

SPRINT TEAM LEAD



Reports to: Operations Director

Department: Delivery

Location: Hampshire, UK

Role: Full Time – Permanent

Salary: Competitive

ABOUT OMNICO

Omnico is a transaction and engagement technology provider, with a state-of-the-art integrated platform that's helping leading brands in theme parks and casinos, retail and catering. This platform can leverage customer data to provide exceptional consumer experiences at a time when it's needed the most. It's driving up revenues and improving customer loyalty, and we're doing it all over the world.

From contactless retail and hospitality POS, to smart ticketing solutions, everything is integrated into your own customer apps, so your engagements last longer, without sending guests away.

But innovation takes talent, and our passionate team of over 100 people is what keeps Omnico at the forefront of the market. We invest heavily in research and development, to continue the job of helping our clients delight their customers and guests, no matter what's going on in the news.

Omnico operates globally, with US offices in Orlando, Atlanta and Raleigh, and UK sites in Basingstoke, Eastleigh and West Malling.

PURPOSE OF ROLE

This role is a critical role to Omnico and offers the challenge of building a high-performing scrum team and be accountable for the results. Fundamentally, ensuring that the product backlog is managed alongside the product owners and is broken down and prioritised into achievable tasks and sprints, *with and involving* the team to ensure that the backlog is delivered. You will have the responsibility to validate and implement the

technical approach based upon defined principles or architectural direction from the Design Authority and to motivate and set clear objectives for your team to achieve high-quality, on-time deliverables in a global product company. This is first and foremost a people position to build an engaged and high-performing team but ultimately you are accountable for the team's results.

DUTIES & RESPONSIBILITIES

- Must strive to meet sprint development targets through the definition of done, related to quality, schedule and cost
- Implement and accurately track Key Performance Indicators and report on the status (backlog, sprint cadence, tasks completed, quality, schedule, cost) against epics, features, user stories, tasks and development plans, mitigating issues and raising to senior management when appropriate
- Create and maintain a high-performing predictable machine, delivering high quality, first time and on time.
- Resource allocation and capacity planning: will estimate how many people are needed to deliver the level of backlog required in a desired cadence, what areas they will work on, and approximately when they will work on them, but these will only be estimates. The teams will be responsible for identifying areas of need on a per-sprint and even release basis.
- Adopt the best of technology in tooling and reporting including Azure Devops, Business intelligence and appropriate agile processes.
- Adopt a continuous improvement mentality for all development processes and particularly drive the adoption of and practical working of scrum and scrum at scale.
- Support and mentor sprint teams through technical development and task delivery acting as mentor and coach to help the team succeed in their role of being a team.
- Review and promotion: will review every member of their team on a regular basis, the performance of the team is as important to the role as individual management.
- Develop self-management behaviours within the team
- The role is a balance between a purest scrum master and technical expert that can lead a development team through iterative sprints.

ESSENTIAL SKILLS

- ***Building Effective Teams*** – can blend people into teams, creating strong morale and spirit, sharing wins and successes. Fosters an open dialogue, let's people be responsible for their work; defines success in terms of the whole team, creates a feeling of belonging in the team. Identify the correct mix of technical abilities providing an environment where each member can grow and contribute to the team deliverables.

- **Motivating Others** – Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of them. Pushes tasks and decisions down, empowering others; invites input from each person and shares ownership and visibility; makes everyone feel his/her work is important.
- **Action Oriented** – is full of energy for the things he/she sees as challenging; seizes opportunities
- **Planning** – Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals breaking down work into process steps; develops schedules and anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results
- **Priority Setting** – Focus's his/her time and that of others on what's important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks, creates a focus
- **Directing Others** – Establishes clear directions; setting stretching objectives; laying work out in a well organised manner, maintaining two-way dialogue with others on work and results; brings out the best in people, is a clear communicator
- **Managerial Courage** – Provides current, direct, complete and 'actionable' positive and corrective feedback to others; lets people know where they stand; faces up to people problems quickly and directly and is not afraid to take negative action when necessary
- **Delegation** – Clearly and comfortably delegates both routine and important tasks and decisions; broadly sharing responsibility and accountability; lets direct reports finish their own work
- **Time management** – Uses his/her time effectively and efficiently; concentrating on the important priorities; gets more done in less time than others; can attend to a broader range of activities
- **Technically astute** – can balance the level of detail required by teams with the ability to support decision making and report up to management technical subjects in a non-technical manner.
- **Technical thought leadership** – skilled at managing and delivering complex technical deliverables in .net core and cloud deployments alongside client Microsoft C# applications and act as overall coordinator.
- **DevOps mentality** – must instil in the team/company that teams are fully accountable from backlog to business as usual

