



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Scrum Master

Business Group	Te Pou Rangatōpū Corporate
Location	Wellington
Salary band	A9

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākongā of Aotearoa:

***He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes***

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākongā and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākongā and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

The Scrum Master serves the Scrum Team and the Product Owner. The Scrum Master is responsible for helping everyone to understand the Scrum values, events and other concepts. The Scrum Master helps the Team to perform at their best, inspiring a sense of pride in the discipline of consistent performance. This involves removing any impediments to progress, facilitating events and workshops, and coaching the Product Owner to ensure the product backlog is in good shape and always ready just in time for the next iteration.



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The main aims of the Scrum Master are to ensure that the Product Owner nurtures a well-ordered backlog of high value items, always having just enough work ready for the Team.

You will also ensure the flow of work in the Team runs smoothly, producing valuable increments with a sustainable pace, and the Team relentlessly improves both its work products and work processes.

Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education, you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Scrum Master, you will:

- Facilitate Scrum events (sprint planning, sprint demo, sprint retrospective, sprint review, daily stand-up)
- Assist the Product Owner (PO) to ensure an effective Product Backlog is ready just in time, and organised as to maximize the value delivered
- Coach the team to create high value products, of excellent quality.
- Removes obstacles for the team, nurturing a smooth flow of work. Drive changes that increase the productivity of the scrum team
- Promotes Scrum adoption within the Ministry, including helping employees and stakeholders to understand Scrum and empirical product development.
- Works with other Scrum Masters to drive behaviour change and increase the effectiveness of Scrum within the organisation
- Coach the team, facilitating the production of: Team Chartering records; Release plans and product roadmaps; Sprint forecasts, including actual velocities and capacity forecasts; Burn-up charts; and Kanban metrics as appropriate (WIP limits, lead times, response times, cycle times)
- Coaches the team to become self-organising and resilient.
- Professional facilitation – serves as the process custodian for the team, nurturing creativity, ensuring all workshops and events achieve valuable outcomes.
- Provide professional coaching – helping the Team to develop its own improvement agenda, gradually reducing its dependency on the Scrum Master for triggering insights.
- Coaches the team on the agile development process and challenges and supports the team to continuously improve both its work process and its work products.



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- Teach team members, POs and stakeholders about effective agile practices.
- Coaches the PO on story-mapping, slicing user stories, backlog refinement and ordering.
- Works with the team to identify and remove impediments that may be getting in the way of a smooth flow of value delivery.
- Nurture a positive and collaborative work environment.
- Enable transparency and visibility within the team, as well as to POs and stakeholders.
- Demonstrate the value of paired work and cross-functional collaboration.
- Deliver and coach others to deliver effective feedback; focus on behaviour and impact, eliciting creative alternative behaviours. Abolish blame.
- Embody the Agile Values & Principles.
- Facilitates the creation of team values, principles, working agreements and market of skills
- Foster a hunger for learning and inspires the team to take pride in excellence and disciplined practice.
- Help the team to track performance using a systematic measurement system

You will make decisions in accordance with the Ministry's policies and delegations framework.

Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation.
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience in working with business stakeholders to gather and refine technical requirements.
- Experience building and maintaining Continuous Integration and Continuous Deployment processes.
- Experience with agile software development methodologies.
- Experience estimating and sizing work tasks.
- 3-5 years' experience as a Scrum Master or Agile facilitator Knowledge of Agile practices – Kanban, Scrum
- Experience in workshop and meeting facilitation
- Awareness and experience with Agile design practices such as TDD, BDD and ATDD
- Experience in coaching, mentoring and influencing team members to build capability, change behaviours and ways of working and improve performance.

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Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Excellent analytical and troubleshooting skills.
- A background in successfully delivering cloud native solutions or applications.
- Extensive knowledge of Infrastructure as Code practices and related frameworks.
- Competence in virtualisation, containerisation, and developing solutions in cloud environments.
- Sound levels of judgement, adaptability, integrity and the ability to handle confidential and sensitive information.
- Extensive knowledge of a range of cloud technologies and their practical applications in supporting business needs.
- Sound understanding of cloud adoption frameworks and well architected practices.
- Exceptional time management, organisation and planning skills.

Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, consolidation, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono Valuing Māori	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.



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Skills Framework for the Information Age

Strong IT capability is vital to keep us secure and to deliver innovative and effective solutions for the Education system. SFIA, the Skills Framework for the Information Age, is the technical competency and skills framework mapping individual professional skill levels to a set of internationally recognised standards. Competencies and skills required for this role are presented in the following table.

Capability	Level	Expectation
Innovation INOV	5	<p>Manages the innovation pipeline and executes innovation processes.</p> <p>Develops and adapts innovation tools, processes and infrastructures to drive the process of innovation. Identifies resources and capabilities needed to support innovation.</p> <p>Encourages and motivates innovation communities, teams and individuals to share creative ideas and learn from failures.</p> <p>Manages and facilitates the communication and open flow of creative ideas between interested parties and the set-up of innovation networks and communities.</p>
Measurement MEAS	5	<p>Establishes measurement objectives and the scope of measurement for functions, teams and projects.</p> <p>Plans and implements improvements to measurement capability. Provides advice and guidance for effective use of measures and measurement.</p> <p>Selects measures appropriate to the context and organisational objectives. Reviews data collection and storage mechanisms to support measurement.</p> <p>Contributes to organisational policies, standards, and guidelines for measurement.</p>
Quality Management QUMG	3	<p>Uses appropriate methods and a systematic approach to developing, maintaining, controlling and distributing quality and environmental standards.</p> <p>Makes technical changes to and controls the updates and distribution of quality standards.</p> <p>Distributes new and revised standards.</p>
Portfolio, programme and project support PROF	2	<p>Assists with the compilation of portfolio, programme and project management reports.</p> <p>Maintains programme and project files from supplied actual and forecast data.</p>



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Business Process Improvement BPPE	5	<p>Manages the execution of business process improvements.</p> <p>Analyses and designs business processes to identify alternative solutions to improve efficiency, effectiveness and exploit new technologies and automation.</p> <p>Develops graphical models of business processes to facilitate understanding and decision-making. Assesses the feasibility of business process changes and recommends alternative approaches.</p> <p>Selects, tailors and implements methods and tools for improving business processes at programme, project or team level. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.</p>
Organisational and Capability Development OCDV	5	<p>Contributes to identifying new areas of capability improvement within the organisation which may be enhancements to skills, technology or processes.</p> <p>Develops and maintains a detailed knowledge of capability improvement approaches and techniques and selects appropriate approaches for the organisation.</p> <p>Carries out capability improvement assignments, such as maturity or performance assessments to identify strengths and weaknesses. Selects and prioritises improvement opportunities, generates buy-in and plans improvement activities justified by measurable organisational benefits.</p> <p>Offers support, guidance, advice and suggestions to help continual improvement activities.</p>
Organisational Change Management CIPM	3	<p>Follows standard techniques to investigate and analyse the size, nature and impact of changes to operational activities.</p> <p>Contributes to the recommendations for change management plans and actions.</p> <p>Supports implementation and engages with stakeholders under direction.</p>

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	May 2025
Approved By	HR Advisory Team