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## POSITION DESCRIPTION

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**Name:**

**Job title:** Agile Project Manager

**Date:**

**Department:** GPM

**Reports to:** Creative Director

**Basic purpose:**

The Agile Project Manager has day-to-day responsibility for the smooth and effective running of the project team with a focus on the teams’ ability to deliver by removing impediments and reporting on the KPIs. This integral position will be a part of supporting the development phase of the digital product lifecycle. The Agile Project Manager will work closely with both digital and platform teams fostering a collaborative dynamic.

The Agile Project Manager will also have a strong appreciation of the strengths of waterfall/sequential workflow practices in order to successfully work across teams to implement change where it makes sense. As the Agile Project Manager, you will to take the time to understand our business needs and product requirements by working with content development teams across the various publishing lists.

**Principal accountabilities:**

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| **Key Outcome Area** | **% of**  **Total**  **Job** | **Objectives and Tasks** | **Core Competencies** | **Standards** |
| Project team facilitator | 60% | * Capture project scope and objectives, involving all relevant stakeholders. * Maintain Cengage Digital Product Workflow and accompanying RACI. * Be an integral part of supporting the Digital Product Workflow throughout each development phase of the product lifecycle. * Understand technical deliverables and help support completion within iterations especially through the promotion of self-organisation. * Run release planning sessions and retrospectives on projects. * Monitor progress of the sprint on a daily basis, taking proactive measures ahead of time when required in order to achieve sprint deadlines and objectives. * Support the completion of stories and intern Epics in Jira. * Support user story mapping to ensure product vision and clear acceptance criteria. * Coordinate and facilitate projects/programs using Agile practices, processes and tools - including rituals such as sprint planning, iteration reviews and retrospectives. * Promote, support and enable continuous improvement amongst the project teams. * Help support the project team’s relationships with key stakeholders by being the team’s ‘voice’ and managing impediments. * Measure team health by using appropriate tools and techniques. * Provide regular reporting against performance and effort. * Facilitating discussion, decision making, and conflict resolution. * Interface with Product Managers to ensure project goals and requirements are being met. * Be the hub of communication for the project - in regular contact with internal and external stakeholders engaged in delivering our product. | * Sound knowledge of SDLC * Sound knowledge of Agile Principles and Practices * Ability to advise team’s approach on a project * Ability to listen and understand internal and external customers and understand their needs * Proven ability to re-interpret, instruct and communicate current software development principles and methods to various stakeholders * Display commitment to understanding the expectations of internal and external clients * Excellent communication and interpersonal skills * Analytical and problem-solving abilities with keen attention to detail and follow through * Prioritise workload to routinely meet negotiated deadlines and ensure internal stakeholder needs are satisfied * Organised and task-orientated * Ability to deal with impediments effectively * Focused on team delivery | * Customer-first focus: dedicated to meeting the expectations and requirements of internal and external customers * Minimal communication problems due to effective communication * Demonstrated creative and analytical skills * Introduction of new products and technologies * Adherence to policies and procedures * Technology knowledge and self-initiated training * Yearly performance review and ongoing feedback |
| Project Management | 20% | * Support the Creative Manager with project team planning, costing/budgeting, scheduling. * Aware of competitor releases and ensure we meet our release due dates. * Create and maintain process and project documentation. * Encourage and facilitate collaboration. Set up projects using industry tools i.e. Trello/Jira to give full visibility but also allow the team to collaborate independently. * Collaborate with other Project Managers to deliver on cross-functional tasks planned and executed outside of the project team * Support project team product backlog. * Work with external vendor partners, ensuring dependencies are being supported and escalated appropriately. * Provide project reporting, covering project progress against goals, risks, and dependencies. * Advise on project risks, dependencies, and key decisions. * Ensure that all documentation, costings, briefs, scopes and presentations are of the highest possible standard. | * High level project support and negotiation skills and ability to handle complex projects * Ability to summarise complex topics for non-technical customers both verbally and visually * Ability to effectively collaborate and foster a team culture of continuous improvement by promotion of new technology opportunities * Ability to participate in global media team initiatives across time zones * Ability to multi-task and efficient time management skills * Ability to communicate in