



<b>Job Title:</b>	Release Train Engineer	<b>Reports to:</b>	Head Technical Program Management
<b>Department:</b>	Digital Business	<b>Unit:</b>	Delivery Management
<b>Grade:</b>	Band 6	<b>Date:</b>	June 2024
<b>Job holder:</b>		<b>Supervisor:</b>	
<b>Signature:</b>		<b>Signature:</b>	

<b>Job Purpose Statement</b>
<p>The Release Train Engineer (RTE) role is pivotal in orchestrating and facilitating the Agile Release Train (ART) within the organization. The RTE leads and guides multiple Agile teams in planning, coordinating and executing program increments, ensuring alignment with strategic objectives and timely delivery of high-quality software products.</p> <p>The RTE's focus will be on fostering collaboration, removing impediments, and driving continuous improvement across the ART, enabling successful delivery of value to our customers while promoting a culture of agility and innovation within the organization.</p> <p>The RTE is highly organized and structured in their approach. They will not only work alongside Product Managers in handling unique challenges for each product in our pipeline, but also play a critical role in the continuous discovery feedback loop providing insights of opportunities for product and service enhancements.</p> <p>You'll love this job if you are excited about building a world-class digital products and services, partnering with key stakeholders across the enterprise to prioritize digital product delivery ensuring that they align and add value to the business objectives. You'll fit in if you are excited about reducing customer pain points and sharing strong thought leadership, best practices and innovative thinking with your peers.</p>

<b>Key Accountabilities (Duties and Responsibilities)</b>		
<b>Perspective</b>	<b>% Weighting</b> <i>(to add up to 100%)</i>	<b>Output</b>
<b>Facilitator</b>	15%	<ul style="list-style-type: none"> <li>Facilitate ART events and ceremonies, including Program Increment (PI) planning, Scrum of Scrums, Inspect and Adapt (I&amp;A) workshops, and system demos.</li> <li>Ensure effective communication and collaboration among Agile teams, Product owners, scrum masters and other key stakeholders.</li> </ul>

<b>Program Management</b>	30%	<ul style="list-style-type: none"> <li>• Prioritize and drive backlogs, balancing strong foundations for future development, solving the most meaningful user needs, and getting solutions into users' hands as quickly as possible</li> <li>• Identify, track and manage risks and dependencies within the ART.</li> <li>• Proactively address issues and mitigate risks to ensure smooth program execution</li> <li>• Monitor and track the performance of Agile teams and the ART against key performance indicators (KPIs) and program metrics.</li> <li>• Identify areas for improvement and drive continuous improvement initiatives.</li> <li>• Coordinate and facilitate the release planning process, ensuring alignment with business objectives and stakeholders' expectations.</li> <li>• Collaborate with release management and other stakeholders to ensure successful release execution.</li> <li>• Serve as a primary point of contact for communication between the ART and stakeholders, including executives, customers and external partners.</li> <li>• Provide regular updates and status reports on program progress and performance.</li> <li>• Ensure adherence to Agile principles, SAFe practices and organizational processes within the ART.</li> <li>• Identify opportunities for process improvement and drive implementation of best practices</li> <li>• Act as a change agent for Agile transformation initiatives within the organization.</li> <li>• Advocate for Agile values and principles, driving cultural change and mindset shifts.</li> <li>• Manage escalations and critical issues within the ART, collaborating with appropriate stakeholders to resolve them in a timely manner.</li> </ul>
<b>Customer</b>	25%	<ul style="list-style-type: none"> <li>• Identify potential opportunity areas, determine how much impact we can have for our customers, evaluate and implement the most effective course of action.</li> <li>• Develop commercial models that directly impact top line revenue and bottom-line operating costs and do it while delivering best in class product experiences across our channels.</li> <li>• Understand the ecosystem markets, competition, and user requirements in-depth.</li> <li>• Partner with Go-to-Market teams and Services teams to maximize the product's impact on both customers and our business.</li> </ul>
<b>People</b>	30%	<ul style="list-style-type: none"> <li>• Serve as a servant leader to Agile teams, removing impediments and barriers to their success.</li> <li>• Coach Agile Teams, Product owners, and scrum masters on Agile Principles, practices and ceremonies.</li> </ul>

		<ul style="list-style-type: none"> <li>• Mentor teams on continuous improvement, problem-solving and self-organization</li> <li>• Foster a culture of trust, transparency, and collaboration within the ART</li> <li>• Model team norms and contribute to positive team dynamics, leading to continuous team performance improvement.</li> <li>• Foster an environment of trust, effectively communicating within the Agile teams and with an ecosystem of stakeholders.</li> <li>• Define and implement recruitment, learning and performance management strategies, as well as cultural practices that attract, nurture and retain the best talent within the Delivery function.</li> </ul>
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### Job Dimensions

<b>Reporting Relationships: jobs that report to this position directly and indirectly</b>	
Direct Reports	Including but not limited to Scrum Masters
Indirect Reports	Other staff within the unit's organogram.

<b>Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.</b>	
Internal <ul style="list-style-type: none"> <li>• Product Managers, Product owners, Business owners, SLT.</li> </ul>	External <ul style="list-style-type: none"> <li>• Customers, vendors, Financial Institutions, Industry Players.</li> </ul>

<b>Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make</b> <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
<ul style="list-style-type: none"> <li>• Appropriateness of the unit's structure, staffing, performance plans, policies, procedures and tools.</li> <li>• Contractual agreements with suppliers and other third parties solely or shared with members of ExCom as defined by the Legal and Procurement procedures.</li> <li>• Approval of other expenditure categories within discretionary powers delegated through the Group Director, Digital Business, provided that such expenditure is within the approved strategy and annual budget for the Bank.</li> </ul>

<b>Work cycle and impact: time horizon and nature of impact (Planning)</b> <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
Contribution to the 5-year strategy, development and implementation.

