



position description

Job Title:	Iteration Manager
Position ID:	New
Location:	Yuggera / Tuurbaal Milton
Division/Programme:	Information, Digital and Technology
Direct Manager	Head of Delivery

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

Enables teams to deliver value through effective planning, workflow management, and continuous improvement. Working within **yourtown**'s Agile delivery model, the role facilitates Agile ceremonies, removes impediments, manages dependencies, and supports delivery forecasting to ensure consistent and predictable outcomes. Partnering with Product Owners, Business Analysts, delivery teams, and stakeholders, the Iteration Manager fosters high-performing teams and drives ongoing improvement in delivery practices.

responsibilities

May include, but are not limited to:

- Agile delivery leadership
 - Facilitate Agile delivery practices across cross-functional squads.
 - Foster a culture of collaboration, transparency, accountability, and continuous improvement.
 - Support teams to deliver value through iterative delivery and Agile ways of working.
 - Coach team members in Agile principles, frameworks, and best practices.
 - Promote self-managing, empowered, and high-performing teams.
- Sprint and iteration management
 - Facilitate sprint planning, backlog refinement, daily stand-ups, sprint reviews. Showcases and retrospectives.
 - Support squads to establish meaningful sprint goals and delivery commitments.

- Assist teams to maintain a healthy sprint backlog and sustainable delivery cadence.
- Monitor sprint progress and help teams proactively manage risks, blockers, and dependencies.
- Ensure agreed Agile artefacts and delivery practices are consistently maintained.
- Flow management and delivery enablement
 - Manage workflow visibility and support the smooth flow of work across the team.
 - Identify and address impediments that impact team performance or delivery outcomes.
 - Collaborate with Product Owners and Business Analysts to ensure work is ready before entering a sprint.
 - Facilitate dependency management across squads, platforms, and initiatives.
- Agile metrics and continuous Improvement
 - Monitor team performance, flow metrics, and delivery trends to support continuous improvement.
 - Facilitate retrospectives and improvement activities that enhance team effectiveness.
 - Use delivery insights and team feedback to identify opportunities to improve ways of working.
 - Support the development and adoption of delivery standards, frameworks, and practices across the Digital & Technology portfolio.
 - Encourage experimentation, learning, and ongoing maturity of Agile practices.
- Stakeholder engagement and communication
 - Provide transparent and meaningful delivery updates to stakeholders.
 - Ensure risks, blockers, and dependencies are visible and actively managed.
 - Support communication between delivery teams and business stakeholders.
 - Facilitate discussions to resolve issues, align expectations, and maintain delivery momentum
 - Promote collaboration across squads and stakeholder groups.
- Cross-team coordination
 - Support Scrum of Scrums, dependency management forums, and portfolio planning activities.
 - Collaborate with Product Owners, Project Managers, Delivery Leads, and technical teams to coordinate delivery activities.
 - Assist with quarterly planning, roadmap alignment, and delivery forecasting activities.
 - Identify opportunities to improve collaboration and flow across teams and delivery streams.
 - Support teams in building Agile capability and delivery maturity.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:

- Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
- Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective yourtown services.
- Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
- From time to time assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach, leveraging cross-functional capabilities and skills with diverse thinking to create a future-ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan.

selection criteria

Essential knowledge, skills, abilities:

- Minimum 5 years' experience facilitating Agile delivery teams within Scrum, Kanban or hybrid delivery environments, including responsibility for sprint planning, delivery coordination, dependency management and continuous improvement activities.
- Strong understanding of Agile principles, frameworks, and delivery practices.
- Demonstrated experience facilitating Agile ceremonies, including sprint planning, backlog refinement, daily stand-ups, sprint reviews and retrospectives.
- Highly developed stakeholder engagement, facilitation, communication and conflict resolution skills, with experience working across business and technical teams.
- Demonstrated ability to analyse delivery metrics and use insights to improve team performance, delivery predictability and flow efficiency.
- Strong organizational, planning, and coordination capabilities.

Desirable knowledge, skills, abilities:

- Experience working within digital, MarTech, CRM, Digital Experience Platform (DXP), eCommerce, or customer experience delivery environments.
- Familiarity with platforms such as Optimizely, Dynamics 365, Azure DevOps, Jira, or similar enterprise ecosystems.
- Experience operating within scaled Agile or multi-team delivery environments.
- Scrum Master, AgilPM, SAFe Scrum Master, SAFe Practice Consultant, ICAgile or equivalent Agile certifications.
- Experience coaching teams through Agile transformation or maturity uplift initiatives.



requirements

The Iteration Manager must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1	Jodie McAloney	13/08/2026	13/08/2026	Replaced Scrum Master/Senior BA position in IDT Structure