

## Scrum Master

Delivery at Digital Wonderlab is about understanding people and technology, their needs and expectations to ensure our solutions can exceed ambitions and solve societies big challenges.

As a Project Manager you will ensure project scope is clear and managed, expectations are effectively set and met, the project is appropriately planned against key release milestones and delivery risk managed. Working closely with the delivery team day to day and with the client to ensure we focus on the outcomes whilst ensuring the tasks are completed to deliver the highest impact possible.

### PM/BA Responsibilities

- Ensure project has a defined brief, clearly scoped outcomes and benefits, which is kept front and centre through management of the full project life cycle
- Work closely with Delivery Team to ensure the project is clearly articulated, delivered effectively and efficiently and meets customer outcomes
- Lead, facilitate and track planning activities, ensuring planning happens at Team and Project level and that capacity and velocity is monitored and understood
- Lead on the translation of Solution Designs and UX designs with the team into clear Product Features and User stories to aid effective development
- Ensure effective and timely delivery, through the use of Agile approaches such as Stand-ups, Show and Tells and Sprint management techniques such as backlog management
- Lead on client communications, communicating status and progress and managing client expectations
- Identify and monitor key risks and issues, communicating with the client and internal teams to drive resolution
- Work closely with the account manager and communicate status internally, ensure delivery risk is managed
- Oversee and act as an internal test manager to ensure product is fit for purpose and meets client expectations

- Own handover of critical delivery phases on the project, ensuring that critical readiness activities happen, knowledge is transferred, and roles are clear
- Maximise the use of the Atlassian suite (Jira Software and Confluence) across project and client management

Portfolio Responsibilities:

- Ensure project resourcing is defined and translated from Sale > Delivery
- Monitor and manage resource prioritisation and allocation across the portfolio, flagging gaps and over utilisation and supporting the team management with resolution
- Drive resource planning and forecasting with support for PMs
- Monitor Portfolio “budget” - highlighting potential overspends in advance and reducing waste
- Track overall client status by stream e.g. Support, Managed Service, Web, App
- Identify and monitor thematic risks and issues, communicating with the project teams to drive resolution