non-technical language to others to obtain a clear understanding * Demonstrate interpersonal skills with the ability to build relationships and a willingness to help others * Anticipates and adjusts for problem scenarios * A positive attitude to problem-solving * Ability to prioritise urgent tasks, support workflow and ~~keep all aspects of the job under control and~~ work towards ~~deadlines~~ completion dates * Ability to work independently and as part of a team * Be positive and a force for good in the team – even when faced with difficult problems. Be solutions focused * ~~Know when to delegate upwards and raise the alarm at the right time, to the right people when issues occur~~ | * Leading change - strategic product differentiation * Active participation and attendance at select media events and sales conferences * Technical judgement and ability to analyse both successes and failures for continuous improvement * Ensure you are driving quality at every stage of the project * Product testing and performance * Project meet budgets and deadlines * Up to date schedules with clear timelines * Embraces Cengage core values and competencies * Conscientiousness, persistence and reliability in record maintenance and communication * Minimal communication problems due to effective communication * Invoices processed accurately and on time * Customer first focus * Ability to build rapport * Friendly, proactive communication * Meetings held and active participation * Vendors adherence to Cengage standards |
| Agile  Coaching | 10% | * Implement Agile as a project management model where applicable. * Liaise with US Agile coaches learn about Cengage Way principles and what could be applicable to implement at Cengage. * Coach, educate and mentor fellow team members regarding Agile manifesto, practices, principles and mindset. * Working with other Project Managers on implementing Agile development approaches where applicable. * Know all factors to help you decide which method to use for product management. * Know when to allow for Agile workflow i.e. when we need to assess the direction of a project throughout the development lifecycle - “iterative” and “incremental”. * Foster, encourage and expose teams to project management workflow methods and practice. | * Applying the most appropriate working method to projects * Ability to mentor and coach others * Ability to identify training needs and deliver appropriate training and support | * Digital strategy * Continuous improvement and improved efficiency * Support provided * Increase use of Agile by stakeholders * Agile knowledge of colleagues |
| Continuous Improvement | 5% | * Ensure that all processes are up to date and are in compliant with the documented process map on Inside. * Conduct the six-monthly process audits. * Ensure all changes to the processes are updated and documented. * Maintain reliable team metrics for business reporting and to suppoprt internal improvement. * Collaborate closely with the Creative Director to communicate best practices for the team. | * Problem-solving abilities with keen attention to detail and follow through * A willingness to support and help others | * Continuous improvement and improved efficiency * Self-initiated training and development of knowledge * Demonstrated initiative for issue resolution and new ideas to add value to users * Participation and contribution of processes improvement projects * A positive attitude to problem-solving |
| Workplace Health and Safety | 5% | * Be aware of duty of care and act in a safe manner. * Ensure all company WH&S policies and procedures are adhered to. * Be familiar with property security, first aid and fire emergency procedures. * Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury. * Participate in WH&S investigations when required. | * Ability to follow policies and procedures * Ability to use initiative and take responsibility * WH&S aware * Analytical and problem-solving abilities | * Adherence to WH&S policies and procedures * Increased WH&S awareness * A positive attitude to WH&S * Reduction of number of WH&S incidents |

**Direct reports:** N/A

**Main contacts:**

Internal: Creative, Platform, Creative Director, Head of Production, Product Managers, Project Managers, Project Owners, Editorial, Content Managers

External: Cengage Agile Coaches, ~~CL~~ Cengage global contacts, Local vendors

**Education/qualifications/experience:**

Proven work experience as a Project Manager or another role that promotes strong understanding of Software development lifecycle

Proven work experience promoting Agile methodologies and supporting tools

Proven hands on Jira/Confluence experience

Experience with Scrum, Kanban and Lean methodologies

Demonstrate strong knowledge and background with Agile concepts

Experience with Waterfall or involvement converting teams from Waterfall to an agile approach

Excellent leadership, communication and collaboration skills

Experience working in a large organisation with diverse stakeholders, complexities, dependencies, multiple teams

**Core Cengage Competencies:**

* Speed: Proactively gets things done quickly, with a high quality of work. Overcomes barriers and continually finds ways to be more efficient.
* Focus: Identifies core business problems and opportunities; seeks and proposes solutions while avoiding distractions. Persists through achieving deliverables.
* Collaboration: Committed to helping others be successful; partners with key organizational stakeholders, individuals and teams outside own functional area to promote business alignment.