expenditure

Financial delegations in accordance with departmental policy

Key knowledge and experience

- Experience in leading project delivery teams in large complex business/IT environments with matrixed reporting lines.
- Experience in providing leadership to driving continuous improvement and organisational change
- Proven understanding of project and software development lifecycles and agile project management methodologies
- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people and to ensure quality outcomes for Aboriginal people

Essential requirements

- Tertiary qualifications in a relevant discipline or equivalent industry experience.
- Valid Working with Children Check for paid employment.
- Demonstrated understanding of and commitment to the value of public education

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Take the initiative and act in a decisive way Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation 	Advanced
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced

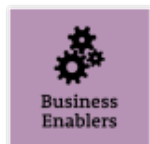


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced



Project Management







Understand and apply effective planning, coordination and control methods





- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate