

Job Description

Position:	Senior Manager, Project Management Officer (Scrum Master Lead)
Department:	Project Management Office
Reporting to:	Head, Project Management Office
Location:	Head Office

I. Duties and Responsibilities

a. Delivery Leadership (Agile + Hybrid)

- Lead end-to-end delivery of projects using Agile (Scrum), Waterfall, and hybrid models.
- Act as Scrum Master for strategic projects while overseeing multiple Agile teams.
- Collaborate with Project Managers for hybrid project execution.
- Ensure alignment between Agile sprint outputs and overall project milestones.
- Drive timely, high-quality delivery within scope, budget, and timeline.

b. Team Leadership and People Management

- Lead and manage a team of Scrum Masters, BAs, QA, and project delivery staff.
- Provide coaching, mentoring, and performance management.
- Build strong delivery culture focused on accountability, collaboration, and continuous improvement.
- Develop team capability in Agile, hybrid delivery, and banking project execution.

d. Regulatory, Agile Implementation and Governance

- Establish and enforce Scrum practices, standards, and governance.
- Facilitate key Scrum ceremonies (Sprint Planning, Daily Standups, Reviews, Retrospectives).
- Ensure proper backlog management and prioritization with Product Owners.
- Track and improve Agile metrics (velocity, sprint success rate, cycle time).
- Drive Agile maturity across IT and business teams

e. Hybrid Delivery Coordination

- Integrate Agile delivery with Waterfall governance requirements.
- Work closely with Project Managers to align: Project plans, Milestones, and Documentation and reporting.
- Ensure compliance with PMO stage gates, audit requirements, and regulatory expectations (NBC).

e. Vendor and Outsourcing Management

- Manage outsourced developers and vendor teams participating in Agile delivery (Scrum Team).
- Ensure vendor deliverables meet quality, timeline, and security standards.
- Integrate external developers into Scrum teams effectively.
- Monitor vendor performance and enforce SLAs/KPIs.
- Coordinate with procurement and IT security for vendor onboarding and compliance.

f. Stakeholder and Banking Project Management

- Engage with business stakeholders/owners, Product Owners, Process Owner, and senior management.
- Ensure clear communication of progress, risks, and dependencies.
- Understand banking priorities including: Payment systems, Digital Channel, Self-service Banking, Core banking integration, and Regulatory compliance.
- Ensure delivery minimizes operational and payment-related risks.

g. Quality Assurance and UAT Oversight

- Manage quality assurance testing (QA).
- Ensure strong coordination with UAT teams.
- Validate readiness for production release.
- Ensure defects are managed and resolved effectively.
- Support release governance and go-live approvals.

h. Risk, Issue and Compliance Management

- Proactively identify and manage delivery risks and issues.
- Ensure proper documentation and audit trail.
- Enforce compliance with internal policies and external regulations.
- Support audit reviews and remediation actions.

i. Continuous Improvement and Innovation

- Drive continuous improvement through retrospectives and lessons learned.
- Introduce best practices in Agile and hybrid delivery.
- Recommend tools, automation, and process enhancements.
- Other tasks assigned by the line manager.

II. Qualification

- Bachelor's degree in Information Technology, Computer Science, Information Systems, Engineering or related fields.
- Master's Degree in Information Systems, Project Management, or Technology Management is preferred.
- Professional certifications in project management or agile delivery are highly desirable, such as: PMP (Project Management Professional) or PMI-ACP, PRINCE2 Practitioner, Certified Scrum Master or Agile Certification, and ITIL Certification, Scrum Product Owner (added advantage).



- Minimum 08–10 years in IT project delivery.
- At least 5+ years in Agile/Scrum leadership role.
- Proven experience managing hybrid (Agile + Waterfall) projects.
- Strong experience in banking or financial services projects.
- Hands-on experience managing vendors / outsourced development teams.
- Experience in regulatory-driven environments and audit compliance.
- Experience working within regulated environments and supporting IT governance aligned with National Bank of Cambodia Technology and Cyber Risk Management Guideline (TCRMG) or similar regulatory frameworks.
- Experience presenting project updates and governance matters to senior management committees or steering committees.
- Strong leadership and people management capability.
- Deep understanding of Agile (Scrum) and hybrid delivery models.
- Strong stakeholder management and communication skills.
- Ability to manage complex, cross-functional delivery environments.
- Strong problem-solving and decision-making skills.
- Experience with Agile tools (JIRA, Confluence, etc.).
- Good understanding of banking systems and regulatory requirements.