<b>Ideal Job Specifications</b>
<b>Academic and Professional Certifications:</b>

### Ideal Job Specifications

- At least an undergraduate degree Computer Science, Engineering, Mathematics, or related quantitative subject area; or equivalent experience. MBA or a Master's degree in a business field is desirable.

### Professional

- Agile Project Management, Certified SAFe Release Train Engineer (RTE), Leading SAFe and PMP or Prince2 Practitioner certifications are desirable.

### Desired Experience

- At least 10 years' work experience, 5 of which should have been in a senior program manager capacity in a similar sized organisation having led successful business and product development projects and/or initiatives.
- Familiarity with the latest technologies and trends in the industry and the ability to work closely with engineers to ensure the feasibility and technical soundness of product ideas
- Experience working at both early stage startups as well as larger companies, to demonstrate adaptability to different environments and the ability to thrive in both
- A strong understanding of Agile frameworks, including SAFe, Scrum and Kanban.
- Excellent communication, facilitation and interpersonal skills.
- Proven ability to work in a fast-paced, dynamic environment with cross-functional teams.
- Ability to influence multiple stakeholders without direct authority.

### Ideal Job competencies

Technical Competencies	
<b>Business Skills</b>	Expert at business case creation. Capable of managing business results across a range of product domains. Able to manage internal partnerships and external partners to optimize growth.
<b>Communication Skills</b>	Capable of representing Digital Business externally at partner meetings, customer meetings. Solid presentation skills at all levels of the company. Appropriately influences & persuade others to a course of action.
<b>People Management Skills</b>	Aligns team with larger Digital Business product vision and goals. Able to translate and align strategy in a meaningful way for team, building a shared understanding of team goals and targets. Uses situational leadership techniques to provide appropriate level of guidance and latitude to team members. Adept at caring personally for team members and providing candid real-time feedback.

<b>NCBA Bank Core Value Behaviours (Performance Drivers)</b>	
<b>Driven.</b>	Describes people who are decisive, bold, and passionate, aiming to deliver to the highest standards of expectations with ease. We seek new challenges and appreciate different views constantly raising the bar and exploring full potential.
<b>Open.</b>	Describes people who are inclusive, listening to each other and our customers. We always respect each other and hold candid interactions with honesty and transparency.
<b>Responsive.</b>	Describes people who are proactive, act quickly and resolutely to deliver results. We put our customer's interests at the heart of all that we do. We keep it simple and seek new ways to innovate.
<b>Trusted.</b>	Describes people who value teamwork, have high standards of integrity. We keep our word and are accountable and believe in each other. Seek to be trusted partner, always doing what is morally right.

<b>Leadership Behaviours - Competencies (Performance Drivers)</b>	
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• <b>Leadership Skills:</b> Team Building and ability to train, develop and mentor staff; Presents new challenges and opportunities to the team to enable them to demonstrate and achieve their full potential; encourages and inspires team learning</li> <li>• <b>Interpersonal Skills:</b> Ability to lead, build and influence motivated teams</li> <li>• <b>Negotiation Skills:</b> Must be a good negotiator, particularly in changing behaviour and work practices but always Win/Win</li> <li>• <b>Innovative:</b> Creative and adaptive to change. A team player who is supportive of other's ideas and innovations, collaborates in a culture of knowledge-sharing and team learning to strengthen the organisation's work</li> <li>• <b>Reliable:</b> Ability to take responsibility and exercise it well. A flexible and "hands on" approach</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Promotes a free flow of information throughout the organisation (upward, downward and across).</li> <li>• Communicates effectively to a wide variety of audiences at all organisational level</li> <li>• Presents a compelling rationale to support one's position and manage the expectations of key stakeholders</li> <li>• Strong communication skills: well developed oral and report-writing skills; the ability to present ideas and financial processes with conviction</li> </ul>
<b>Selling the Vision</b>	<ul style="list-style-type: none"> <li>• Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality</li> </ul>
<b>Raises the Bar</b>	<ul style="list-style-type: none"> <li>• Establishes challenging goals that continuously raise expectations of performance in line with the strategy; creates a team performance culture of continuous improvement and development</li> </ul>
<b>Fostering Collaboration</b>	<ul style="list-style-type: none"> <li>• Working effectively and cooperatively with others; establishing and maintaining good working relationships to facilitate the accomplishment of work goals; actively participating as a member of a team to move the team toward the completion of goals; acts as a positive role model.</li> </ul>

<b>Leadership Behaviours - Competencies (Performance Drivers)</b>	
<b>Coaching &amp; Developing Others</b>	<ul style="list-style-type: none"> <li>• Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual's skills and abilities.</li> </ul>
<b>Empowerment &amp; Delegation</b>	<ul style="list-style-type: none"> <li>• Sharing authority and responsibilities with others to move decision making and accountability downward through the organization, enable individuals to stretch their capabilities, and accomplish the business unit's strategic priorities.</li> </ul>
<b>Building Organisational Talent</b>	<ul style="list-style-type: none"> <li>• Establishing systems and processes to attract, develop, engage, and retain talented individuals; providing challenging and stretch tasks and assignments; holding frequent development discussions; constructing compelling talent development plans and executing them.</li> </ul>
<b>Business Savvy/Acumen</b>	<ul style="list-style-type: none"> <li>• Demonstrates a keen understanding of basic business operations and the organizational levers that drive profitable growth; Understands the operating environment, the customers, competition and how their strategies and tactics work in the marketplace; applies knowledge to develop and execute strategies and tactics to drive business results.</li> </ul>
<b>Driving for Results</b>	<ul style="list-style-type: none"> <li>• Driving high standards for individual, team, and organizational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement.</li> </ul>