

## Job Description

### Job Title: Repayment Contact Centre Manager

#### **About SLC**

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible, in partnership with Local Authorities in England and Wales, the Student Awards Agency for Scotland, the Education and Library boards in Northern Ireland, the Higher Education Institutions and HM Revenue & Customs, for student support delivery in the UK.

#### **Company Mission**

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

#### **Company Vision**

Our vision is to be valued as a digital, customer-focused, centre of excellence.

#### **Job Details**

**Grade:** 6

**Reporting to:** Head of Repayments

**Budget Responsibility:** Responsible for the effective utilisation of the operational budget for the Repayment contact centre in Glasgow.

#### **Job Purpose:**

- To ensure that the Repayment customer contact operations in Glasgow deliver a consistent experience throughout the customer journey reflecting the needs of specific customer segments. The tone and approach taken with customers should reflect their known characteristics.
- To ensure that the repayment teams in Glasgow work effectively with other departments to ensure that customers receive a joined up service that supports their needs.
- To ensure that the repayment teams in Glasgow work closely with the other areas of customer services & Hub Services to provide a seamless Repayment contact centre operation.
- To grow and develop the people within the Repayment contact centre in Glasgow, embedding the core culture and values of SLC and making the centre an attractive, stimulating and rewarding place to work.
- To identify opportunities to improve the service delivered to customers.

#### **Key responsibilities:**

Management Responsibilities:

- To lead and manage critical customer-facing operational activity to ensure performance objectives and customer requirements are achieved in line with the agreed business strategy and objectives of the Student Loans Company

- To support the achievement of SLC objectives and Repayment performance indicators.
- To ensure that a positive lead is given to staff in developing and upholding the corporate culture values and behaviours, demonstrating the leading the way commitments.
- To always consider the customer impact of decisions as well as the business impact.

**Responsibility for People:**

- To coach and mentor those under direct line management responsibility and within the wider Repayment operations in Glasgow such that open two-way development of people's skills knowledge and behaviours exist.
- To be a visible leader of the Repayment contact centre in Glasgow giving staff clear sight of the vision and priorities and the strategy being taken to achieve the Company's goals.
- To ensure that a career within the Repayment Contact Centre in Glasgow is recognised externally as attractive, stimulating and rewarding.
- To ensure that clear career development opportunities (and individual plans) exist for all Repayment Contact Services staff in Glasgow and that action plans are in place to grow and develop staff in terms of skills, behaviours, knowledge and (where appropriate) management capability.

**Key Accountabilities:**

- Lead, develop and motivate teams of staff to ensure the accountabilities of the business unit are delivered and to enable them to maximise their potential.
- Monitor recruitment activities for assigned areas to ensure sufficient staff of required calibre are available to deliver services.
- Oversee all required management activities for assigned areas to ensure that the unit functions effectively.
- Assist with the development of business and operational plans and budgets for assigned areas.
- Oversee all costs, resource capacity planning and utilisation to support the achievement of operational budgets and plans.
- Ensure a consistent understanding is created within and across teams of the aspirations, plans and current performance of the business unit to enable everyone to contribute to performance and continuous improvement objectives.
- Oversee the measurement, assessment and reporting of the performance of assigned areas to facilitate overall business management and to support the continuous improvement of performance.
- Continually review the organisation and operation of assigned areas and initiate, plan and implement changes to improve efficiency and capability in delivering objectives and customer needs.
- Build and maintain relationships with key internal groups and individuals to facilitate the effective delivery of operational activities.
- Participate fully in cross-functional and strategic organisation-wide projects, to ensure their delivery to time, budget and specification.
- Lead the local management team's development, agreement and achievement of business plans and to the identification of performance opportunities.
- Keep up to date with relevant developments so that SLC is aware of and able to take account or advantage of new developments.
- Maintain knowledge of regulatory and legal requirements relevant to the role, supporting and promoting compliance with those requirements within the role and the business.
- Contribute to the development of pre-emptive strategies to manage service volumes and

customer experience.

- Contribute to the development of innovative long term and short term solutions that will have a positive impact on customer experience.

**Knowledge, Skills and Experience:**

- Knowledge of the UK student finance environment and the HE sector
- Management experience of customer contact operations Management of multi-channel contact services
- Excellent interpersonal and communications skills with staff at all levels.
- Demonstrate evidence of successful involvement in change resulting in recognised improvements to customer satisfaction.