Agile Coach

Specifics

Reporting to
Way of Working Lead

Practice/ Team
Way of Working

Business Service
Strategy and Commercial

Date
October 2024

Welcome

We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.

Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.

Role Purpose

The Agile Coach will lead and support Meridian in adopting our methodologies and practices to enhance project delivery, team collaboration, and overall business agility. This role involves coaching teams, facilitating workshops, and mentoring leaders to foster a culture of continuous improvement.

Responsibilities

- Provide guidance and support to teams in implementing Meridian frameworks to improve productivity and delivery.
- Lead Agile ceremonies such as sprint planning, daily stand-ups, retrospectives, and reviews to ensure effective communication and collaboration.
- Develop and deliver training sessions for teams and stakeholders on Agile principles, practices, and tools.
- Collaborate with teams to identify opportunities for process improvement and implement best practices to enhance team performance.
- Work with leadership and stakeholders to align Agile practices with organizational goals and promote a culture of transparency and accountability.
- Evaluate team maturity in Agile practices, provide feedback, and track progress using relevant metrics, OKRs and KPIs.
- Support Meridian's Agile transformation by helping to address resistance and fostering a mindset of adaptability and innovation.
- Create and maintain documentation related to Agile processes, methodologies, and tools to ensure consistency and clarity across teams

Skills and Experience

- Bachelor's degree in a related field (e.g., Business, Information Technology).
- Proven experience as an Agile Coach or similar role in Agile transformations.
- Strong knowledge of Agile methodologies (Scrum, Kanban, etc.) and best practices.
- Excellent facilitation, coaching, and mentoring skills.
- Strong communication and interpersonal skills, with the ability to influence at all levels of the organization.
- Relevant Agile certifications (e.g., Certified ScrumMaster,) are a plus.
- Experience with Agile tools (e.g., JIRA, Miro, etc.) is preferred.
- Strong analytical and problem-solving skills.
- Ability to work collaboratively in a team-oriented environment.

Be a good human

Be in the waka

Be gutsy

Enabling Team Member

As a member of an Enabling Team, I am

- A subject matter expert within my area of expertise with a deep understanding of my functional area/craft
- Focused on supporting and empowering Squads, Value Streams and other Enabling teams with specialist advice and support
- Curious and innovative and passionate about customer experience and value

And, I am not

- A solitary specialist working independently without engaging with other teams or the wider business context.

Role Purpose

Provide critical enabling capabilities to make Squads and other teams more efficient, faster and independent

Support Value Streams and Business Services by providing specialist advice, knowledge, and skills development

Structure

Enabling Teams deliver work which allows other areas of the business to deliver on their goals, objectives and KPIs.

Enabling Teams will also have their own goals, KPIs and quarterly plans.

Enabling team members may be allocated to a squad to help provide specific inputs or services

Skills and Mindsets

Subject Matter Expertise
- Deep understanding of the specific functional area or craft
- Ability to translate complex technical concepts into practical solutions

Individual skills
- Excellent communication and collaboration abilities
- Adaptability and problem-solving skills in dynamic environments

Mindset
- Growth-oriented, with a focus on continuous improvement and learning
- Empowering and supportive, fostering independence and efficiency in teams
- Customer-centric, with a commitment to delivering value and aligning with business goals
- Thought leadership mindset, staying ahead of trends and driving innovation within the area of expertise.

Key Responsibilities

Deliver quality outputs
- Adhere to frameworks and guidelines to deliver with consistency and to set standards
- Maintain toolkits and frameworks for the business to use
- Challenge to continuously improve the quality and speed of output delivery
- Support achievement of enabling team goals and KPIs

Teamwork
- Foster a growth mindset, encouraging your team-mates to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn
- Be a valuable & contributing member of relevant teams
- Support teams to build knowledge and capabilities to become independent and empowered