

# Delivery Enablement Lead (Jira)



## Purpose

This role is the 'Product Owner' for TSB's change delivery toolset, responsible for supporting strategy execution and delivery at TSB, by configuring, customising, and administering the toolsets (primarily Jira), to provide the features and functionality, that enables TSB to plan, organise, prioritise, manage, and report on business and technology change initiatives and work, in a consistent and standardised way. Working closely with TSB teams across projects and initiatives to adopt, setup, and embed the use of JIRA and adapting industry leading practices, as appropriate. This role will focus on continuously improving our processes and toolsets to empower our people to deliver in a modern way.

## Role dimensions

- **Reports to:** Head of Enterprise Programme Management Office
- **Division:** Financial Services
- **Location:** NZ, Flexible
- **Direct Reports:** N/A

## Person specifications

- Demonstrated experience in JIRA & Confluence configuration / administration involving the creation and management of custom, complex projects, workflows, schemes, custom fields, dashboards and reporting configurations
- Excellent knowledge of Project Methodologies, SDLC and experience working with JIRA to effect delivery,
- Strong reporting capabilities, data structuring and visualisation
- Excellent judgement, critical thinking, and problem-solving skills
- Sound interpersonal skills with the ability to effectively communicate, engage, and share knowledge across all levels.
- Strong customer service focus and stakeholder management, with a willingness to respond to queries and provide deliverables within prompt time frames
- A relevant tertiary qualification and JIRA qualifications preferred

## Role specific areas of responsibility

- Support TSB delivery teams / projects to understand the fundamentals of the JIRA toolset and how it is to be used to organise, manage and report on TSB's change initiatives and work.
- Deliver appropriate training, education, and coaching in conjunction with TSB's Delivery Capability Leads and Ways of Working Coaches to ensure adoption, uptake and proficient use of TSB's JIRA toolset for delivery.
- Act as the subject matter expert for implementing JIRA best practice and be the 'go-to-person' for TSB's JIRA toolset for delivery purposes:
  - Analyse and review current configuration to determine and recommend improvements to enable smarter use;
  - Set-up new projects to support the daily work of our teams;
  - Support project teams, delivery administrators, and leaders to maintain project settings;
  - Design and implement workflows to support TSB delivery processes;
  - Troubleshoot workflow, permission, notification issues;
  - Perform periodic application clean-up and maintenance, including the removal of empty projects, and archiving;
  - Support in developing teams and end users understanding of JIRA functionality for delivery and reporting purposes;
  - Train new users and power users as part of educating TSB teams on TSB's delivery ways of working;
  - Support users to create and leverage filters, dashboard, boards and reporting features;
  - Log and document changes to support policy and procedure updates as required.
- Adapt, configure, and extend TSB's JIRA toolset to continually meet delivery needs, enabling:
  - *Planning:* Sprint planning, the generation of epics, users' stories/features, issues and task distribution;
  - *Tracking:* The provision of a clear perspective on a team's work / activities, tracking workflow progress, enabling prioritisation and resourcing of daily activities, and tracking time spent by different resources;
  - *Reporting:* The use of JIRA's reporting capabilities to analyse project data, track key performance indicators (KPIs), and generate reports on project progress, team productivity, and issue resolution. Enable data-driven decisions to help identify bottlenecks and areas for improvement. Provision enterprise portfolio views for Executive / Leaders.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.