

# Value Stream Lead



## Purpose:

The Value Stream Lead senior leadership position accountable for leading and delivering enterprise change at TSB. The role is responsible for leading delivery within a Value Stream, aligned to a TSB strategic priority. A Value Stream is the change delivery “factory” for a number of strategic Missions, key to achieve TSB’s strategy. Within this Value Stream the role is accountable for the effective and efficient delivery of Missions and Epics based on capacity and value in a quarterly enterprise cadence. Key leadership responsibilities include the performance, growth of delivery teams, contributing to enterprise planning forums, as well as contributing to the ongoing improvement of the change delivery operating model and performance.

## Role dimensions

- **Reports to:** Chief Digital Officer
- **Division:** Technology
- **Location:** Auckland, Wellington, or New Plymouth
- **Direct Reports:** 3+
- **Financial authority:** NA

## Person specifications

- 7+ years experience in delivery leadership roles in an agile delivery model (value streams, tribes, agile release trains, or similar).
- Proven leader and coach of cross-functional, agile delivery teams or squads, including ways of working, tools, business and delivery planning events and forums.
- Proven success in delivery of change and transformation in product, technology, customer and compliance in a regulated sector. Ideally experienced in financial services.
- Proven experience and success in agile operating and delivery models, ideally scaled agile (e.g. SaFE) certified.
- Proven experience managing flow, velocity and efficiency in agile delivery.
- Experienced delivering change in an OKR framework.

## Role specific areas of responsibility

- Leadership of a Value Stream in TSB’s change delivery model, including a team of Product Owners. You will also direct a wider delivery team of business and technology SME’s as part of cross-functional delivery squads (or teams).
- Efficient delivery of Missions and Epics based on capacity and value in a quarterly enterprise cadence, ensuring TSB delivers to its strategy.
- Key contributor to quarterly planning events and forums, including QBR and QPP, to prioritise and sequence the delivery backlog, and to resource change delivery, ensuring TSB is well organised to deliver change and good business outcomes.
- Monitor tasks and responsibilities across teams, ensuring that work is distributed effectively and efficiently. Provide insights into resource utilization, identifying areas where adjustments may be needed to optimize team performance and meet objectives. Ensure transparency in task delegation and support the removal of blockers that may impact the timely completion of objectives.
- Maintain close relationship and collaborate with Mission and Product Owners who are accountable for value and benefits realisation of change initiatives through the change delivery model, to ensure that there is visibility across Missions and Epics.
- Drive the successful delivery of all outcomes with in quarter, ensuring accountability for sprint cycles and team cadences. This includes ongoing reprioritisation and resource allocation for the delivery backlog, adapting to changing capacity and value in close collaboration with Mission and Product Owners.
- Key contributor to the ongoing improvement and evolution of the change delivery model at TSB, including working closely with the Strategy Execution Office, and the Strategy function.
- Manage the performance, development, capability uplift, and engagement of the Value Stream team, ensuring that all team members are high performing and engaged.
- Report on key Value Stream and change delivery performance metrics to ensure that the value stream delivers to the TSB 2030 strategy.
- Develop and uplift capability of product ownership within the Value Stream to ensure that the team has the capability required to deliver Missions and Epics.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.