



Job Description

Job Title: Operations Manager
Reporting to: Department Manager

Details

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.

Job Purpose

- To assist the Department Manager in managing the administration of student finance applications, ensuring excellent levels of customer service are achieved and maintained
- To work with relevant managers and staff to drive continuous improvement, enhancing the service and providing value for money
- Engage with your team managers, to motivate and inspire your teams to deliver their best and champion an exceptional customer service

Key Accountabilities

Lead, Motivate and Support your people:

- Motivate and develop teams to deliver results which meet service standards
- Coach and develop your team managers ensuring that they are skilled to effectively manage their teams
- Ensure all people management activities are carried out in line with company expectations and time frames
- Promote and integrate Leading the Way behaviours through the department
- Lead with passion and inspire your teams and colleagues, engaging with your staff regularly to motivate and gather valuable insight to enhance our service.

Manage and develop your teams to deliver targets and objectives:

- Work towards attaining Service Level Agreements and internal department targets by creating an awareness of performance across your teams and

understand how it impacts the customers

- All staff within the teams to have SMART objectives and individual PDP's
- Monitor regularly the effectiveness of your teams to ensure service standards are maintained, plan for any changes that may impact delivery and be proactive in dealing with challenges.
- Ensure all staff receive the relevant training to ensure they meet their personal objectives and development
- Demonstrate at all times a high commitment to the accuracy of student finance entitlement awarded and managing public money, taking proactive measures to meet and improve standards
- Conduct regular team meetings and 1:1's to ensure a two way flow of information, recognising both individual and team performance while ensuring everyone is given the opportunity to participate

General Responsibilities:

- Provide co-ordination and communications of the day to day activities within the department, working with your colleagues and peers in other related departments where necessary
- Use data and customer insight to analyse root cause issues and trends to help inform decision making for customer improvements
- Support recruitment activity for your department and resource planning
- Lead and ensure effective implementation of change across the teams ensuring employee engagement
- Understand and assist in the application and provision of advice on all aspects, including The Education (Student Support) regulations and local policies and procedures. Seeking clarification when required to ensure accurate application of policy.
- Minimise potential fraud and implement appropriate measures to prevent it – escalate as appropriate
- Acts as an Ambassador liaising with staff within universities and colleges, the Department for Education, other Government departments and third parties. Represent SLC in professional way when required with external colleagues.
- Contribute to Customer Services & Operations directorate activities and work as one team with the rest of SLC
- To contribute in mandatory or project teams which will deliver change offering your subject matter expertise, utilising other departmental SMEs and making decisions with Assessment Services manager on priorities for our customers in the most efficient way

Other:

- Ensure all health and safety rules and guidance are followed and take all reasonable care to promote health and safety at work of yourself and fellow employees
- Follow all procedures and guidance for maintaining the security and confidentiality of people, information, premises, equipment and software at SLC
- In all aspects of work demonstrate a commitment to the SLC policy on Equal Opportunities

Essential Skills / Experience / Qualifications

- GCSEs or equivalent at a minimum including English and Maths
- Two years People Management experience, with multiple team members, within a customer service environment
- Demonstrate Performance Management knowledge and skills; challenging those for improvement and encouraging high performers
- Achieving performance excellence; meeting department goals/output/targets/deadlines by motivating and managing your staff
- Use of analytical skills and root cause analysis of data to inform decisions for improvements for customers or staff development
- Experience of continuous improvement activities to enhance customer service and value for money
- Passion for customer service, striving for excellence, listening and seeking feedback to improve
- Experience of recruitment and interview techniques
- IT literate; use of emails, Word, Excel, PowerPoint
- Excellent Organisational skills and ability to cope under pressure
- Ability to prioritise work and multi – task
- Build relationships, work as one team
- Positively accepts a challenge
- Flexible/adaptive to change
- Self motivator to work and learn
- Effective Communication Skills

Desirable Skills / Experience

- Degree or NVQ level 4 in a Management related discipline
- Management experience within a high volume processing service, supporting multiple teams of staff and workflows
- Knowledge and understanding of SLC's operations, processes, policies and procedures.
- Able to travel to other locations to support SLC activity or training