



Agile Project Manager

Responsible to	Programme Management Lead
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ (with the requirement to work from the office at least 3 days each week, including Mondays)
Salary	up to £45,000 per annum depending on experience

About the Role

The LTA's vision is 'Tennis Opened Up' and its mission is Transforming Communities through Tennis. Sitting within the Digital Transformation & Technology Team, the Agile Project Manager will work closely with the business, technology and project teams to deliver and maintain new and enhanced products or services, enabling delivery of the LTA strategy.

This role will help to provide ongoing development of customer-focused solutions within our Salesforce, Web and mobile app platforms. You will assist the development teams in applying an agile framework whilst planning deliverables, sprints, resources and monitoring progress. The Agile Project Manager will be responsible for managing timelines, resolving problems and coaching team members on Agile methodologies to ensure sprints are fully productive and deliverables are implemented to a high standard. You will work closely with the Digital Product team, including internal and external (offshore) developers across our main platforms (Salesforce, Mulesoft, Web and mobile app) to continue the LTA's Digital Transformation journey, enabling and accelerating delivery of the LTA's vision.

The role will also require project management capabilities as you will manage projects that contribute towards the LTA's business objectives. You will be responsible for assembling and leading project teams from project initiation to delivery, ensuring deliverables have been met within the agreed timeline and budget. You will have excellent written and oral communication skills and the ability to motivate colleagues and project teams to collaborate together to achieve shared goals.

The role will suit someone who has a strong background in a Scrum Master role, as well as project management experience and has a passion for making a difference through sport.



Key Accountabilities

Scrum Master:

- Collaborate with the Digital Product Lead and Development Team to understand the scope of work for the upcoming sprint.
- Collaborate daily with the Development Team, which is made up of some internal and some external, including offshore members (circa 20 team members).
- Lead and facilitate sprint planning meetings and daily stand ups.
- Facilitate discussions to help the team determine the capacity they can commit to for the sprint.
- Facilitate retrospectives to reflect on past sprints and identify improvements in the team's capacity planning and execution.
- Use estimation techniques like story points or hours to gauge the team's capacity accurately.
- Help the team track their velocity by capturing data on the amount of work completed in each sprint.
- Use velocity as a reference for future capacity planning and forecasting.
- Implement changes to enhance the team's ability to accurately plan and deliver.
- Address any impediments that could affect the team's capacity such as resource constraints or external dependencies.
- Work with other colleagues or stakeholders to resolve issues impacting capacity, as well as proactively identifying obstacles and helping the team to overcome them.
- Communicate to the Product Managers and wider business stakeholders about the scope of the sprint, the outcome of the sprint and any changes to the scope.
- Ensure that the development teams are motivated, collaborating well together and that they are striving to achieve the best quality in their delivery.
- Coach team members in Agile frameworks, facilitate continuous improvement and apply the most appropriate tools and techniques suitable for our working environment.
- Communicate with stakeholders about the team's capacity and the importance of protecting it during the sprint.
- Ensure deliverables are up to the required delivery standards.
- Use Azure DevOps to plan and manage sprints.

Project Management:

- Manage and deliver projects which contribute to the LTA's business objectives.
- Assemble and lead project teams ensuring they have the appropriate mix of skills and experience to meet the project objectives.
- Work with project teams to create and maintain project plans, providing realistic but challenging timelines for project deliverables.
- Plan and manage the need for involvement of other LTA teams to deliver requirements to meet the project timelines.
- Create, monitor and manage project risk registers, escalating risks and issues promptly and finding mitigations to the risks and issues.
- Chair project group and steering group meetings, sharing updates on progress and facilitating discussions to get the necessary decisions made.
- Conduct project review meetings and develop lessons learned to highlight improvements for future projects.
- Motivate colleagues and project teams to work together to achieve shared goals and project objectives.
- Develop, manage, and maintain strong internal and third-party supplier relationships to aid collaborative working.
- Provide regular project status updates to the project teams, as well as the Programme Management Lead.
- Contribute to the development and standardisation of project processes, tools and templates.

Other:

- Provide support, where necessary, to the Programme Management Lead and the wider team.
- Be an advocate of the Digital Transformation and Technology Team.

