



Student Loans Company

Job Description

Job Title: Repayment Performance Manager

Details

Responsible To:

- Insight & Performance Manager

Management Authority:

- Insight Team
- Collections Performance Team
- QA Team

Budgetary Authority:

- None

Purpose of the Role:

- To deliver Business Intelligence and Analytics to the SLC Repayments.
- Help define and deliver Insight & Performances' Business Intelligence Strategy.

As a member of the Team:

Detailed Portfolio Accountabilities & Objectives:

Strategic:

- To deliver the Business Intelligence Strategy as an enabler for the wider SLC Repayment Strategy.
- To deliver the analytical capability to support the Repayment Strategy.
- To work with all Repayment Departments to assist in the delivery of strategic and tactical initiatives.

Managerial:

- Management, planning and resourcing to support the delivery of Business Intelligence for the Repayment Department.
- To people manage the Insight team, Collections Performance team and QA Team.
- To maintain capacity and capability – ensuring continuity in our ability to support business as usual and project activities.
- To ensure that staff are kept up to date with relevant communications.



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- To deputise for the Insight & Performance Manager as required.
- To ensure that company and departmental procedures and policies are being adhered to.

Analytical:

- Provide Repayment Department with accurate business intelligence and to track organisational performance, highlighting trends and areas requiring attention.
- Maintain and improve service aligned working with the Repayment departments to ensure that Business Intelligence is timely, appropriate and integrated with each respective department.
- Analysis of SLC Repayments Business processes to evaluate potential risk, opportunity and to demonstrate the incremental outcomes from tactical and strategic changes.
- Forecasting of Balance Scorecard targets and Key Performance Indicators. Recalibration of targets, and changing to measures in line with changes to business processes, changing loan book and other factors.
- Mentor staff to ensure that best practices in the delivery of BI are being followed: provide guidance and challenging approach where appropriate. Continuous improvement of delivery processes.
- Maintain control over all Repayment Business Intelligence products, by ensuring all products are compliant with department procedures and standards.

Key Outputs/deliverables:

- Standardised and ad Hoc BI Reports
- Forecasts
- Analysis Papers
- KPI and Measures
- Technical Notes and Business Documentation
- Dashboards and data visualisations

Skills, Knowledge and Experience:

Essential:

- Educated to degree level, or previous employment experience which requires a level of competence, in areas of; Mathematics, Business Intelligence, or Business Analysis.
- Experience with the application of best practice for development and delivery of business intelligence.
- People management experience.



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- Strong numerical skills.
- Excellent communication, planning and negotiation skills.
- Strategic / organisational awareness.
- Experience using business intelligence systems.
- Good grasp of data management and challenges i.e data quality, data definitions, relational data model.

Desirable:

- Knowledge of SLC Repayment policy and processes, experience with SLC systems and data (in particular CLASS, Tallyman, Avaya).
- Experience of using analytical tools, specifically but not limited to; SQL, MS Excel and Micro strategy.