Scrum Master

40 hours per week. Permanent contract

Department:	Cadet Digital Services	**Level:**	**L**2
Reporting to:	Product Owner	**Location:**	Home Based

Job Description

Purpose of the Post

The Scrum Master enables effective Agile delivery within Cadet Digital Services by coaching and supporting multidisciplinary teams to adopt and embed Agile principles. The role exists to ensure teams remain focused, collaborative, and continuously improving, so that digital products, such as Westminster and its supporting applications are delivered efficiently, securely, and with users at the centre.

Acting as a servant-leader, the Scrum Master removes impediments, facilitates Agile ceremonies, and supports the product owner and development team in planning and prioritisation. The role plays a key part in helping teams deliver high-quality outcomes.

Principal Responsibilities

- Facilitate Agile ceremonies including sprint planning, daily stand-ups, sprint reviews, and retrospectives.
- Enabling continuous delivery of high-value digital products.
- Coach team members and stakeholders on Agile principles, promoting a culture of collaboration, accountability, and iterative improvement.
- Support product owners with backlog refinement, prioritisation, and clarity of user stories.
- Monitor team health, performance, and delivery metrics, identifying opportunities for improvement.
- Champion user-centred design and ensure the team maintains a strong focus on meeting user needs.
- Promote the use of Agile tools (e.g. Azure DevOps, Jira, Trello) across Cadet Digital Services.
- Help teams balance technical debt and delivery priorities by fostering healthy conversations between developers and product owner.
- Support onboarding of new team members, helping them understand Agile working practices and team norms.
- Promote Agile best practices and contribute to the maturity of Agile delivery across Cadet Digital Services.
- Any other tasks directed by line management.

Key Competencies

Criteria	Essential	Desirable
Qualifications and Training	• Certified Scrum Master (e.g. CSM, PSM I) or equivalent formal Agile training. • Evidence of continued professional development in Agile delivery, coaching, or digital service management.	• Advanced Scrum certification (e.g. PSM II, A-CSM) or certification in related Agile frameworks (e.g. SAFe, LeSS, Kanban). • Relevant qualification or equivalent experience in a digital, technical, or project delivery discipline.
Experience and knowledge	• Proven experience as a Scrum Master or Agile facilitator in a digital or technology-focused environment. • Strong understanding of Agile methodologies (Scrum, Kanban, or SAFe) and how to apply them in practice. • Experience supporting multidisciplinary teams including developers, testers, designer and product owners. • Working knowledge of Agile delivery tools such as Azure DevOps, Jira, or equivalent.	• Experience delivering digital services in the public sector, MOD, or other regulated environments. • Experience working with distributed or hybrid teams across multiple delivery streams.
Skills and ability	• Excellent facilitation skills with the ability to lead Agile ceremonies and discussions effectively. • Strong coaching and mentoring skills to help teams adopt and improve Agile practices. • Ability to work collaboratively across technical and non-technical stakeholders. • Clear and confident communicator, able to explain Agile concepts to both teams and senior leaders.	• Confident in using data and metrics to guide improvement and support decision-making. • Ability to recognise team health issues early and take action to address them constructively.