

Agile Delivery Manager

Job Level	5 TBC	Service	Data & Insight
Directorate	Internal Services	Function	
Direct Reports	0	Indirect Reports	Matrix manage programme/project resources

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](#): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose	The Agile Delivery Lead embodies the values and principles of the Agile Manifesto and is passionate about enabling high-performing, self-organising teams. This role goes beyond traditional Scrum Master responsibilities to encompass strategic delivery leadership, continuous improvement advocacy, and organisational agility coaching. The Agile Delivery Lead believes that individuals and interactions are more valuable than rigid processes and understands that the best requirements emerge from collaboration. The Agile Delivery lead helps teams embrace change as a competitive advantage. The postholder will be comfortable with ambiguity, passionate about servant leadership, and committed to creating environments where teams can do their best work. The postholder will also be a systems thinker who can see beyond individual team performance to organisational effectiveness, and someone who measures success by the value delivered to customers rather than adherence to predetermined plans.		
Budgetary responsibility/ accountability	N/A	Accountability for other resources	N/A

Key Responsibilities

Agile Leadership & Coaching

- Foster an agile mindset across teams and stakeholders, promoting empirical thinking and continuous learning
- Coach teams in self-organisation, cross-functional collaboration, and collective ownership of outcomes
- Guide teams through agile transformation, helping them adapt practices that serve their specific context
- Facilitate organisational conversations about agile values, principles, and practices
- Mentor other Scrum Masters and Agile practitioners within the organisation

Delivery Excellence

- Ensure consistent, sustainable delivery of working software that provides customer value
- Work with Product Owners and stakeholders to maintain a clear, prioritised product backlog focused on customer outcomes
- Facilitate effective collaboration between development teams, product management, and business stakeholders
- Support teams in identifying and removing impediments that block progress or reduce quality
- Champion technical excellence and good design practices that enhance agility

Scrum Master Duties

- Facilitate Scrum events (Sprint Planning, Daily Standups, Sprint Reviews, Retrospectives) ensuring they remain valuable and time-boxed
- Protect the team from external distractions and help maintain focus on sprint goals
- Support the Product Owner in backlog management and stakeholder communication
- Ensure Scrum artifacts (Product Backlog, Sprint Backlog, Increment) are transparent and understood
- Guide the team in estimating work and improving predictability of delivery

Continuous Improvement & Metrics

- Lead retrospectives and facilitate action-oriented discussions about team effectiveness
- Establish and track meaningful metrics that promote transparency and drive improvement decisions
- Encourage experimentation with new practices, tools, and approaches to enhance team performance
- Identify systemic impediments and work with leadership to address organisational barriers
- Promote a culture of learning, adaptation, and continuous improvement

Stakeholder Collaboration

- Build strong relationships with product managers, business stakeholders, and customers

	• Facilitate conversations that prioritise customer value and business outcomes over output metrics • Support transparent communication about progress, risks, and dependencies • Help stakeholders understand agile principles and adapt their working styles accordingly • Manage expectations whilst advocating for sustainable development practices Team Member • Actively participate in all team meetings. • Support other team members • Work and behave in accordance with all BRC policies, procedures and in line with our Values in Action. • Uphold the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics) • Facilitate communication and collaboration between team members and stakeholders. The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.
Knowledge & Skills Mark Essential with a *	• Deep understanding of agile values, principles, and agile frameworks such as Scrum and Kanban* • Strong facilitation, coaching, and conflict resolution skills* • Ability to build effective and strong interpersonal relationships - relates easily and effectively to colleagues, customers and partners*. • Knowledge of Agile techniques to be able to guide the team to adopt the appropriate approaches to things like scrum events, user stories and story slicing, OKRs (Objectives and Key Results), backlog management and prioritisation* • Excellent planning, organisational, and time management skills.* • Understanding of how to use metrics and data to drive improvements to products and ways of working* • Excellent servant leadership skills. • Demonstrates and embodies an Agile mindset*. • Coaching and mentoring skills with the ability to invest in others. • Certified Scrum Master (CSM), Professional Scrum Master (PSM), or equivalent Agile certification • Background in software development or technical product management • Knowledge of DevOps practices and continuous integration/deployment pipelines • Understanding of user experience design and customer development practices • Understanding of Agile frameworks like LeSS, SAFe, XP etc.
Experience Mark Essential with a *	• 3+ years of experience as a Scrum Master or Agile Coach with demonstrable results • Proven track record of successfully leading agile teams through complex software delivery* • Experience with agile metrics and reporting tools* • Experience of developing others' understanding of Agile principles and the Scrum Framework.

	• Hands-on experience of enabling a team to follow Agile Scrum, introducing and embedding appropriate approaches, in a way that works for that team.* • Experience of motivating and encouraging others to adopt new ways of working and managing conflict resolution through open, honest and respectful conversations. • Experience working as a servant leader. • Experience working within a team that develops products which meet user need. • Experience with scaled agile frameworks (SAFe, LeSS, Spotify Model) in larger organisations • Experience coaching teams through agile transformation initiatives • Experience of working with Salesforce and/or Dynamics or other CRMs
Additional requirements	Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.

Pre Engagement Checks Highlight bold as required	
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DBS- England & Wales	N/A
PVG- Scotland	N/A
Access NI- Northern Ireland	N/A
Driver Check	N/A
<u>International Roles Only</u>	
International Police Check	N/A
International Driving Licence for manual cars	N/A

Role Reference		Review Date
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.