

POSITION DESCRIPTION



Name:**Job title:** Lead/Senior Agile Project Manager**Date:** July 2022**Department:** GPM**Reports to:** Director, Design Strategy

Basic purpose:

The Lead Agile Project Manager has day-to-day responsibility for the smooth and effective running of the project teams' with a focus on the teams' ability to deliver by removing impediments and reporting on the OKRs. This integral position will be a part of supporting the development phase of the digital product lifecycle. The Lead Agile Project Manager will work closely with GPM teams to foster a collaborative and transparent workflow.

The Lead Agile Project Manager will co-facilitate regular planning sessions with the Agile Project Manager to help support and visualise project priorities and utilise in-house resources in a way that will provide the most value to the business across team resources and divisions:

The Lead 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. The Lead Agile Project Manager will collaborate and problem solve with colleagues cross divisionally to understand Cengage business needs and product requirements by working with content development teams across the various publishing lists

The Lead Agile Project Manager is to oversee the day-to-day activities and training and development of direct reports.

Principal accountabilities:

Key Outcome Area	% of Total Job	Objectives and Tasks	Core Competencies	Standards
Project team facilitator	40%	<ul style="list-style-type: none">• Capture project scope and objectives, involving all relevant stakeholders.• Maintain and evolve Cengage Digital Product Workflow as required, along with accompanying RACI.• Co-facilitate and help implement standards for consistent ways of working for Agile Project Management at Cengage, in collaboration with the Agile Project Manager.• Be an integral part of supporting the Digital Product Workflow throughout each development phase of the product lifecycle.	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Customer-first focus: dedicated to meeting the expectations and requirements of internal and external customers• Minimal communication problems due to effective communication demonstrating mutual respect and acceptance of diverse thoughts and backgrounds• Demonstrated creative and analytical skills

	<ul style="list-style-type: none"> • Work with the Agile Project Manager to streamline and innovate on ways of working within GPM. • Understand technical deliverables and help support completion within iterations especially through the promotion of self-organisation. • Run release planning sessions and retrospectives on projects within remit, that are being managed within the scrum framework. • 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. 	<ul style="list-style-type: none"> • 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 • Strategic thinking and knowledge of the impact strategies and tactics may have in the marketplace, develops new and innovative approaches, anticipating stakeholders' needs 	<ul style="list-style-type: none"> • Introduction of new products and technologies • Adherence to policies and procedures • Technology knowledge and self-initiated training • Project performance reviews and ongoing feedback • Setting the bar higher to achieve the best possible outcome
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Project management	20%	<ul style="list-style-type: none"> • Support the Creative Manager with project team planning, costing/budgeting, scheduling. • Be aware of competitor releases and work with the project teams to 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. Wrike/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. 	<ul style="list-style-type: none"> • Project management skills with the ability to focus on the bottom line providing different strategies to complete tasks and projects. Identifies risks and plans to mitigate them • Ability to problem-solve and manage complex and/or numerous projects to an agreed timeline, thinking ahead and identifying future steps • Ability to identify the key issues in complex situations, apply good judgement and timely decision-making to prioritise work and effort • 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 work independently and as part of a team 	<ul style="list-style-type: none"> • 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 ethos and credo • Conscientiousness, persistence and reliability in record maintenance and communication • Minimal communication problems due to effective communication demonstrating the acceptance of diverse thoughts and backgrounds • Invoices processed accurately and on time • A relentless focus on our customers, putting learning first

			<ul style="list-style-type: none"> • 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 • Be positive and a force for good in the team – even when faced with difficult problems. Be solutions focused 	<ul style="list-style-type: none"> • Ability to build rapport and mutual respect • Friendly, transparent, and proactive communication • Meetings held and active participation • Vendors adherence to Cengage standards
Agile coaching	10%	<ul style="list-style-type: none"> • Support and manage the Agile Project Manager to help resolve queries and provide guidance • Collaborate with Agile Project Manager to align on what a 'Centre of Excellence' for Agile Project Management for Cengage Australia could be. • 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 locally. • 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. 	<ul style="list-style-type: none"> • Apply the most appropriate working method to projects • Ability to mentor and coach others • Ability to identify training needs and deliver appropriate training and support • Encourages others to obtain, share, interpret and apply information useful to the business performance 	<ul style="list-style-type: none"> • Digital strategy • Continuous improvement and improved efficiency • Support provided to direct report and project teams • Increase use of Agile by stakeholders • Agile knowledge of colleagues • Collaboration, sharing ideas and learning in a team environment, challenging ourselves and others

