
Job Title: Delivery Coach (advertised as Agile Coach)

Operational Area: Engineering Capability

Reports To: Head of Engineering Capability - Delivery and Coaching

Location: Australia

At Iress, we believe technology should help people perform better every day. Since our beginning in 1993, people across financial services have trusted us to take their performance to the next level. From the world's most established financial brands to new and disruptive players, we help improve every aspect of our clients' businesses so that they can work better, every day.

Iress is one of Australia's largest technology companies and employs more than 2,250 people across Asia Pacific, United Kingdom, North America and Africa. .

Role Purpose:

The purpose of this role is to guide, coach and help uplift delivery capability in teams across Iress, on ways in which they can further improve product delivery flow using a variety of agile based practices and methods

Core Skills, Knowledge and Attributes:

- Expert knowledge of Agile Methods and ability to adapt them effectively to the current situation and team context
- Ability to work autonomously and be self-directed
- Passionate about agile principles without being dogmatic in their application
- Ability to communicate in a clear, concise and unambiguous manner as well as actively listen to others, relate and empathise
- Must have good interpersonal, problem-solving and analytical skills
- Knowledge and financial services industry experience
- Ability to structure and delivery training
- Actively engages with the wider industry, seeking new practices and techniques
- Expert level experience using Project tracking tools such as JIRA for reporting and analytics
- Ability to engage and energise teams about the benefits of end-to-end product flow improvements

- Ability to use metrics, measures and process flow signals to identify waste and bottlenecks, and help teams come up with experiments that will help address them
- Outstanding workshops facilitation skills. Experienced in running workshops varying from ideation and inception through to strategy, teaming and problem solving

Accountabilities & Deliverables:

- Create and foster a self-managing team culture that focuses on collective team ownership of goals and outcomes
- Understand and explain the concepts of flow & system thinking to people at all levels across the business in both technical and non-technical roles
- Teach the concepts and mechanics of Kanban for software development as well as how it can be applied to any type of work
- Help design and setup JIRA workflows that visualise the flow of work for teams
- Helps identify improvement in end-to-end delivery flow using metrics and data
- Facilitate relevant scrum ceremonies and drive a culture of continuous learning & improvement
- Coach the teams in establishing a data driven, test-and-learn approach
- Run on demand, just-in-time training on topics such as Scrum product ownership, Agile planning & estimation, effective user-story writing and slicing
- Encourages positive thinking and a learning organisation that accumulates and shares knowledge
- Promotes and communicates a consistent global delivery approach, engages with people to increase understanding of organisational priorities and ways of working
- Ensures the right work is delivered effectively, priorities are clearly defined, aligned and that there's a shared understanding of outcomes and success measures

Key Relationships:

- Product Managers
- Product Engineering teams
- Commercial teams
- Client Solution Teams
- Platform Engineering teams
- Information Security teams
- Leadership & Executive teams

Behaviours & Attributes

Leadership

- Recognise that leadership is different at every level
- The continued growth of Iress requires winning and being the best at what we do.
- Leadership drives a winning culture.
- Leadership drives organisational excellence

Ways of working

- Commitment and motivation to try different ideas, approaches and improve results
- Focus on priority actions and work and know-how to add value
- Reflect on how things are going, make time to think and consider better strategies
- Use initiative, keen to demonstrate ownership and take accountability for work.

Behavioural

- Open, direct and respectful in communication
- Value and appreciate diversity and the strength it creates
- Recognise when to collaborate to get the best, or take action individually
- See strength in others and seek ways to self-improve
- Demonstrates a combination of personality traits (smart, innovative, low ego, collaborative, honest, of high integrity, intensity and passion)

Business outcomes

- Put clients and users at the centre of everything - considers the impact of work on clients and users
- Clear on goals and how they translate into value and impact
- Use data to drive decision making and continuously adapt to get the best results.