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, 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: G3 **Reporting to:** Partner Services Support Manager   **Budget Responsibility:** **None** **Line Management Responsibility:** None **Job Purpose:**   - To define, produce, test and maintain management information related to partners performance, commissioning and working with Data Services and IT reporting developments in line with service developments or continuous improvement requirements.   - To utilise performance information in order to make judgements and evaluations of service delivery fulfilment and achievement.   - To liaise with product and process owners in order to provide an integrated assessment and data reconciliation of end-to-end processes   - To generate partners performance optimisation plans and strategies, and produce and monitor service delivery teams in the execution of partners' operational performance improvement plans   - To maintain and enhance the division's performance reports, including applicable scorecard measures

As a member of the Team:

You will deliver value by forming a direct, collaborative relationship with stakeholders. This will maximise efficiencies and address change, operational delivery, problem resolution and policy assessments ensuring that:

- The execution of full end-to-end processes for applications, assessment and payment to students and learners is enabled by dependable, timely and accurate information from service partners
- The end-to-end processes for payment to Delivery Partners achieve SLC "Pay" commitments
- The levels of satisfaction from service partners are high enough for SLC to receive support, endorsement and insight to enable continuous improvement

Key Responsibilities:

- To ensure data and performance reporting is accurate, robust and fit for the intended purpose
- To test and accept reporting system developments from ICT and Data Services, and to develop in-house capability for data warehouse self-service
- To undertake process, activity and product measurement and evaluation systems
- Work in a team toward improving Stakeholder Satisfaction and service fulfilment targets.
- To lead for Partners Services in all process, activity and product measurement and evaluation systems in Finance, operations and elsewhere.
- To ensure that the performance of our services to and from our partners, is analysed and assessed against agreed service standards and undertaking formal annual service reviews.
- To monitor the delivery of system interfaces with other operational and support systems, building rapport and collaborative working which enables issues to be addressed and interfaces which deliver the end-to-end customer service.

Key Outputs:

- Service Dashboard reports & Supplementary MI
- Partner performance reports
- Ad-hoc MI
- Assessments of service performance
- Data mining specifications and QA assessments,
- Monitoring and reporting framework for partner performance.
- Internal service agreements with dependent SLC functions.

Knowledge, Skills and Experience:

- Educated to minimum level 4 or equivalent experience.
- Experience in service management disciplines, with core skills of service definition, analysis and monitoring.
- Experience in data production, research, interpretation and presentation
- Analytical skills in data interpretation, process design and measurement systems.
- Experienced/proven track record at measurement of the delivery of front-end services
- Good knowledge of student funding and the education sector would be an advantage.
- Very strong planning, and organisational skills

- High levels of IT literacy, including an awareness of data mining and report composition techniques.