

Job Description



Job Title:	Scrum Master & Project Manager
Department:	Campus Housing
Reports To:	Assistant Director, Housing Occupancy & Marketing Services
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	April 2022

Primary Purpose

Reporting to the Assistant Director, Housing Occupancy & Marketing Services the Scrum Master and Project Manager role will fulfill a variety of critical responsibilities to promote the development of high performance teams that meet or exceed expectations established at activity initiation and align with departmental and institutional mission, vision, values, and objectives. As a Scrum Master the role facilitates and coaches scrum teams in how to use continuous improvement practices and principles to deliver high quality programs and services to students and other stakeholders. The role makes essential contributions to advance continuous improvement practices within the department. As a Project Manager the role is responsible for providing project management services to a variety of operational and strategic initiatives ranging from individual teams to department-wide or institutional-level activities.

Key Accountabilities

Scrum Master

- Acts as a facilitator who coaches scrum teams in self-organization and cross-functional skillset, and communicates effectively, both internally and externally, while working within a team
- Facilitates and provides primary support to all scrum events
- Ensures team(s) use time efficiently and effectively by using visual management techniques, time boxing events, clarifying how actions will lead to outcomes, and aligning activities across the team, department, and institution.
- Works with other Scrum Masters, Product Owners, and team members to increase the effectiveness of continuous improvement practices across the department
- Advances scrum team(s) to a high performing level by helping members recognize problems and opportunities and implements appropriate coaching and development techniques
- Provides training/education to ensure continuous improvement methods, values, practices, and standards are understood and followed by all team members
- Anticipates and effectively deals with any project barriers by defining issues, examining alternatives, and effectively guiding the team(s) towards resolution
- Applies expertise in estimating time, energy, and effort required by a team to produce desired outcomes within a given period of time.
- Makes sure team(s) clarify desired outcomes by establishing definitions of done and acceptance criteria for actions at individual and team levels.
- Conducts retrospective meetings to promote continuous improvement within a scrum team while developing a shared understanding of areas of improvement in the short- and long-term
- Effectively manages scrum backlog to ensure work is visible to the team and stakeholders, ordered according to business value and aligned with the enterprise backlog to achieve the desired outcome(s)

Project Management

- Participates on multi-disciplinary team(s) providing oversight and coordination of projects. Employs project management best practices and methods to ensure work is planned and executed to meet applicable departmental and institutional standards and objectives
- Adapts to support staff and teams on a wide variety of initiatives at all levels through a variety of actions, including but not limited to research, analysis, reporting, advising, coaching, facilitating, and leading.
- Coordinates team(s) of various student matter experts and decision makers in project scope definition, design, planning, resources allocation, and communications toward achievement of desired outcome(s)
- Prepares, refines, and reviews comprehensive schedules and identifies/manages critical path milestones (CPM)
- Provides strategic advice and process-related guidance to management and other stakeholders at all stages of project planning, execution, and follow-up.
- Proactively identifies, evaluates and mitigates project risks to reduce impact on desired outcomes while providing basis for sound decision making
- Uses visual management techniques to ensure project status is readily available to all stakeholders including resource usage, scheduling, and performance
- Leads ongoing development of estimating project and program resource usage including, but not limited to, facilities, data, finances, and workload
- Conducts or coordinates data gathering from internal and external resources for research and analysis to provide reports to management for efficient and effective decision making

Continuous Improvement Advocate

- Advocates for continuous organizational improvement by reviewing and recommending changes to refine existing processes, procedures and policies
- Create a culture that embraces problems as opportunities to improve the organization and the value it provides to students.
- Proactively solicits quantitative and qualitative input from staff at all levels to make problems visible so the team(s) can apply continuous improvement methods
- Supports change management initiatives with a focus on how a team(s) and the organization functions
- Provides organizational system oversight and general review to ensure departmental and institutional process standards and value is provided to stakeholders or students

Strategic Initiatives Coordinator and Advisor

- Implements the processes which supports the management of projects, operational programs, and strategic initiatives including governance, team leadership, monitoring, prioritization, communication, and quality controls to ensure clarity exists for all parties regarding current and desired outcomes over the full planning cycle(s).
- Supports management decision-making by analyzing and advising on the impact of alternative program and project scenarios to achieve the desired outcome(s)
- Works with staff at all levels to clarify value and impact of programs and projects which includes supporting others to define actions required to achieve desired outcomes in a timely manner, effectively escalate problems to seek resolution, and make progress transparent.
- Records and reports operational and strategic program and project performance using a variety of quantitative and qualitative approaches to ensure all stakeholders remain clear on status so action can be taken when problems are identified.
- Supports management with building a positive and productive culture in line with departmental and institutional mission, vision, values, and objectives.
- Represents the department on institutional groups or external organizations as appropriate
- Builds and maintains a current understanding of relevant university and industry standards

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- Fosters relationships across the department, campus, external community and industry as required

Other

- Performs other related duties and responsibilities as assigned and supports departmental activities

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Completion of post-secondary diploma or degree (or equivalent experience) is required
Must have continuous improvement training/education (e.g., Lean, Agile, Scrum) or project management professional training certification (e.g., PMP). Having both is preferred.

Experience

- 3-5 years of professional experience with multiple complex projects involving multiple people at the same time is required.
- Working experience within medium to large organizations is required, with public sector organizations being preferred.
Experience as a scrum master or as a project manager is preferred.

Knowledge/Skills/Abilities

- Expertise in using Microsoft Excel and proficient technology skills generally is required.
- Working knowledge of Project Management Body of Knowledge (PMBOK) principles is required.
- Proven success influencing, negotiating, and resolving conflict without authority, ability to delegate and achieve results through teamwork is required.
- Must have experience taking initiative and seeking solutions to complex solutions while working autonomously and interdependently.
- Ability to remain calm and organized during busy, changing, or challenging times
- Excellent communication skills
Strong ability to think both broadly and deeply at an advanced level.

Nature and Scope

- **Contacts:** The Scrum Master role comes in contact with a wide variety of internal people at all levels of responsibility.
- **Level of Responsibility:** Accountable to Assistant Director level leadership for successful implementation and completion of projects. The Scrum Master is responsible for managing the day to day events including setting priorities and managing expectations of the team.
- **Decision-Making Authority:** The Scrum Master will make decisions and recommendations in collaboration with the product owner and scrum teams, and will make independent decisions related to a project or deadline.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a fast-paced service oriented office environment. Requires close attention to detail, thoroughness and accuracy.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with management-level responsibilities