

## Job Description

### Job Title: Data Services Technical 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:** The role will involve supporting the DS&A department in driving the necessary changes to ensure that the information assets held by SLC can be efficiently and effectively exploited by key stakeholders in their preferred format. To liaise and bridge the gap between ICT and the business, engaging directly with the Data Warehouse, Data Architecture & Development teams to manage delivery in a timely manner providing beneficial changes to the stakeholders. Communicate with a varied audience and support the Strategy & Data Accessibility Manager in delivery of the team's objectives and strategy.

#### **Key responsibilities:**

- Lead the business interests by maintaining a coherent Business Data Model
- Work with the Design Authority & Data Warehouse teams to ensure that the schemas developed support the Business Data Model.
- Influence the scope and content of ongoing development and enhancement by ICT leading to continuous improvement of the corporate Business Intelligence system.
- Work with the Project Teams to define the MI roadmap for any given product or policy change, identify and evaluate the impact of change and translate this into accessible data on behalf of DS&A customers.
- Ensure that the accessibility is fully compliant with all legal and security frameworks.
- Develop, implement and maintain Data Services & Analysis information architecture and inventories (e.g. Data Dictionary and Metadata Dictionary / documents), collaborating with other directives to

ensure consistency in interpretation and quality, whilst delivering in line with data governance standards

- Identify data issues or gaps and work closely with the Design Authority and Data Warehouse teams to resolve
- Undertake rigorous UAT on enhancements and fixes and complete peer UAT audits for Project Analysts
- Support the Strategy & Data Accessibility Manager in providing strategic direction for continuously improving accessibility to SLC information assets.

**Knowledge, Skills and Experience:**

**Skills:**

- Natural intellectual curiosity, creative in analytical approach with a commitment to continuous improvement; willing to proactively make suggestions on developments
- 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
- Engage stakeholders through the design, inception and delivery phases of the project, anticipating and shaping requirements for the purpose of optimising results
- Numerate, logical, organised, flexible and 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
- Is viewed as a coach in terms of technical expertise and continuously provides guidance and imparts knowledge to team members and customers.

**Knowledge:**

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

**Experience:**

- Experience in Business Analysis, Management Information, Analytical Services or Data Warehousing
- Writing complex queries that can interrogate reconcile and validate data from multiple sources
- Demonstrable experience creating, deploying and maintaining reports through BI tools.