

Job vacancy

Agile Delivery Coordinator

November 2024

Looking for an exciting and rewarding career?

theidol.com is looking for an Agile Delivery Coordinator (ADC) to join their team, reporting into the Agile Delivery Manager.

The Idol is an award-winning, rapidly growing tech company based on the edge of the Lake District National Park in Cumbria. It's the ideal setting to get out, enjoy a walk, be inspired, and conceive our next innovative product or solution. We've been leading online innovation since 1999 and specialise in creating cutting-edge web applications and solutions for customers and businesses of all sizes.

We are part of the Legal & General Group and partner with household brands such as Go.Compare and ComparetheMarket. We pride ourselves on innovation and early adoption of new technologies and working practices. You can find out more on [our website](#).

Overview

The Agile Delivery Coordinator will be responsible for leading delivery teams to ensure they follow agile principles and practices which deliver change in line with agreed business priorities that add value to customers and stakeholders, while adapting to the changing needs and expectations of the business and users.

Principle accountabilities

- Responsible for owning and delivering change into production based on The Idol's time and quality standards and as agreed with internal and external stakeholders, achieved through effective definition and enforcement of Agile ways of working.
- Leading sprint planning and priority setting.
- Working with internal and external stakeholders to ensure there is a sufficient backlog of work ready for development.
- Coaching and facilitating to drive the delivery of the roadmap as defined by the product team within the timeframes agreed.
- Identifying, challenging and attempting to resolve any blockers and under-performance impacting delivery.
- Ensuring that internal and external partners provide quality user stories that are fit for sprint prioritisation to ensure sprint velocity is consistent and sprint goals are achieved.
- Coordinating with internal stakeholders to ensure each squad has the appropriate agile resources and support available to them to deliver within the sprint.
- Managing internal and where appropriate external stakeholder communications to ensure all customers are aware of progress and any risks to the delivery of changes in the timelines agreed.
- Producing reports and communication on the project status to be shared with stakeholders both internally and externally.

- Consider, relevant to your role, the needs and objectives of all our customers, including vulnerable customers, to ensure that they receive good outcomes.

Person specification

Knowledge, experience and qualifications

- An Agile and Jira “wizard” with significant experience working within an agile environment.
- Experience managing the delivery of several concurrent projects prioritising demands and requirements and resolving blockers that impact delivery.
- Experience working within a software development environment or working alongside technical stakeholders.
- Strong skills in MS Office.
- Understanding of technical jargon within an IT context
- Experience producing documentation and reports to a professional standard.

Behaviours

- Defines and adheres to processes, ensuring others do the same.
- Pays attention to detail.
- Self-manages own workload by prioritising demands to continually meeting agreed deadlines and delivery targets.
- Approachable and friendly, and contributing to a positive and active working environment.
- Provides feedback and coaches individuals to help them deliver their best.
- Challenges under-performance and has robust conversations about delivery when required.
- Communicates clearly and concisely in English, adjusting the content and delivery according to the needs of the audience.
- Collaborates and engages with stakeholders and colleagues to build and maintain good working relationships and share knowledge.
- Changes direction where required, showing flexibility to meet new demands and quickly learning and mastering new and existing technologies.
- Demonstrates curiosity and open-mindedness to learn new technologies.
- You must act to deliver good outcomes for retail customers.

Scope

- This is a full-time Monday to Friday role working an average 37.5 hours per week.
- Hybrid flexible home/office working supported. There is a requirement to attend the office in Cumbria approximately twice a month or as frequently is required to meet the role requirements (expenses will be provided depending on your location).
- Salary from £45,000 depending on experience, 25 days holiday plus public holidays, plus performance rated bonus, enhanced pension, and generous private medical, family, sickness, and insurance benefits, and share schemes.

Over to you

If you have a genuine enthusiasm for working with customers within a technology-driven services environment, you may be just what we’re looking for! Apply via email with your CV and covering letter explaining your interest in the role to iwanttowork@theidol.com