



Scrum Master Recruitment Pack

A Company of Aareal Bank Group

www.aareon.co.uk



Contents

Welcome	3
Why Aareon?	4
Snapshot	5
Role Description	6
Key Accountabilities	7
Skills & Pre-Requisites	8
Competences	9
Package & Benefits	10
Interview Process	11

CONTACT INFORMATION

Hilary Stevens
Head of ERP Application Development

E: hilary.stevens@aareon.com

www.aareon.co.uk

Welcome

Recruiting Scrum Master– Home Based

Thank you for your initial interest in Aareon UK.

Who are Aareon? We deliver Housing Management and Digital Solutions to social housing providers, helping them to support their tenants, improving customer satisfaction by reducing costs and making business processes more efficient. Our sole focus on UK Social Housing, for over 50 years, means we understand the challenges our customers face and our experience and expertise enables us to work with our customers on creating a comprehensive transformation plan. By approaching projects together, we are able to deliver the solutions that enable them to meet their organisations objectives. We put our customers and their tenants at the heart of everything we do.

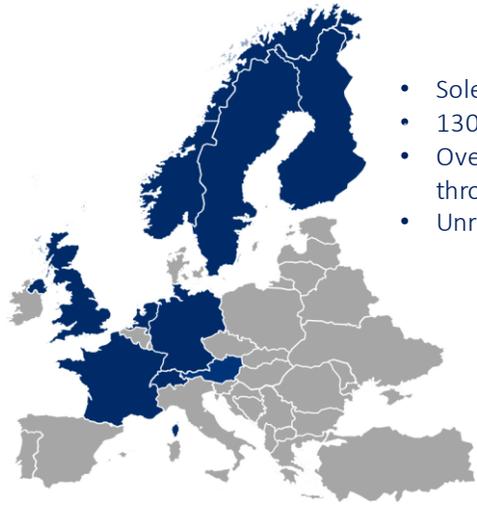
We are part of Aareon AG, the leading European provider of systems and consulting services for the property industry. In over 60 years of corporate history, Aareon AG continuously set new standards when it comes to controlling complex business processes. Customers can rely on our extensive know-how, sophisticated applications and intensive support by specialists with many years of market experience. All this culminates in secure solutions that lead the way, are tailored to the requirements of our respective markets and help customers reach their goals. Aareon AG offers expertise in the areas of consulting, software and services for the optimisation of IT-based business processes in the digital age.

Currently, we support more than 2,800 customers with over 10-million housing units. A wholly owned subsidiary of the Aareal Bank Group, Aareon has its head office in Mainz, Germany, and operates a total of 28 locations. International subsidiaries are located in the UK, France, the Netherlands, Norway and Sweden, with more than a third of Aareon's 1,400 employees working outside Germany. In addition to central, country-specific ERP systems, Aareon offers digital solutions for all processes in the property industry, including CRM solutions, document management systems, mobile applications, Internet-based service portals and much more.

In the UK, we are over 120-employees with offices in Coventry, Southampton and Swansea. Due to UK growth and substantial investment in our ERP product portfolios we have a vacancy for a Scrum Master. We have an established and experienced team, and this would be a fantastic opportunity for someone who is looking to drive performance excellence and enhance the customer journey. If you are searching for an opportunity where you can add real value and help drive and deliver great service, then we'd like to hear from you.

Best regards

Hilary



- Sole Focus on Housing
- 130+ Customers in the UK
- Over 10m units managed on Aareon software throughout Europe
- Unrivalled European Investment and Expertise



- Empower Tenants to Self-Serve 24/7 via their Preferred Channel
- Optimise Processes and Increase Efficiency to improve multi-discipline delivery
- Enable Realignment of Resources to Support your Vulnerable tenants
- Deliver best in class data integrity and functionality for Asset Management
- Support Automation of Health & Safety Compliance & Regulatory Returns



Aareon

- Expert industry knowledge working with you to redefine and optimise your processes
- Partnership approach to de-risk implementation and deliver rapid operational value
- Agile workshops allow iterative & dynamic customer-led workshops



“By reducing the cost of serving customer transactions, we have more money to invest in our existing homes and services.”

