South East Water

Position description

Position title	*Squad Lead*
Group / Branch	*Enterprise Transformation & Delivery*
Reports to (Title)	*Head Of Agile Delivery*
Competency level	*Individual Contributor*

Job Purpose

The Squad Lead is responsible for coaching and managing one or more cross-functional squads to deliver high-quality technology solutions aligned with business objectives. This role ensures squads operate effectively within Agile principles, fosters collaboration, and drives continuous improvement. The Squad Lead acts as a servant leader, removing impediments, enabling delivery, and ensuring alignment with organisational priorities. They play a critical role in coaching team members, promoting a culture of accountability, and ensuring value delivery through iterative and incremental approaches.

Key Accountabilities

1. Squad Leadership & Delivery

- Lead, coach, and manage one or more squads to deliver committed outcomes within agreed timelines.
- Facilitate Agile ceremonies (e.g., stand-ups, sprint planning, retrospectives) to ensure transparency and collaboration.
- Manage squad capacity and prioritization in alignment with organisational objectives.
- Monitor delivery progress, identify risks, and implement mitigation strategies.
- Estimate effort to support demand planning and delivery commitments.
- Support financial estimation for squad activities and initiatives.
- Manage resources and contribute to budgeting for each squad.

2. Stakeholder Engagement

- Act as the primary point of contact between squads and business stakeholders.
- Ensure clear communication of squad objectives, progress, and dependencies.
- Work closely with Project Managers to support projects that span one or more squads, ensuring alignment of delivery plans, dependencies, and resource allocation.
- Collaborate with the Environment and Release Manager to plan releases, coordinate testing activities, and ensure readiness of environments for delivery.

3. Continuous Improvement

- Foster a culture of learning and continuous improvement within squads.
- Identify and implement process enhancements to improve delivery efficiency.
- Support adoption of Agile best practices and tools across teams.

4. People Development

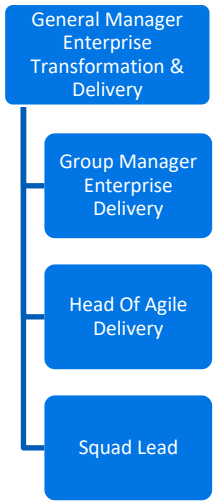
- Coach and mentor squad members to build capability and engagement.
- Provide feedback and support career development in partnership with functional managers.
- Promote psychological safety and team cohesion.

Knowledge, Skills & Experience

- Strong understanding of Agile frameworks (Scrum, Kanban) and delivery practices.
- Knowledge of SAFe (Scaled Agile Framework) principles and practices.
- Experience leading and managing multiple cross-functional teams in a technology delivery environment.
- Excellent facilitation, communication, and stakeholder management skills.
- Familiarity with tools such as Jira, Confluence, and collaboration platforms.
- Ability to manage competing priorities and drive outcomes in a fast-paced environment.
- Proven ability to coach and develop team members.

Dimensions

Organisational Chart



Number of people managed:

Will directly manage and lead a team of 6–10 people across one or more squads.

Size of budget managed:

N/A

Value of Assets managed:

N/A