Desired Experience

- Solid experience working in a software development team for bespoke software and/or a product company
- Agile (practical Scrum) and waterfall delivery experiences, with awareness over the flexibility and hybrid approaches and why / when they might work best.
- Experience of acting as a team leader in growing and mentoring your team to grow and succeed and being aware of the tension in allowing a scrum servant-leadership team spirit to evolve; involving everyone in decisions yet being accountable for results.
- .Net core / C# programming experience

- React UI framework or similar
- Azure DevOps hands-on working knowledge
- CI/CD pipelines – experience of delivering CI/CD pipelines and the associated software branching strategies to support feature delivery.
- Experience of Test-Driven Development and automated CI/CD pipelines.
- Azure cloud-based solution deployment and infrastructure as code.

Person Requirements

- Must have high-energy
- Resilient to a high-paced environment in a growing company
- Can provide structure to work through the volume
- Natural leadership attributes

Other Information

- To adhere to and promote Omnico's values
- Any other ad hoc duties that may be assigned from time to time
- Candidates must have the right to work in the UK
- Must be flexible to work from Omnico offices as required
- Must be flexible to work extended hours as necessary to work with international customers
- UK and international travel may be required



HOW TO APPLY

If you feel this role is for you please contact us with your resume and any details you think are relevant to your application:

careers@omnicogroup.com | [omnicogroup.com](https://www.omnicogroup.com)

SPRINT TEAM LEAD

Development

You are here to... to ensure that the product backlog is broken down into achievable tasks with the product owners and coordinate the work over a series of sprints. You have responsibility to validate and implement the technical approach received from the Design Authority and to lead the team in achieving high-quality deliverables and help to make Omnico a great place to be.

WE'LL KEEP YOU BUSY WITH...

1. Translating epics/features/user stories into tasks, estimates and development plans and working collaboratively to achieve the agile team's 'definition of done'.
2. Working within your sprint team, but also working across other development sprint teams to ensure the wider delivery of product and customer deliverables and their milestones are met by the delivery team as a whole.
3. Working with technical stakeholders to ensure that the task dependencies are clearly understood amongst the team and that tasks are ordered appropriately in the sprints.
4. Ensuring the sprint team adheres to 'standard' product deliverables, accommodating tier one customers in a controlled manner.
5. Creating a high-performing team through strong line management, setting clear objectives, coaching/mentoring and investing in your team's individual and collective capability through regular 1:1's and quarterly appraisals.

YOU'LL KNOW YOU'RE DOING A GOOD JOB WHEN...

1. You accurately track and report on the status of development tasks, user stories, features, epics and development plans, mitigating issues and raising to senior management when appropriate.
2. Your team is an engaged, high-performing machine, delivering quality first-time and on time.
3. You look to constantly improve processes and assess the quality of requirements / specifications asked of you and ensure that the development process can be a success by enforcing those standards.
4. You provide estimates of effort in a timely manner to enable quick sales turnarounds.
5. You are hitting the development targets related to quality, schedule and cost.

More than this, it is about how you go about your days at Omnico. We love it when people are...

1. **Collaborative**, be friendly and approachable, someone that people naturally gravitate to and want to work with. Work together in delivering customer success.
2. **Open**, be creative regardless of role, open minded to come up with innovative solutions and better ways of working.
3. **Respectful**, be self-aware, decent, and considerate, able to diffuse situations and respect the values and opinions of others.
4. **Empowered**, be brave and not afraid to say what you think, admit when something isn't working, come up with ideas, make changes for the better. Make a difference.