Tom Battersby, Head of IT, CURO



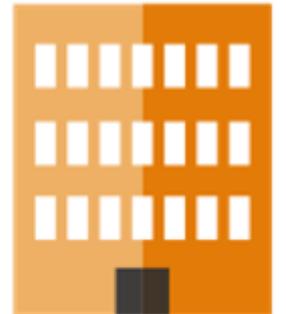
- Digital eco-system and open platform technology
- Community and tenant Whole Life Cycle solutions
- Data Led innovation for rent collection and arrears
- Strategic guidance to driving the digital ready agenda
- Re-define property management and support communities through IOT



- Optimise current solutions and build new capability aligned to your strategic plan
- Help you build and agile digital roadmap with milestone planning
- Proving strategic and operational value to support businesses cases



- Re-imagining tenant engagement to support ‘digital communities’
- Digital solutions that support independent living
- Embed data insights and analytics via intelligent dashboards
- AI & BI to automate and re-engineer processes, delivering value for money
- Predictive Maintenance and Smart Buildings



Snapshot

Aareon UK

Aareon are the leading European Housing IT Provider, with over 10 million units of housing stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future. We deliver tailored enterprise-wide solutions for our clients.

As social housing in the UK becomes more complex it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that our clients have to deal with.

Whether Aareon implements an enterprise-wide solution or optimises and customises a number of individual modules to complement our clients existing applications, each Aareon solution encompasses years of know-how, the experience of more than 130 implementation projects and over 50 years of social housing expertise.

3

Offices

125+

Staff

£13m

Revenue

130+

Customers

Aareon UK Values and what we stand for...

We are a people business!

We create value for our customers and their tenants.

We are Aareon...

- **We Are Open** – We can voice our opinion and say how we feel; we are open-minded; curious and imaginative
- **We Are Trustworthy** – We trust each other with what we say and what we do. It's okay for us to make mistakes; we keep learning and improving
- **We Are Honest** – We believe in honesty; there is one version of the truth; we appreciate integrity in ourselves and others; we are fair and sincere in all our dealings
- **We Are Communicators** – We speak clearly and simply; we make sure we are understood in order to get things done; differing opinions are valuable to us and we respect each others input



One Aareon



Customer First



Create Value



We Care



Deliver on time



Take Ownership

Role Description

Scrum Master– Home Based

We are searching for a passionate and forward-thinking individual to join our QLNG programme.

The QLNG programme is transforming not only our ERP product but also introducing new capability and ways of working.

As part of this larger change programme, we are looking for an experienced Scrum Master to join our Agile teams/squads. With specific focus on several workstreams that need to transition our products to an online, cloud-based solution.

We are seeking someone who will bring passion and energy to the role, set the standards required for great quality Agile delivery and enable the team to grow and take ownership of the product iterations. Excellent communication skills and the ability to empower the team, facilitate agile meetings and ceremonies; unblock impediments and issues; drive progress against the sprint backlogs and manage reporting for all aspects of the team.

A mindset of continuous improvement is essential for this key role. As a business we want to evolve, and we want people who can grow and develop as we do.



Key Responsibilities

Scrum Master – Home based

1	Facilitate scrum meetings and ceremonies e.g. sprint planning; backlog refinement; stand-ups; show and tells (aka sprint reviews) and retrospectives
2	Work with the Product Owners to ensure the product backlogs are refined and maintained
3	Help to resolve impediments/blockers for the delivery teams
4	Report on progress of the delivery teams, including but not exclusively velocity, quality and effectiveness
5	Coaching and enabling the team in the Agile way of working
6	Be a champion and advocate the values of the Agile way of working within the team and across the whole business
7	Support and empower the teams to have autonomy and be self organising

Skills & Pre-requisites

Personal Skills

1	Excellent written and verbal communication
2	Ability to influence at all levels of the organization
3	Proven prioritisation and decision-making skills
4	Exceptional Problem-Solving abilities

Technical Skills

1	An expert in the Agile delivery model, a certified Scrum Master
2	Proven successful management of Agile meetings and ceremonies
3	An expert in Issue and Risk Management
4	Understands the software delivery lifecycle

