

Tribe Delivery Lead

Job Description

Position:	Tribe Delivery Lead	Location:	Flexible
Department:	CIO	Direct Reports:	TBC
Reports to (Role Title):	Group Transformation Officer	Budget Responsibility:	£TBC
Regulatory Requirements	N/A	Evaluated Level:	

1 Role Overview

The Tribe Delivery Lead has overall accountability for the success of all Squads within the Tribe acting both as a servant leader and coach. The role's main responsibilities include ensuring the delivery of the overarching plan by removing blockers, ensuring progress can be made by squad members by removing risks/issues outside of their control, dealing with any organisational impediments, managing tribe dependencies and protecting the squad from unnecessary distraction.

The Delivery lead is responsible for the day to day agile management activities and ensuring that Agile ceremonies are conducted consistently across the squads, driving a culture of skills growth and continuous improvement. They ensure that the optimum balance is achieved between costs, value and benefits.

Delivery Leads also have a solid grasp of how to scale Lean and Agile practices and understand the unique opportunities and challenges associated with facilitating and continuously aligning a large transformation program.

2 Key Responsibilities / Accountabilities

- Accountable for maintaining and facilitating Tribe level resource plans, forecasts future resource requirements and working with Solution Lead, Product Lead and Chapter Leads to agree future resourcing strategies
- Responsible for ensuring Tribe level ceremonies and processes such as monthly Tribe Planning and Sprint demos are conducted focusing on value return.
- Responsible for operating the Tribe budgets and ensuring adherence to guardrails at Tribe level.
- Responsible for maximising the Squads ability to deliver Sprint goals and contribute to Tribe OKRs.
- Responsible for managing Squad capacity, utilisation and velocity. Actively engages with other Squad Leads in the Tribe and Tribe leadership to discuss resourcing and utilisation
- Accountable for building of a robust high-level plan to deliver the Tribe strategy considering budgetary constraints in delivering the plan successfully.
- Responsible for having a clear understanding of the needs of the business and uses this to develop strategy and plans
- Responsible for advocating and leading agile ways of working as needed to advance business outcomes.
- Responsible for monitoring and reviewing progress on the strategy and plan, updating and evolving as required with the necessary senior stakeholder support.
- Responsible for ensuring the customer/clients/employees are 'front and centre' in everything that the Tribe does
- A role model for the behaviours that encourage a high standard of product delivery across the squads
- Responsible for identifying, measuring and reporting ROI across Tribe based on Squad performance versus product backlog value.

2 Key Responsibilities / Accountabilities

- Responsible for identifying, tracking, removing and escalating impediments and blockers at Tribe level to maintain both pace and flow of value.
- Responsible for facilitating Tribe PI Planning readiness by fostering a continuous exploration process which drives the creation of a vision and roadmap through Pre- and Post-PI Planning events
- Responsible for summarising Squad PI Objectives into Tribe PI Objectives and publishing them for visibility and transparency
- Responsible for strategy and execution alignment by improving the flow of value through the teams/value streams associated with the delivery model and pipeline
- Responsible for working with the Enterprise Program Management Office (EPMO) on program execution and operational excellence
- Responsible for relentless improvement via inspect and adapt workshops

3 Knowledge, Skills and Experience

Functional / Technical Knowledge, Skills and Experience

Essential

- Educated to Degree level or equivalent experience
- Recognised agile certification such as Scrum Master or equivalent
- Recognised scaled agile certification such as LeSS, SAFe or equivalent
- Extensive experience of leading the delivery aspects of Agile Tribes and Squads in other organisations
- Be a natural strategic thinker, with experience of implementing best practice in improving customer outcomes at different digital touchpoints.
- Extensive experience in complex integrations and data migrations from legacy systems
- Experience of transitioning teams from waterfall ways of working to agile squads and tribes
- Experience of working within Transformation Programme with multi million pound budgets
- Significant experience in modern, cloud based technology standards and practices. Including concepts such as API management and CI/CD pipelines
- Comfortable operating at executive level facilitating them to reach Product definition decisions and priorities and also hands on with the “teams on the ground”
- Both Business and IT literate – will lead delivery from a Process, People and Technology Perspective
- Able to evidence excellent “Customer” focus, empathy and communication
- Experience of recruiting and developing a high performing team; together with regular performance updates and managing that performance level appropriately
- Talented facilitator and stakeholder manager, garnering wide understanding, support and ownership of agile ways of working
- Strong communication and management experience in dealing with and effectively managing executive and senior stakeholders
- Knowledge and experience with 3rd party service providers including facilitation of RFP, on boarding and performance management
- Extensive experience and awareness of IT architectural governance, standards and methodology.
- Knowledge of identification and management of engineering, design and testing standards and practices that comply with internal organisation IT governance and architectural standards within a heavily regulated environment.
- Has a high level of commercial awareness and comfortable driving designs to maximise benefits
- Evidences ability to review, propose and improve delivery velocity and reacts positively to change
- Evidences organisation, prioritisation and excellent communication skills
- Expert knowledge of Azure Dev Ops and the complete suite of technical capabilities it can bring to organisations

3 Knowledge, Skills and Experience

- Enjoys working in a team and able to add value to the team dynamics, helping the team to achieve goals
- Experience of recruiting and developing a high performing team; together with regular performance updates and managing that performance level appropriately
- Evidence of challenging the delivery “norms”
- Excellent communicator with ability to negotiate, influence and explain, particularly to large business teams and geographically distant area.
- Able to lead calmly through periods of high pressure whilst inspiring people and teams to achieve excellence and grow their skills.

Desirable

- Legal Services Experience
- ITIL V4 qualification
- Active within the agile industry either by volunteering time, attending meet ups, writing articles etc.

Sector / industry specific

Essential

- Delivery knowledge and experience in one of the x3 business areas:
 - Legal Services Business Development and Growth, Operations and Services Delivery
 - Core IT Infrastructure – Microsoft Technologies, Cloud, Managed Services
 - Core business services such as People, Finance, IT and GC and Asset Management & Debt Recovery

Desirable

- Experience of working in the legal sector
- Understanding of how professional services organisations operate and any associated regulatory requirements

Interpersonal Skills

- Self-Starter, highly motivated by getting things done through team motivation and improving ways of working
- An articulate communicator, able to explain complex topics to colleagues
- Ability to build and manage positive relationships both within the CIO team, and across other functions
- Strong influencing skills, with the ability to identify and manage stakeholders
- Ability to drive collaborative working.

Profile creation	
Profile Created	[10/5/21]
Profile Updated	[date]
Created / updated by	Simon Tinkler – Interim COO
Reviewed by Line Manager	Garry Dowdle - CIO
Reviewed by Head of HR	Helen Woodhouse
Role Evaluation	
Evaluated by	[names]
Evaluation date	[date]
Role reference	[number]