

Job Description

Job Title: Project 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:

The Student Loans Company is embarking on a new strategy to deliver its objective of being a digitally enabled and operationally excellent organisation. Underpinning this is the creation of a new function within the Change and Programme Management directorate which will govern and deliver the Strategy Portfolio through a variety of programmes and projects.

The Strategy portfolio will address the following areas of change:

- Structure -The overall governance of SLC in relation to our government stakeholders
- Customer & Product -The simplification of customer and product to enable quick delivery of government policy objectives
- Digital - Enabling our customers to interact digitally with minimal contact centre intervention
- Operations -Driving a LEAN agenda through our operations function to generate efficiencies
- Repayments - Increasing SLC's repayment yield (collections)
- People - Driving SLC towards an Operationally Excellent company, aligning our culture, Management and Leadership behaviours, organisational structures, performance measurement and management

Grade: 5

Reporting to: Programme Manager

Budget Responsibility: Project Budgets

Line Management Responsibility: Day to day management of allocated project resources in a matrix environment. You may have some line management of project management analysts.

Job Purpose:

Reporting to one of SLC's Programme Managers, the project manager will be responsible for the full lifecycle delivery of SLC's projects. Typically these projects involve the direction of cross functional teams, with significant elements of bespoke application development to introduce enhancements

and policy change.

Key responsibilities:

Successfully delivering quality projects:-

- Lead cross functional teams in the timely delivery of allocated projects, ensuring agreed objectives are achieved within the agreed budget.
- Plan all work, detailing key milestones, dependencies and critical path activities.
- Monitor and track delivery, report progress and ensure the project remains on track through the proactive management of risks issues, escalating to the programme or portfolio level where necessary.
- Ensure that benefits and performance targets of the project activities are identified, measured and monitored.
- Ensure that any changes impacting project delivery are tracked through controlled change process.
- Adhere to project management standards, methodologies and practices via the Programme Manager and the Corporate PMO.

Develop and manage stakeholder relationships:

- Ensure regular dialogue with all project suppliers and stakeholders to promote problem solving, team working and risk-sharing.
- Where they exist, manage third party contributions to projects as appropriate.
- Report on project progress through agreed reporting lines, at agreed intervals, via highlight reports and portfolio/programme/project board when necessary.

Adding value to the team:

- Play an active role within a recognised 'centre of excellence' in all aspects of and project management.
- Use your experience and lessons learned to contribute to the development of the wider team and when needed seek the advice and guidance of the team on challenges being experienced.

Knowledge, Skills and Experience:

- Degree preferred.
- Prince 2 qualified (or other formal project management qualifications).
- Proven track record of full lifecycle project delivery in complex environments. Much of this will be the design, development and implementation of bespoke software.
- Ability to lead multi disciplined teams (technical and non technical).
- Experience of Agile methodology is an advantage but not essential.
- The successful candidate will have the ability to build relationships - communicating, influencing and negotiating effectively at all levels with technical and business teams, senior project stakeholders and sponsors.
- Ability to broker and communicate resolutions for areas of project contention.
- Experience of effectively managing and controlling project budgets.
- Excellent written/verbal communication and presentation skills with experience of reporting to a senior executive audience.
- Ability to report complex data, distilling down into succinct and powerful documents.
- Track record of good time-management, with ability to deliver to deadlines.
- Focus on continuous improvement and developing working practices, for self and others.
- Self-motivated and highly organised with acute attention to detail.



Student Loans Company

- Uses initiative to resolve issues and is confident in ability to make decisions.
- Strong MS Office suite knowledge, including Excel, PowerPoint and MS Project.
- Coaching and mentoring skills an advantage.