Job Description

Job Title: Iteration Manager

About SLC
Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK. **Company Mission** We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services. **Company Vision** Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details
Overview of department: The Software Delivery department is responsible for the development and maintenance of a number of IT products and services that supports SLC's business. We are in the process of reforming our team; this marks the beginning of our journey towards achieving SLC's Vision - to be valued as a digital, customer-focused, centre of excellence. In order to achieve our vision we require a dedicated team of staff. **Grade:** Grade 4 **Reporting to:** Core System Delivery Manager **Budget Responsibility:** None **Line Management Responsibility:** None **Job Purpose:** Responsible for ensuring that an agile delivery team lives by the values and practices of Agile. Coaching the team, helping the team to perform at their highest level and do the best work it possibly can. Removing any impediments to progress, reporting progress, facilitating meetings and working with the Product Owner to make sure the product backlog is well maintained and ready to be worked on while minimising excess work in progress.

Key responsibilities:
Product Delivery

- Deliver functionality to the business frequently in an iterative manner in line with lean, user-centric and agile principals, delivering functionality into the hands of users at the earliest opportunity and using their feedback to learn and improve the product
- Work with the team to ensure that functionality is delivered in line with the business and user priorities in a way which is both predictable and sustainable (in terms of team capacity and minimising short term decision making – for instance around poor architectural decisions or process improvements – which will impact delivery pace later on)
- Ensure that the work is done without coercion, assigning or dictating the work or how it's done
- Support and educate the Product Owner with respect to grooming and maintaining the product backlog ensuring a steady flow of work and while minimising work in progress
- Ensure work is estimated collaboratively by the team in line with agile principals, prioritised by the Product Owner (with appropriate input from the team), gather metrics around work completion and build forecasts/plans based on historic data
- Communicate progress, forecasts, issues and risks to the team and to key stakeholders, demonstrating openness and transparency
- Work to ensure the team works within SLC processes and guidelines and looks to collaboratively improve them as opportunities arise
- Carry out hands-on work as appropriate to help the team progress work in an efficient way

Team Support and Facilitation

- Provide all support required to the team using a servant leadership style whenever possible, facilitating the team's self-organization and empowerment, and leading by example
- Guide the team and organization on how to use Agile practices and values
- Assess the maturity of the team and coach them to higher levels of maturity
- Assist with the decision making process within the team where necessary, resolving conflicts within the team by facilitating discussions and consideration of alternative approaches
- Remove impediments to progress or assist the team to remove impediments by themselves, ensuring that the team is collaborating with individuals and groups in other areas of SLC

Continuous Improvement

- Encourage continual improvement within the team facilitating retrospectives and other rituals which encourage learning and improvement. Ensure that the team are given the time and space to carry out the work required to implement changes which are identified
- Build a trusting and a safe environment where problems can be raised without fear of blame, retribution or being judged
- Work with other Iteration Managers to increase the effectiveness of the application of Agile practices both within the individual teams and within the wider organization

People Management

- Motivate individual team members to perform at the highest level possible
- Participate in regular performance reviews and objective setting for the team and individual team members

Knowledge, Skills and Experience:

- Sound understanding of the fundamentals of agile iterative development
- Understanding of other processes and methodologies and can speak intelligently about them and leverage other techniques to provide value to the team and organization
- Understanding of the fundamentals of software development processes and procedures
- Demonstrates an appreciation of the value of commitments to delivery made by a team
- Understanding of an incremental delivery approach and the value of metrics
- Understanding of backlog tracking, burndown/burnup metrics, velocity, and task definition
- Good skills and knowledge of servant leadership, facilitation, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency
- Excellent communication and mentoring skills

Desirable Skills / Experience:

- Previous experience performing the role of Iteration Manager (or similar role such as Scrum Master) for a software development team that was applying Agile principles and practices
- Previous experience as a team lead or in any other people management role
- Knowledge of other Agile approaches such as Scrum, XP, Kanban, Crystal, FDD and so on
- Knowledge and/or experience with Agile techniques, for example TDD, BDD, Continuous Integration, Continuous Testing, Pairing, Automated Testing, Usability Testing
- Applicable knowledge of the technologies used by the team
- Relevant experience as a Business Analyst, Tester or Developer