**Background information:**

The UK government is transforming the way we deliver digital services which require the need for an agile coach to embed and build capability in agile and lean practices in teams and the foundations to support them across the organisation.

Since 2012, departments have moved to a more agile way of working to deliver digital service transformation. Agile coaches will be working directly with government departments and agencies, to help organisations, portfolios, programmes and teams to be as effective as possible by embedding an agile culture.

The focus is increasingly on building and maintaining the internal capabilities of departments to effectively govern, deliver and run digital services being built and provide an environment that enables continuous delivery in perpetuity. The input of an agile coach is integral to ensure departments’ agile practices and team capabilities are set up to support this. This extends to providing advice to organisations on to govern delivery in line with the [GDS governance for service delivery principles](https://digitaltransformation.blog.gov.uk/2014/06/24/governance-principles/) and ongoing improvement of digital services.

Agile Coaches work in several capacities across transformation programmes to deliver lasting change within departments that focuses on delivering value for citizens.

Coaches may be required to work either:

* at the team level, working with teams to ensure that delivery teams within departments are adopting agile and performing effectively
* at the portfolio or programme level, to help departments to establish the right processes for managing a portfolio of work in an agile way
* at the organisation level, to drive strategic change across the organisation and ensure that adoption of agile techniques is embedded from the most senior levels of the organisation
* or across all levels to ensure that organisations adopt a pragmatic approach to the way in which they govern delivery and continuous improvement of digital services

**The main responsibilities of the post are:**

* embed an agile culture using techniques from a wide range or agile and lean methodologies and frameworks, but be methodology agnostic.
* help to create an open and trust based environment, which enables a focus on delivery and facilitates continuous improvement
* assess the culture of a team or organisation and delivery processes in place to identify improvements and facilitate these improvements with the right type of support.
* showcase relevant tools and techniques, such as coaching, advising, workshops and mentoring
* engage with stakeholders at all levels of the organisation
* develop clear lines of escalation, in agreement with senior managers
* ensure any stakeholder can easily find out an accurate and current project or programme status, without disruption to delivery
* work effectively with other suppliers, departments and agencies
* apply best tools and techniques to: team roles, behaviours, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, programme management, cross team coordination, and overall governance of digital service delivery.
* ensure key metrics and requirements that support the team and delivery are well defined and maintained
* equip staff with the ability to coach others
* if organisation level, executive coaching on the fundamental considerations of digital service delivery design.

**Person specification**

**Agile and lean experience**

* deep understanding of different agile and lean approaches and supporting context, such as behaviours, governance, process and culture across: portfolio management, programme and project team approaches
* evidence of embedding agile tools and techniques and be able to use the most relevant tools and techniques as needed
* understanding of agile product and software development in line with the [GDS service design manual](https://www.gov.uk/service-manual) and the enablers required to cultivate an agile organisation
* broad knowledge and understanding of agile product and software development and the enablers required to cultivate an agile organisation is essential.
* understanding of agile governance for service design in line with the [GDS principles](https://digitaltransformation.blog.gov.uk/2014/06/24/governance-principles/)
* broad understanding of project and programme management techniques

**Digital and service experience**

* an excellent understanding of good digital service delivery design
* experience of defining appropriate portfolio, programme and project structures in the context of digital services delivery
* broad experience of different industries, private and public, transactional digital services, redefining customer interaction and case studies of what good looks like

**Coaching and transformation**

* demonstrable experience of creating lasting change towards agile and lean ways of working for the better in an organisation
* proven ability to quickly assimilate organisational strategy and operating context
* ability to showcase relevant tools and techniques, such as coaching, advising, workshops and mentoring
* ability to work in environments that are undergoing complex change, working in an iterative manner, evolving conversations and understanding how far to challenge and when
* excellent stakeholder management and proven ability to engage and influence all levels of seniority

**Cultural fit**

* ability to work as part of a team, collaborating and sharing knowledge and decision making
* ability to quickly win trust and influence senior leaders at the highest levels of the organisation
* ability to work flexibly, this is a broad brief and the successful Coach will need to be able to work in a fluid and responsive environment
* ability to embed rapidly and effectively into diverse project environments, at different stages of delivery and seamlessly moving between projects.
* ability to work in environments undergoing complex change
* be framework agnostic, use the right tools and techniques for the situation

**Objectives:**

During the first month of engagement agile coaches will be expected to

* define the what success looks like for the engagement
* define what roles should be in place to create lasting change
* agree how the coach will coach others at the department / organisation
* agree how and when the coach will exit the engagement