Scrum Master (Delivery Lead)

Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 27, 2024
Published : Jul 27, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Tangerine is Canada's leading direct bank. We offer flexible and accessible banking options, innovative products, and award-winning Client service. The reason why Tangerine employees come to work each day is to help Canadians live better lives. We focus on making a difference in our communities, and that includes our own internal community. It's important to us that our employees feel empowered and enthusiastic about belonging to our Orange culture.

As Canada's leading digital bank, Tangerine technology is at the heart of everything we do. We have redefined what digital banking is, and we continue to evolve to tackle any opportunity and face every challenge through progressive technology and the power of collaboration.

Do you like new challenges? Are you ready to reach new heights in your career and become part of an established disruptor? If so, come join us and help redefine the Canadian banking landscape!

What you will be doing:

Tangerine is a leading player in digital banking dedicated to delivering innovative financial solutions and forward banking experiences to our clients. We're looking for a passionate and experienced Delivery Lead to join our mission to contribute and support the overall success of Tangerine. As a Delivery Lead across our Digital Product & Experience teams, you will play a pivotal role in driving the successful delivery of our team's business strategies and objectives. You will work closely with cross-functional teams including Product Owners, Developers, Designers, and QA engineers to ensure timely, efficient delivery of high quality digital products and services. This is a rewarding, creative and challenging role, which demands initiative, resourcefulness and great collaboration and leadership skills.

Is this role right for you? In this role, you will:
• Champions a customer focused culture to deepen client relationships and leverage broader Bank relationships, systems and knowledge
• Act as a team culture-catalyst living the Tangerine values, promoting engagement
• Onboard and standup new teams/members
• Foster a culture of transparency, accountability and empowerment with the team
• Champions a high performance environment and contributes to an inclusive work environment.
Delivery
• Own and drive retrospective action plans
• Manage complex deliverables with team and stakeholders that span cross-functionally
• Manage sprint &release schedule
• Track and manage risks, issues, dependencies, action items and key decisions
• Anticipate, identify blockers and make sure the team is unblocked and can effectively complete their work
• Guide deliverables through the Tangerine and Scotiabank development management processes
• Provide stakeholder and executive communication, conflict resolution, negotiation and relationship building
• Keep the teams organized through facilitation and structured meetings
• Work with the team to identify roadmap/feature dependencies/impediments and remove them to enable the team: surface, track, escalate
• Identify team conflict, consult to resolve and escalate to Leadership Team for support when necessary.
• Manage administration and maintenance of workflow/management tools (Confluence/JIRA)
• Collaborate with the team to analyze and breakdown experiences into smaller components for estimation.
• Coordinate compliance and readiness procedures (Ex. Operational Readiness) with associated teams (Ex. Release Engineering, Security, etc.).
• Engage and act as a conduit between stakeholders (e.g. risk, legal, audit) and team as needed for consultation throughout the course of the project.
Foster Agility & Quality
• Ensure Agile methodology is effectively executed
• Facilitate identifying and enacting improvement strategies to increase the productivity of the team and quality of deliverables
• Coach empirical product/experience planning/discovery tools/processes for complex initiatives
• Coach/implement techniques for defining product/experience problems/goals
• Facilitate and inform initiative estimation and feature/epic grooming sessions based on team performance trend
• Drive and coach teams for continuous improvement
• Act as a key contributor and collaborator within the Agile CoP, support and contribute to agile transformation and maturity evolution at Tangerine
Collaboration & Transparency
• Provide regular, standardized reporting & action plans for 1) Team Performance 2) Release Plans status
• Communicate within team and with external or executive stakeholders to track/document and manage dependencies between team
• Build and maintain solid, professional working relationships with peers within the team and stakeholders

Do you have the skills that will enable you to succeed in this role? We'd love to work with you if you have:
• 5 years' experience in managing and delivering complex software deliverables
• Demonstrates strong knowledge of Agile methodology. Certified Scrum master certification (CSM / PSM)
• Expert knowledge and understanding of Agile Delivery practices, disciplines, tools, and methodologies.
• Strong problem solving, critical thinking and analytical skills to rapidly assess problem situations.
• Demonstrates creativity and adaptability when identifying solutions.
• Excellent verbal and written communication skills, with ability to communicate on a broad spectrum (from deep technical discussions to high level executive vision)
• Excellent interpersonal, negotiation and relationships management skills
• Excellent organizational skills and the ability to manage multiple complex initiatives
• Demonstrates proactivity and accountability.
• Self-starter
• Servant leader
• Observant & Influential

What's in it for you?
• You will be part of a diverse and inclusive team of Client-focused go-getters looking to learn from each other in an environment that celebrates and recognizes success!
• You will have access to thousands of online and in person courses so you can shape your career growth with the support from diverse industry leaders.
• You will get our help to save for your future and to invest in your total wellbeing through our Tangerine benefits*.
• You belong here, we are equal and un-complicated. Bring your true self to work, dress codes don't apply here.
• You will enjoy workspace flexibility and all the excitement that comes from working at the official Bank of the Toronto Raptors.
*Tangerine employees participate in Scotiabank's pension & benefits programs (available to permanent employees)
Location(s): Canada : Ontario : Toronto
At Tangerine we value the unique skills and experiences each individual brings to the team, and are committed to creating and maintaining an inclusive and accessible environment. If you require accommodation during the recruitment and selection process, please let our Recruitment team know.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits