

## Job Description

### Job Title:

#### **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 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 Product Delivery Manager works in the Marketing Department within The Product Development & Digital Customer Directorate. The departments main responsibilities are to ensure that all communications produced are customer driven, digitally focussed, fully integrated with technical systems and operational processes and provide a consistent and positive customer experience throughout the customer journey.

#### **Grade: G4**

#### **Reporting to:**

Product Marketing Manager

#### **Budget Responsibility:**

None

#### **Line Management Responsibility:**

5-7 Product Marketing Assistants

#### **Job Purpose:**

The main role of the **Product Delivery Manager** within the Product Marketing Team is to act as business owner for forms and correspondence to support live services for every domicile. They manage the process from content creation to live implementation ensuring that customer focus and consistency of communications are central to all deliveries.

#### **Key responsibilities:**

- Manage and motivate a small team of Product Marketing Assistants (3-7).
- Work with the business, policy, ICT and other colleagues to ensure that communications are fully integrated with IT systems and business processes.

- Make sure that all communications produced are customer focussed and consistent with other communications regardless of product/channel.
- Build and manage relationships within the business to enhance Product Marketing's position as a key service supplier and to be recognised as the product experts.
- Maintain and control the specifications and definitive list of requirements and need for all guidance material, forms and correspondence.
- Plan, control and ensure successful and safe delivery of all forms and correspondence required to support live services for SFE, SFW, SFni and EU.
- Lead projects to recommend and deliver improvements to the suite of guidance material, forms and correspondence in line with business objectives.
- Actively contribute to the budget, capacity and resource planning processes to adapt to changing business and customers needs.
- Manage project risks, issues and dependencies in relation to customer communications.
- Provide support and involvement to other department initiatives as required.

**Knowledge, Skills and Experience:**

**Essential Skills / Experience / Qualifications**

- Previous experience of managing people and working on projects with complex and conflicting requirements.
- Experience of producing high quality written documentation for both internal and external customers.
- Skilled in the analysis of business issues and requirements, identifying and developing appropriate models and delivering solutions to meet business and customer needs.

**Desirable Skills / Experience**

- Knowledge of the UK student finance environment and HE sector.
- Degree educated or equivalent professional qualification.
- Previous experience within an analytical, product management or communications role would be an advantage
- Ability to network and gain trust among a large group of stakeholders and internal contacts.

