

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 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: For SLC to move towards becoming a benefit informed organisation, benefits management needs to become integrated with programme delivery and will be a key part of planning and decision making. This role will play a significant part in this integration and will be driving forward the development of the benefits framework to ensure that it is being adopted and that information is available to support decision making in the context of achievement of benefits.

Grade: 4

Reporting to: Benefits Realisation Manager

Budget Responsibility: None

Line Management Responsibility: None

Job Purpose:

- To provide support in the identification of benefits from business and technical changes
- To support the quantification of the financial and non financial benefits of changes across the organisation and provide input to business cases
- To support the continued development and implementation of the benefits framework
- To help business owners to ensure that any new processes, systems, organisational development and structural changes deliver the expected benefits
- To monitor and report on the achievement of outcomes that deliver benefits throughout project delivery
- Ensure that all benefits documentation is complete and updated
- Liaising with external stakeholders:
 - Stakeholders
 - Assurance partners
- Liaising with internal stakeholders:

- Budget Holders/Project managers
- Senior Managers
- Business Analysis
- Business/Process Owners
- Programme Director
- SROs
- Portfolio Board(s)

Key responsibilities:

- To provide support on the use of the benefits framework across the organisation, supporting business areas in use of benefit tools and processes. To provide advice and guidance in all aspects of the benefits realisation process
- To assist with the development and to promote the implementation of the benefits framework to ensure that benefits realisation is at the core of all change and development initiatives
- To provide support to finance colleagues to assist in the financial modelling of the future business and understanding of the impact of business changes
- To provide support to business owners in quantifying the impact of non financial benefits.
- To provide reporting on the achievement/delivery of benefits through the project lifecycle and across the Programme and portfolio
- To ensure evidence of achievement of benefits is collected and to provide support for the review and assurance process
- To communicate directly with the Benefits Manager for supporting the delivery of project related benefits
- To provide challenge and support to colleagues to ensure that benefits realisation is seen as a shared responsibility and that there is sufficient understanding of benefits realisation requirements.

Knowledge, Skills and Experience:

Essential

- Experience of cost benefit analysis techniques and methodologies
- Graduate Level
- Experience of operational process mapping and cost drivers
- Must be prepared to work flexibly to meet deadlines.

Technical Skills

- Able to identify additional opportunities to maximise benefits and improve service
- Ability to demonstrate an understanding of financial planning and how this relates to benefits realisation
- Be able to demonstrate an awareness of the organisational culture and represent these into the benefits realisation approach
- Be able to network with staff at all levels and deliver presentations at management and team meetings
- Be able to take a disciplined but flexible approach to benefits realisation, working in line with the needs of evolving projects and diverse stakeholder groups
- An understanding of project management tools and processes.

Personal Attributes

- Forward thinking mind-set with an ability to take responsibility and drive the adoption of the benefits realisation framework across the organisation
- Excellent interpersonal and communication skills at all levels (presentations, reports, working groups, etc)
- Analytical mind and problem-solving skills
- High-degree of commercial awareness
- Ability to use initiative and prioritise own workload
- Able to work with discretion on confidential matters
- Able to speak positively about change, overcome objections and support staff to embrace the programme.