

## Job Description

### Job Title: MI Training Lead

#### **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 Data Services & Analysis department ensures that the information assets held by SLC can be efficiently and effectively exploited by key stakeholders in their preferred format, either directly or via information services supplied by the DS&A team within SLC. The department sits within the Finance Directorate of SLC.

**Grade:** 3

**Reporting to:** Strategy & Data Accessibility Manager

**Budget Responsibility:** None

**Line Management Responsibility:** None

#### **Job Purpose:**

To drive and promote best practice usage of the department's BI tool of choice (MicroStrategy) through communication and education of the end users.

To support the team in developing and maintaining data standards and governance across the department, and collaborating with other directives to ensure consistency in delivery.

#### **Key responsibilities:**

- Assist users with varying levels of ability to exploit SLC data effectively through the BI tool.
- Educate users how to access the data and build MI reports to assist with self service through training sessions and best practice guides
- Establish additional data requirements of end-users (out with projects), proactively identifying reporting needs, and assisting with the data accessibility piece by communicating requirements to the relevant teams

- Work with the Data Quality team to define key data performance parameters, identifying quality issues both within the data itself and through the ETL processes which materialise within the BI tool
- Capture and document policy changes within SLC products identifying the impact and monitoring trends
- Support the Data Services Technical Lead, by maintaining and updating the Data Services & Analysis information architecture and inventories (e.g. Data Dictionary and Metadata Dictionary / documents), specifically those relating to the BI reporting tool to ensure consistency in interpretation and quality, whilst delivering in line with data governance standards
- Ensure that all users of data understand the principles surrounding its usage, and their individual responsibilities around the protection and security of data through education and the maintenance of access controls
- Understanding of Data Protection Act and its principles to assist in the formulation and maintenance of Data Sharing Agreements between SLC and its partners.

**Knowledge, Skills and Experience:**

**Skills:**

- Diligent in approach with an eye for detail and a commitment to continuous improvement; willingness to proactively propose alternatives to established approaches or processes
- Build and maintain internal and external relationships to understand source data, anticipate requirements and build the knowledge base, providing information to enable timely improvements to data accessibility
- Numerate, logical, organised, flexible, a creative approach to problem solving and confident in ability to present technical solutions to a non-technical audience
- Ability to work on own initiative and as part of a team, to provide technical assistance to customers as and when required, working to deadlines and managing multiple tasks
- Good organisation and administrative skills to capture and document processes to ensure that data standards are in place, maintained and exceeded
- Demonstrable experience of Data Governance principles covering areas such as the DPA, Data Quality and Security.

**Knowledge:**

- SQL (PL/SQL preferred)
- BI Tool Experience (e.g. MicroStrategy)
- MS Office: Excel / Visio / Access / Word / PowerPoint
- An awareness of data governance, data standards and quality, business analysis, management information systems and data warehousing.

**Experience:**

- Demonstrable experience of Data Governance principles covering areas such as the DPA, data quality and security.
- Experience of being in a business analysis, management information, analytical services or data warehousing environment.