Person Specification

Previous Experience:

Experience in a scrum master role.	<i>Essential</i>
Excellent knowledge of Scrum techniques and artifacts (such as definition of done, user stories, automated testing, backlog refinement etc).	<i>Essential</i>
Excellent written and oral communication skills.	<i>Essential</i>
Excellent planning and organisational skills.	<i>Essential</i>
Work effectively and collaboratively with a range of internal and external stakeholders.	<i>Essential</i>
Experience of delivering digital & technology products/solutions.	<i>Essential</i>
Experience of using Microsoft Azure DevOps.	<i>Desirable</i>
Problem-solving and conflict-resolution ability.	<i>Desirable</i>
Experience of business analysis, solution mapping/design, configuration implementation, validation and deployment.	<i>Desirable</i>
Knowledge of Salesforce products.	<i>Desirable</i>
Exposure in deployment activities and CI/CD implementation.	<i>Desirable</i>
Conforming to Software Development Life Cycle processes and best practices during implementation.	<i>Desirable</i>
Working as part of an agile team and experienced in end-to-end implementation of Salesforce based solutions.	<i>Desirable</i>
Delivering face to face and/or online training with the ability to talk to people at their knowledge level.	<i>Desirable</i>
Experience of working with external, ideally offshore development teams.	<i>Desirable</i>
Proven experience of project management and delivery.	<i>Desirable</i>

Knowledge, Training & Qualifications:

Educated to degree level or equivalent professional qualification/experience.	<i>Essential</i>
Strong Microsoft Office suite knowledge.	<i>Essential</i>
Certifications: Scrum Master Certification.	<i>Desirable</i>
Good knowledge of other Agile frameworks (Crystal, XP etc.).	<i>Desirable</i>
Project Management Qualification e.g. Agile or equivalent.	<i>Desirable</i>
Project Management software knowledge.	<i>Desirable</i>

Personal Attributes

<i>Inclusion</i>	<ul style="list-style-type: none">• Create an environment where people feel safe and welcomed.• Value people's differences and believe they make us stronger.• Take the time to learn more about inclusion and remove any current or potential barriers.
<i>Teamwork</i>	<ul style="list-style-type: none">• Able to work on own initiative and appreciate the high level of accountability.• A great leader and motivator of others.• A great communicator both internally & externally.• Always prepared to work collaboratively.
<i>Integrity</i>	<ul style="list-style-type: none">• A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience.• Will always suggest improvements to ways of working.• Will be comfortable challenging groups or individuals to ensure high levels of work.• Treats others as you wish to be treated.
<i>Passion</i>	<ul style="list-style-type: none">• A genuine passion for people and good customer service ethic.• Highly proactive with a 'can-do' attitude• Hard working & driven to succeed and achieve our mission.
<i>Excellence</i>	<ul style="list-style-type: none">• Always aims to achieve the best possible outcome.• Develops plans based on best practise and previous experience.• Seeks support from colleagues to improve outcomes.• Will be happy to take the more challenging route if it results in higher quality outputs.

Life at the LTA

The LTA, through its vision 'Tennis Opened Up', is committed to creating an inclusive environment where all colleagues feel included and a strong sense of belonging. We particularly welcome applications from people from ethnically diverse communities, deaf and disabled people, members of the LGBTQ+ community and people with lived experience of the UK's many and varied communities.

Read some of our colleague testimonials below and find out more [here](#)

“As a new mum, I’ve appreciated the LTA’s newly enhanced benefits, which have supported me during maternity leave and in my return to work. In total, I have been with the LTA for four years and love the diversity of my role.”

“Everyone’s respected in terms of the culture, ethnicity, and the background, so you don’t feel unequal in any capacity. I remember how supportive my team had been during Ramadan, being fully understanding of its requirements and flexible with my work schedule.”

“As a new starter at the LTA, my experience has been overwhelmingly positive. Being a tennis fan, I was excited to join the organisation, and from day one, I’ve been impressed by everyone’s dedication to our mission of “Tennis Opened Up”, as well as promoting diversity, inclusion, and sustainability”

BENEFITS AND PERKS

Just some of the many benefits
of working at the LTA.

We believe that our colleagues are our greatest asset. Our comprehensive benefits package is designed to support your well-being, foster professional growth and create a positive work environment. Below, you'll find an overview of the key benefits we offer.

Free private healthcare

Specialist **mental health** and **well-being support**

Life Assurance to cover you and your family

An employee contributory **pension scheme**

Holiday allowance rising to 30 days
annually plus a holiday purchase scheme

Paid family leave

Paid charity volunteer days

A host of **internal events** and **monthly awards**

Priority ticket access to exciting events
such as The Championships at Wimbledon

Travel incentives such as cycle to work
scheme, car schemes and season ticket loan

Free parking, bike racks and EV chargers

Free gym and use of the **tennis and
padel courts** at the National Tennis Centre

Hybrid working options

Retail discounts
