



Agile Delivery Manager

Job Description

Who We're Looking For

At Benchmark Capital: Digital, we deliver digital solutions in the Wealth Management space, with our 6 scrum teams. As a true servant leader with technical and business acumen you will be supporting through your team, all our scrum teams in delivering the best possible value to our customers at a predictable pace.

As an Agile Delivery Manager, you are primarily focused on delivering that value across all our scrum teams, optimizing flow through the system, and helping teams mature in their technical agility.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym,

our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

Owning the end-to-end delivery of value to users

- Responsible for the delivery of prioritised features and enablers across all the scrum teams, from refinement through to deployment to production. You achieve this through empowering the teams, transparency, improving their co-ordination, and removing their impediments. You do not use command-and-control methods.
- You are a driver of responding to change (over following a plan) by managing the impacts to relevant stakeholders
- Actively managing dependencies and risks to delivery, communicating impacts to stakeholders and the delivery teams
- Line managing the release manager, who is a member of the wider Systems team, you'll be responsible for co-ordinating the scrum teams through the release process, so that you see that the value is delivered to production
- Delivering reporting to stakeholders on realising the planned objectives
- Actively managing an impediments backlog across the team, making impediments visible, and making progress on resolving them

Driving Agile and Digital transformation

- You are passionate about various bodies of knowledge that enable effective delivery of value for users. This covers Agile, Scrum, Kanban, Scaling Agile Frameworks (SAFe, LeSS, Scrum @ Scale), Lean, UX, Design Thinking, Design Systems. You're framework agnostic, but well informed, to make the best use of the right tools for the right context.
- You bring your knowledge of this to the teams and to the organisation, to make systemic changes that can make a difference
- Designing and pitching your transformation ideas to the Exec / C-Suite team, you mobilise transformational change
- Using your experience in modern engineering practices and SDLC, you will be guiding the teams and the wider organization in best practices.

Managing the Portfolio of Change for Digital

- Working with Product & Architecture, you facilitate Feature Readiness for the teams
- You work with Product Management to ensure that the Roadmaps are underpinned by Delivery velocity to have empirical forecasting
- Planning and facilitation of the quarterly PI Planning events
- Maintaining a forecast / proposed view of Capacity Allocation of work for the next quarter, across Business Features, Risk, Bugs and Technical Debt. Including preparing the Executive presentations to sign off on capacity allocations each quarter

Managing the Scrum Master / Agile Delivery team and Agile Coaching

- You manage and create a high-performing Scrum Master / ADL team that truly serves the needs of the delivery teams
- You are from the camp that believes that Scrum Masters / ADL's need to be able to engage on technical concepts so that they can add value to our teams, and they are able to truly remove impediments
- Constantly coaching the scrum masters to be providing more value to the scrum teams, be that by upskilling them in how to help the scrum team understand the domain and requirements, or through coaching them in the various bodies of knowledge that can result in high-performance software delivery teams
- Our teams have expectations of our scrum masters to be T-Shaped themselves and add value that goes beyond managing ceremonies and coaching
- Through your scrum master team, you will be guiding and coaching the teams to improved delivery efficiency in attaining committed objectives, performance predictability and optimising team's velocity.

The Knowledge, Experience And Qualifications You Need

- Hands-on experience of being an active member in a scrum team (Product Owner, Scrum Master, Developer, Tester, Agile Delivery Manager) – at least 4+ years in the role for a software development team that was applying Scrum principles, practices, and theory.
- Management Consulting experience of 3+ years, where you have developed your analytical ability, pitching and presentation skills, so that you can tell a story with impact, and are comfortable engaging with Exec's / C-Suite. Preferably, been involved in Agile Transformation Consulting.
- Strong understanding of the Software Development Lifecycle
- Strong understanding of modern development practices, tooling and architecture principles. This would cover things such as Shift-Left Testing, Version Control / Branching best-practices, Microservices, Service Oriented Architectures etc.
- Excellent written and presentational skills.
- Knowledge of Jira / Confluence and sprint reporting

The Knowledge, Experience And Qualifications That Will Help

- Certified SAFe Programme Consultant / LeSS practitioner / Scrum @ Scale Practitioner
- Certified Scrum Master (A-CSM, PSM II, PMI-ACP, SAFe SM / ASM)
- Certified Agile Coaching (ICP-ACC, ICP-ATF)
- Financial Services industry experience

What You'll Be Like

- Effective organisational skills.
- Live and breathes Agile mindset.
- Highly motivated with an attention to detail.
- Positive “can-do” attitude and ability to motivate others.
- High level of verbal and written communication skills.
- Strong team player.
- Comfortable working with senior stakeholders and willingness to share new ideas.

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Important Information: Issued by Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Registration in England No 09404621.