		<ul style="list-style-type: none"> • 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. 		
Lead, develop and mentor direct report to maximise the effectiveness of the team	20%	<ul style="list-style-type: none"> • Provide mentoring and technical help to direct report. • Manage and monitor self and direct report’s workload and prioritise schedules. • Recruit, train and facilitate multi-skilling of team. • Set goals and conduct Quarterly CheckPoints and performance appraisals in a timely manner. • Ensure direct report has the appropriate training and resources to perform their job efficiently. • Provide guidance and clear direction to staff. Be available to staff for queries; and to assist with problem-solving and issue resolution. • Schedule regular meetings with staff to monitor progress on deliverables, set goals and provide progress reports including discussions on career development utilising Wayfinder and the Professional Development Hub. • Counsel and proactively engage with staff and stakeholders to resolve issues promptly; elevate appropriately to management and HR. 	<ul style="list-style-type: none"> • Ability to manage and monitor workflow to meet deadlines • Provides strong leadership and guidance for staff • Ability to set standards for performance • Ability to manage self and others to achieve results • Effectively coach and foster an environment of continuous and high-performance culture improvement by positive role modelling and collaboration • Ability to provide ongoing, balanced and constructive feedback to facilitate learning • Provides appropriate development training and support for staff • Excellent listening and communication skills. • Substantial experience in list management and ability to transfer understanding to others. 	<ul style="list-style-type: none"> • Open door communication policy • Embraces Cengage ethos and credo • Quarterly CheckPoints and ongoing feedback as required (including Career Development) • Conflict resolution • Minimal communication problems due to effective communication demonstrating mutual respect and acceptance of diverse thoughts and backgrounds • Staff turnover and reasons for turnover • Morale of the team • Drive the accomplishment of overall goals • Culture of high performance within the team, challenges others to achieve desired outcomes • Effectively performance manage nonperforming staff as required • Staff training

Continuous Improvement	5%	<ul style="list-style-type: none"> • Ensure that all processes are up to date and are in compliant with the documented process map on SharePoint. • Continuously improve on processes as needed • Ensure all changes to the processes are updated and documented. • Maintain reliable team metrics for business reporting and to support internal improvement. • Collaborate closely with the Creative Director to communicate best practices for the team. 	<ul style="list-style-type: none"> • Problem-solving abilities with keen attention to detail and follow through • A willingness to support and help others • Ability to use initiative and take responsibility 	<ul style="list-style-type: none"> • 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 questioning the status quo and willingness to take calculated risks
Workplace Health and Safety	5%	<ul style="list-style-type: none"> • Ensure self and direct report(s) are 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. • Assist in WH&S audits if requested and take action when required. • Support and assist in rehabilitation and Return to Work programs when necessary. 	<ul style="list-style-type: none"> • Ability to follow policies and procedures • WH&S aware • Conscientious and keen sense of responsibility • Analytical and problem-solving abilities • Ability to lead by example 	<ul style="list-style-type: none"> • Adherence to WH&S policies and procedures • Increased WH&S awareness • A positive attitude to WH&S and problem solving • Reduction of number of WH&S incidents • Results of work area WH&S audits • Sets example for direct reports

Direct reports: Agile Project Manager

Main contacts:

Internal: Creative and Platform teams, Director, Design Strategy, Director of Content Strategy, Product Managers, Project managers, Editorial, and Content managers

External: US Colleagues, local and overseas digital agency vendors

Education/qualifications/experience:

Proven work experience as a Project Manager or another role that promotes strong understanding of Software/Product 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
Experience supervising a small team

Our Ethos:

Put Learning First: We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers	Embrace the Unknown: We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious	Set the Bar Higher: We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable	Do More Together: We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.	Be Candid: We take ownership of everything we do and treat each other with mutual respect. We are transparent because we see problems as opportunities to improve.
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