Job Description

Job Title: Digital 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 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: We have a bias towards open-source technology, automation and continuous improvement to develop our micro-services across a distributed architecture. We work in a highly collaborative, energising environment focused on delivering for customers whilst developing its people in the process. Working in agile, multi-disciplinary teams, we deliver measurable improvements in customer satisfaction while reducing costs which benefits both customers and taxpayers alike. You will work in an agile environment in a multi disciplined team where business systems analysts, developers, testers and product owners all work together to develop great products for our customers. We are looking for self-driven individuals who are passionate about their career and keen to develop further, to discover new ways of working and step out of their comfort zone. **Grade:** Grade 5 **Reporting to:** Head of Digital Delivery & Customer Solutions **Job Purpose:** The Digital Delivery Manager role has a broad and challenging set of responsibilities within the technical delivery team. Primarily, you will be the technical owner of a product whose purpose is to provide customer / business solutions and lead a team to deliver new features and drive improvements which have measurable impact.

You will plan out your roadmap and deliver project change, continuous improvement and architectural enhancements through a multi-disciplinary, highly skilled technical team. You'll be adept at delivering complex digital projects, breaking down barriers for your team with the ability to both plan at a higher level and get into the detail to make things happen when needed. You will be customer-focused and use analytics, regularly monitoring production data to understand operational performance and drive the prioritisation of your roadmap in alignment to business goals.

You will be core to decisions that build high performing teams and be expected to continually develop your team, creating a culture where small, regular improvements are the norm and people are excited about their contributions and how these impact on company strategy.

SLC is in a unique positon, enabling students to achieve their full potential in contributing to society and helping develop the skills and knowledge to fuel the future growth of the UK economy. Passion for people and a desire to make a difference are key to this role!

Key responsibilities:
- Create, lead and develop a multidisciplinary team, ensuring you have the correct structure and levels of skill to develop your future plans.
- Own the delivery roadmap, working with the Product Owner to prioritise a backlog and translate this into user stories over time.
- Have oversight over the architecture, working with your technical leads to ensure the systems and solutions you develop are flexible, loosely coupled and deliver performance that is appropriate for business need.
- Ensure an efficient software methodology is in place, aligned to agile / lean principles, learning and iterating frequently, highly collaborative and regularly improved.
- Align to the DevOps principles and toolsets being established with high degrees of automation throughout the development process. Continuous integration, continuous deployment and continuous operational monitoring are baseline goals.
- Ensure that security, reliability and performance are embedded into the team skills, development process and architecture.
- Engage across the organisation with business partners to gain buy-in on prioritisation, with agreement on the key performance metrics which will be impacted.
- Measure and monitor the solutions you develop, regularly reviewing operational metrics to validate the effectiveness of your product in meeting customer needs.
- Excellent knowledge of modern platforms and tools, using the correct product where appropriate, especially open source and open standards.
- Communicate through email, presentations, informal meetings right across the organisation (including senior management and executive team) to share learnings, insight and plans, gathering feedback and influencing in the process.
- Role model self-driven skill development within the team, promoting learning events and facilitating individual needs.
- Help develop and participate in wider skill development and recruitment activities such as hackathons, conference events, university partnerships, etc.

Knowledge, Skills and Experience:

Leading and Communicating

- Collaborate with staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work.
- Clarify strategies and plans, giving clear sense of direction and purpose for self, team and stakeholders.

Changing and Improving

- Provide constructive challenge to senior management on change proposals which will affect own business area.
- Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges.
- Encourage a culture of innovation focused on adding value – give people space to think creatively.

Making Effective Decisions

- Analyse and evaluate pros and cons and identify risks in order to make decisions that take account of the wider context, including diversity and sustainability
- Identify the main issues in complex problems, clarify understanding or stakeholder expectations, to seek best option

Managing a Quality Service

- Make clear, pragmatic and manageable plans for service delivery using agile programme and project management disciplines.
- Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met through data-driven analytics.
- Establish how the business area compares to customer service expectations and industry best practice and identify necessary improvements in plans.

Delivering at Pace

- Get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations.
- Adopt efficient processes for maximising change delivery. Regularly assess how to remove bottlenecks and improve the flow of the end-to-end delivery process.
- Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time, rewarding success.

Specialist Skills and requirements

- Experience in technical ownership of projects and products, demonstrating proactive engagement to deliver solutions.
- Proven experience using agile project management methods while understanding the fundamental principles behind what they are trying to achieve and why they are valued.
- Proven experience balancing multiple priorities and dealing with ambiguity, applying both pragmatism and bold direction when appropriate.
- Sound understanding of the digital landscape, open source technologies and modern practices around continuous deployment.
- Excellent leadership and management skills, communicating clear strategy and purpose.
- Experience in leading multi-disciplinary teams, developing and motivating individuals.