Position Description – Scrum Master

Position Details

Position Title:	Scrum Master
Position Number:	TBC
College/Portfolio:	Operations
School/Group:	ITS
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 9
Employment Type:	FTC
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.
https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.
https://www.rmit.edu.au/about/our-locations-and-facilities

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.
https://www.rmit.edu.au/careers

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.
https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT communities" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

Position Summary

Working as part of Architecture & Software Engineering, the Scrum Master's primary purpose is to facilitate agile development squads in the successful delivery of RMIT's Salesforce transformation project, with a focus on implementing Education Cloud.

You will lead 2–3 squads, supporting the Project Manager and collaborating closely with the Product Owner to ensure alignment with strategic priorities and delivery goals. This role is responsible for enabling squads to deliver high-quality, realistic outcomes for the business, maintaining a strong focus on continuous improvement, and meeting commitments made during quarterly planning.

The Scrum Master will work with business customers, product stream stakeholders, and project managers to manage responsibilities and remove impediments, ensuring transparency and clear communication on all squad-related matters. You will coach and elevate agile practices within the squads, fostering a culture of accountability, collaboration, and product-led delivery.

A key focus for this role is the Salesforce Education Cloud implementation and its integration with RMIT's broader digital ecosystem, supporting essential university operations and student experiences globally.

This role may lead and work with 2–3 squads of up to 10 people each and may require leadership of cross-squad requirements within the Salesforce product stream.

Reporting Line

Reports to: Senior Salesforce Manager

Direct reports: < 30

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Implement, guide, and maintain high standards of scrum/agile practices and guardrails within the team, including tracking success metrics against key measures.
- Educate and guide the organisation in Agile, Scaled Agile Framework, Design Thinking, and Lean practices.
- Facilitate various events designed to increase organisational capability and creative confidence (e.g., retrospectives, inception workshops, ideation, hack days).
- Facilitate sprint outcomes by listening to and making people aware of impediments, building momentum around new practices, and helping keep the team accountable for their deliverables.
- Take a common-sense approach to the application of different methodologies, while keeping true to the principles of deep discovery, iterative development, and validation.
- Communicate and work with key functional groups and stakeholders to help embed a consistent way of working across the value stream.
- Facilitate and implement quality user testing methodology, including sourcing customers and running interviews.
- Coach and mentor across teams with a view to increasing the organisation's creative confidence.
- Mentor and coach team members to upskill and drive learning and development.
- Maintain communication channels (e.g., walls, boards, and various story cards) and manage communications where required.
- Assist with prioritisation, lead backlog grooming and planning.
- Remove impediments as well as help teams remove impediments and blockers.
- Help manage and mitigate risk whilst exercising sound judgment.
- Collaborate closely with Product Owners and Project Managers to ensure alignment and successful delivery.
- Support cross-squad dependencies and alignment as needed.
- Assist with project reporting and governance requirements.

Key Selection Criteria

1. Proven experience in being resourceful and entrepreneurial in approach to problem solving.
2. Minimum 2 years' experience as a Scrum Master in a distributed hybrid squad setup.
3. Experience in an education setting for 1–2 years nice to have but not essential.
4. Experience working across a dynamic portfolio at various levels of scale.
5. Analytical and critical thinker with strong facilitation, situational awareness, conflict resolution, and continuous improvement skills.
6. Demonstrated experience in Agile implementation and applying relevant SAFe/Scrum/Agile principles, practices, and theories.
7. Certified Scrum Master (Scrum Alliance, Scrum.org, or equivalent) and proven agile project delivery experience.
8. Strong technical aptitude and experience leading teams in delivering quality software (Salesforce preferred).
9. Excellent interpersonal skills for building strong working relationships within agile squads, with peers, business stakeholders, and the broader IT community; ability to influence and coach others.

Qualifications

Diploma or Degree in relevant discipline and/or relevant experience is required who can bridge the business and technical domains by liaising with business, user and IT representatives
SAFe Agilist or Scrum Master certification
Agile Project Management Certification (or hands on Agile project management experience and working towards certification) preferred

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Yvonne Williams Title: Date:	**Approved:**	Signature: Name: Luciana Bitelman Title: Date: