



## CAREER OPPORTUNITIES

### Job Description: Agile Coach

#### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the world's leading business communications vendors, as well as major payment service providers.

We are currently looking for a hands-on Agile Coach to join our UK team.

#### THE OPPORTUNITY:

We're looking for a hands-on Agile Coach to support and elevate agile delivery across our four cross-functional product squads. This role blends deep team-level involvement with a broader coaching remit—facilitating agile ceremonies, removing impediments, and championing continuous improvement within each team, while also aligning agile practices across the department. You'll work closely with developers, testers, product owners, and team leads to foster an agile mindset, improve delivery flow, and guide teams in applying frameworks like Scrum and Kanban effectively.

The role is a new position created to reflect the rapid growth of the business. The successful candidate must be within commuting distance to both London and Ipswich. This is a hybrid role with expectation that when required, the successful candidate can travel to one of our offices at least once per week.

#### YOU WILL BE RESPONSIBLE FOR:

- Work across four cross-functional squads of developers, testers and product owners, currently using a mixture of Kanban and Scrum frameworks.
- Facilitate key agile ceremonies such as planning and retrospectives across the teams.
- Coach the teams to understand and apply Agile principles, frameworks (e.g. Scrum, Kanban, SAFe) and practices.
- Promote an agile mindset, encouraging a shift towards iterative development, collaboration, and continuous learning and improvement.
- Track and analyse key performance metrics (e.g. lead time for changes, cycle time, and DORA metrics) and support teams in identifying and implementing process improvements.
- Help teams to identify and address impediments, escalating or collaborating with external stakeholders where needed to remove blockers.
- Collaborate closely with team leads and product managers to ensure roadmaps are up to date and realistically achievable.
- Proactively identify and communicate delivery risks, facilitating conversations about scope, resourcing or prioritisation to manage key dates and expectations.

#### WE WANT TO HEAR FROM YOU IF YOU HAVE:

- Proven experience as a Scrum Master, Agile Coach, or Delivery Lead in a multi-team environment (2+ squads)
- Deep knowledge of Agile frameworks (Scrum, Kanban, SAFe, or similar) and principles, with hands-on experience applying them in real-world settings
- Experience facilitating agile ceremonies, retrospectives, and workshops to support self-organising teams
- Track record of helping teams identify and remove impediments, and guiding them through continuous improvement
- Strong experience with agile delivery tooling (e.g. Jira)



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- Strong understanding of team-level delivery metrics (e.g., lead time, cycle time, throughput) and how to use them to drive performance
- Experience coaching product owners and team leads to improve agile maturity, backlog health, and prioritisation
- Comfortable working across departments and collaborating with stakeholders (e.g., engineering leads, product managers, operations) to align delivery
- Experience with roadmapping tools (e.g. Jira Roadmap)
- Nice to have:
  - Background in software development or QA, or close collaboration with technical teams
  - Experience in a scaling agile environment

### IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme
- “Work from anywhere” 2 weeks per year policy
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

### TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the Recruitment Team [recruitment@pcipal.com](mailto:recruitment@pcipal.com)