Desirable

1	Knowledge of the Housing sector
2	Knowledge of ERP systems
3	Understanding of Web, Cloud and Hosting solutions
4	10 years experience in a Scrum Master type of role

Competencies

Scrum Master – Mid-Level

Professional	Team	Management	Communication	Customer
The ability to deal with interactions logically and independently by using acquired knowledge and skills. The ability to solve and/or anticipate possible problems. Be open to developing and maintaining your knowledge and skill set in order to deliver a professional service.	The ability to understand team goals and to have the motivation to achieve them. The willingness and ability to integrate with internal and external teams. Considers the needs of colleagues and supports them in order to help them achieve their best. Shares and transfers skills and knowledge within own team and the business in order to assist in reaching overall goals	The ability to plan, organise and prioritise workload in order to work in line with your goals, team goals, company goals and group goals making sure they always line up with the flight plan. Being able to lead, empower and delegate where necessary and take responsibility for actions and outcomes. Understand the required results and be flexible and multi-orientated in order to achieve them.	The ability to listen, talk, understand and convince. Listen means being open to wishes and positions of others and stepping aside when needed. Talk means being focused and clear in the way you communicate and always check your understanding of the situation. Understand means knowing your audience and what method would be best to use in order to communicate with them. Convince means that the solution presented is accepted and carried out by customers and colleagues.	Listen to, understand and manage the customer's goals and expectations in order to help them achieve their desired outcome. Constantly strive to improve the customers' situation. Follow up with the customer in order to promote satisfaction and offer further assistance if needed. Build and maintain strong customer relationships with a focus to giving them an excellent customer experience.
Required: Level 3	Required: Level 3	Required: Level 3	Required: Level 4	Required: Level 4
<ul style="list-style-type: none"> ✓ Has advanced knowledge to perform the job and anticipates possible problems ✓ Needs no guidance in any interactions or problem solving ✓ Regularly takes time to improve their knowledge and skill development ✓ Takes part in the transfer of know-how 	<ul style="list-style-type: none"> ✓ Systematically shares and transfers skills and knowledge to others ✓ Is acknowledged as a person of trust and a qualified point of contact and helps employees integrate themselves into different teams ✓ Mobilise the employees relevant for the tasks ahead, also outside his/her own team, and encourages cooperation 	<ul style="list-style-type: none"> ✓ Enables a project team to work successfully ✓ Takes relevant corporate goals into account and reviews them where necessary ✓ Recognises market trends 	<ul style="list-style-type: none"> ✓ Interprets and reflects on verbal and non-verbal information and acts in a commanding and appropriate manner ✓ Able to guide others and can moderate discussions to achieve a result that is feasible for everyone involved ✓ Actively seeks ways to improve communication methods within the business 	<ul style="list-style-type: none"> ✓ Nurtures important and sustainable customer relationships ✓ Systematically implements improvements together with the customer ✓ Is continuously asked for advice and support by the customer and provides the customer with information as and when needed on his/her own initiative

Package & Benefits

Scrum Master– Home based

Salary:	Up to £65,000 dependent on experience
Contract:	Permanent
Reports to:	Head of ERP Applications Development
Benefits:	<ul style="list-style-type: none">- Pension (5% employer)- Life Insurance x 4- 2 x Health Schemes- 25 days Holiday (plus Bank Holidays)- Perkbox Employee Engagement Platform- Enjoy Benefits Salary Sacrifice Schemes- Flexible working environment- EAP- Employee Assistance Programme- Enhanced Paternity and Maternity- Buy and Sell Holiday Scheme- Volunteer Programme

Any offer of employment is subject to successful references.

Interview Process

Scrum Master – Home based

Stage 1	30 min telephone interview with Hilary Stevens, Head of ERP Application Development
Stage 2	Face to Face Interview (virtual MS Teams) with Hilary Stevens, Head of ERP Application Development and an HR Representative
Stage 3	30 min informal video call (MS Teams) with Rob Griffiths, Managing Director & Hilary Stevens, Head of ERP Application Development

Feedback will be provided after each interview stage.



“Coming together is a beginning. Keeping together is progress. Working together is success.”

Henry Ford