

Job Description

Job Title: Business Services Delivery 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

Overview of department:

The Software Delivery department is responsible for the development and maintenance of a number of IT products and services that supports SLC's business.

We are in the process of reforming our team; this marks the beginning of our journey towards achieving SLC's Vision - to be valued as a digital, customer-focused, centre of excellence. In order to achieve our vision we require a dedicated team of staff.

Grade:

Grade 6

Reporting to:

Head of Software Delivery

Budget Responsibility:

Direct and Indirect budget accountability for GBP 5 million in conjunction with Programme Management teams

Line Management Responsibility:

Five reports at manager level

Job Purpose:

To lead teams of development staff to deliver application development and maintenance for SLC's current Business Services platform. The job role will involve delivery of large and complex system change, organizational development, operational excellence initiatives, maintenance change, production support, leading third party delivery partner resources and integration of third party software delivery.

Key responsibilities:

To provide leadership, direction and resource development to teams of technology staff in providing the necessary support for effective performance
 Ensure timely delivery of Programme and Project deliverables.
 Contribute and lead the evolution of the banking services technology platform, leading to a more decoupled service based architecture.
 Lead the preparation of plans and budgets in assigned areas as appropriate, monitor progress against plans and budgets and take corrective action, if necessary, to get back on track
 Establish and maintain excellent internal/stakeholder relationships through which a deep understanding of both current and future needs can be clearly identified and plan and supply activities and solutions, as appropriate, to fulfil these needs
 Management and assurance of software vendors and 3rd party delivery partners
 Plan and manage technical quality assurance activities to ensure quality standards are maintained and to facilitate the improvement of products and services
 In the event of major issues, co-ordinate all relevant activities, where reasonable, to ensure efficient performance and return to normal conditions as soon as possible
 Contribute to appraisals of staff performance, ensuring they are aware of and capable of delivering their accountabilities
 Contribute to the recruitment process as required to ensure that the Division attains and retains a highly skilled workforce

Knowledge, Skills and Experience:

Essential

Excellent analytical and problem solving skills, with ability to think laterally and conceptually
 Experience of managing mission critical real time and batch software solutions based on Oracle architectures, including Oracle Fusion middleware
 Experience of Modernising architectures and utilising service orientated architectures, with development experience with Oracle PL/SQL and / or Java/J2EE
 Experience of managing multiple development teams through the full software delivery lifecycle
 Experience of working in a technical IT environment, with a clear understanding of system architectures, integration, systems components, and service delivery
 Demonstrable leadership experience of a key technology function
 Experience in managing both project and maintenance backlogs of work, control of priorities, and resolution of conflicts
 Experience of supplier and vendor management
 Experience of developing software roadmaps as well as software maintenance plans
 Experience of release planning and software configuration management
 Experience of managing and assuring 3rd party delivered of software components
 Ability to contribute to a team of peers, as well as within own team
 Higher Education IT qualification in a computer related discipline or solid demonstrable experience within IT
 Presentation and communication skills.

Desirable

Experience of managing key Banking or Financial Services applications
 Organisational development track record
 Experience with Agile methods and techniques
 Project and Programme management experience
 Continuous Integration / Continuous Development process experience