



Phone :

Web :

**Job Summary**

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Vacancy :

Deadline : Jul 20, 2024

Published : Jun 20, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

We are a leading financial services provider committed to making decisions easier and lives better for our customers and colleagues around the world. From our environmental initiatives to our community investments, we lead with values throughout our business. To help us stand out, we help you step up, because when colleagues are healthy, respected and meaningfully challenged, we all thrive. Discover how you can grow your career, make impact and drive real change with our Winning Team today.

### Working Arrangement

Hybrid

### Job Description

#### The Opportunity

Working in a fast-paced, changing environment where every day brings something new and innovative ideas are encouraged to help our customers reach their financial dreams and aspirations. The Manulife Bank Continuous Delivery team is seeking a passionate IT Scrum Master who enjoys delivering technology solutions. The individual should be well-versed in Agile practices and Scrum events and should embody the core principles of agile development.

A successful candidate for this role must possess exceptional interpersonal communication, facilitation, organizational, and time management skills. You are self-directing with the ability to mobilize efforts through people & process, to achieve desired results and be collaborative in driving decisions. You must have the ability to coach the team for continuous improvement in the delivery of value to customers. In addition, you will lead the planning, monitoring, execution, and successful completion of initiatives while meeting the financial, delivery and quality expectations.

**Office location: 500 King St. North, Waterloo, ON, Canada**

**Work arrangement: Role requires to be Hybrid - 3 days in Office (Waterloo office), 2 days from Home**

#### Responsibilities:

- Lead and facilitate all the team level events (Backlog refinement, Planning, retrospectives etc.)
- Coach and drive the teams to deliver the commitments.
- Define and implement agile metrics to assess team performance, velocity, and quality, using data driven insights to enhance team productivity.
- Collaborate with development teams to ensure technology standard processes are followed, maintaining code quality and fostering a culture of technical excellence.
- Work with collaborators to establish and handle project budgets, track spend, maintain financial discipline, and provide insights for informed decision-making.
- Collaborate with the Product owner, Release train engineer and other Portfolio partners to optimize resource allocation.
- Identify and remove impediments and blockers via direct ownership, which prevent the teams from delivering their commitments, and to keep delivery on track.
- Work closely with product owner/product manager to efficiently create, maintain, and refine the product backlog.
- Foresee challenges teams will encounter and negotiate scope and commitments with other teams.
- Understand business priorities to efficiently coordinate multiple streams of work in parallel.
- Lead, track, and provide insight into squad progress, releases, risks, and initiatives health.
- Drive steadfast data driven continuous improvement to enable sustainable output and demonstrate progress toward committed actions.
- Empower the team to self-organize within the guardrails of Manulife's new ways of working, while fostering healthy and engaging team environments
- Collaborate with other roles, teams and collaborators for alignment, dependency management, consistent messaging and uncover difficulties and opportunities to accelerate delivery.
- Promotes staff liquidity to remove skill gaps and internal dependencies.

#### Qualifications:

- Bachelor's degree in either business, technology, engineering, or equivalent experience
- 4+ years of true Scrum master experience
- Proficiency in project budgeting and financial analysis
- Ability to lead and handle multiple agile teams across different mediums (In person, Remote, Hybrid).
- Validated experience with Agile and scaling frameworks.
- Experience working in the SAFe and scrum master certified.
- Strong experience and knowledge using Jira as a way for multiple teams to organize their work.
- Strong project management skills, excellent communication, negotiation, and collaboration skills.
- Ability to impact and change team behaviors.
- Demonstrable experience coaching and maturing teams toward self-organization.

#### Nice to have:

- Knowledge of personal banking, mortgages, and loans.

#### What motivates you?

- You obsess about customers, listen, engage and act for their benefit.
- You think big, with curiosity to discover ways to use your agile approach and enable business outcomes.
- You thrive in teams and enjoy getting things done together.
- You take ownership and build solutions, focusing on what matters.
- You do what is right, work with integrity and speak up.
- You share your humanity, helping us build a diverse and inclusive work environment for everyone.

#### What can we offer you?

- A competitive salary and benefits packages.
- A growth trajectory that extends upward and outward, encouraging you to follow your passions and learn new skills.
- A focus on growing your career path with us.
- Flexible work policies and strong work-life balance.
- Professional development and leadership opportunities.

#### Our commitment to you:

##### Values-first culture

We lead with our Values every day and bring them to life together.

##### Boundless opportunity

We create opportunities to learn and grow at every stage of your career.

##### Continuous innovation

We invite you to help redefine the future of financial services.

##### Delivering the promise of Diversity, Equity and Inclusion

We foster an inclusive workplace where everyone thrives.

##### Championing Corporate Citizenship

We build a business that benefits all stakeholders and has a positive social and environmental impact.

**This position has hybrid work arrangement for Waterloo office only.**

#### About Manulife and John Hancock

Manulife Financial Corporation is a leading international financial services group that helps people make their decisions easier and lives better. With our global headquarters in Toronto, Canada, we operate as Manulife across our offices in Asia, Canada, and Europe, and primarily as John Hancock in the United States. We provide financial advice, insurance, and wealth and asset management solutions for individuals, groups and institutions. At the end of 2022, we had more than 40,000 employees, over 116,000 agents, and thousands of distribution partners, serving over 34 million customers. At the end of 2022, we had \$1.3 trillion (US\$1.0 trillion) in assets under management and administration, including total invested assets of \$0.4 trillion (US \$0.3 trillion), and segregated funds net assets of \$0.3 trillion (US\$0.3 trillion). We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges, and under '945' in Hong Kong.

#### Manulife is an Equal Opportunity Employer

*At Manulife /John Hancock , we embrace our diversity. We strive to attract, develop and retain a workforce that is as diverse as the customers we serve and to foster an inclusive work environment that embraces the strength of cultures and individuals. We are committed to fair recruitment, retention, advancement and compensation, and we administer all of our practices and programs without discrimination on the basis of race, ancestry, place of origin, colour , ethnic origin, citizenship, religion or religious beliefs, creed, sex (including pregnancy and pregnancy-related conditions), sexual orientation, genetic characteristics, veteran status, gender identity, gender expression, age, marital status, family status, disability, or any other ground protected by applicable law.*

*It is our priority to remove barriers to provide equal access to employment. A Human Resources representative will work with applicants who request a reasonable accommodation during the application process . All information shared during the accommodation request process will be stored and used in a manner that is consistent with applicable laws and Manulife/John Hancock policies . To request a reasonable accommodation in the application process, contact recruitment@manulife.com .*

#### Salary & Benefits

The annual base salary for this role is listed below.

#### Primary Location

Waterloo, Ontario

**Salary range is expected to be between**\$74,270.00 CAD - \$137,930.00 CAD

If you are applying for this role outside of the primary location, please contact recruitment@manulife.com for the salary range for your location. The actual salary will vary depending on local market conditions, geography and relevant job-related factors such as knowledge, skills, qualifications, experience, and education/training. Employees also have the opportunity to participate in incentive programs and earn incentive compensation tied to business and individual performance.

Manulife offers eligible employees a wide array of customizable benefits, including health, dental, mental health, vision, short- and long-term disability, life and AD&D insurance coverage, adoption/surrogacy and wellness benefits, and employee/family assistance plans. We also offer eligible employees various retirement savings plans (including pension and a global share ownership plan with employer matching contributions) and financial education and counseling resources. Our generous paid time off program in Canada includes holidays, vacation, personal, and sick days, and we offer the full range of statutory leaves of absence. If you are applying for this role in the U.S., please contact recruitment@manulife.com for more information about U.S.-specific paid time off provisions.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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