

Job Description

Job Title: Capacity Manager

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:

ITS Operations is one of 5 core functions within SLC the others are Software Delivery, Architecture, Security and Service Delivery and Vendor Management. The role of the Capacity Manager will be cross departmental initial within the ITS operation specifically with Server, (Wintel and Unix), Storage, Networks, Dbase and Mid Tier and Service management.

Grade: Grade 4

Reporting to: Change and Release Manager

Budget Responsibility: N/A

Line Management Responsibility: N/A at this point.

Job Purpose:

The Availability & Capacity Manager will have specialist knowledge of and be an expert in the ITIL Service Management disciplines of Availability Management and Capacity Management. This role will have responsibility for ensuring that the agreed Availability Management and Capacity Management processes are followed and for providing operational services to SLC. The role will require a thorough understanding of industry trends and opportunities and will be expected to create / amend and apply these to the development of the Operations strategy for SLC. Strong people skills are essential, with proven experience in successfully managing teams.

The role inputs into the IT Service Operations functions, in particular Availability Management and Capacity Management and IT Service Continuity Management.

General

- To assist in ensuring that current and future capacity and performance aspects of the IT infrastructure are provided to meet business requirements at acceptable cost.

- To implement ITSM-aligned Capacity Management policies, processes and procedures.
- To provide monthly Capacity reports.
- To provide Capacity plans as dictated by business requirements.
- To advise on appropriate levels of capacity to be built into new ITS solutions.
- Periodic and on-going forecasting for capacity needs based on business and technical input.

Liaise with other SLC departments including:

- Facilities
- Infrastructure, Networks and Storage
- Configuration Management
- Change Management
- Programme and Project offices
- Procurement
- Vendors and 3rd party support organisations

Key responsibilities:

- Assist in optimizing the capability of ITS infrastructure, services and supporting organizations to deliver a cost effective and sustained level of service availability that meets business requirements.
- Implement ITSM-aligned Availability Management policies, processes and procedures
- Optimize ITS services by driving cost-effective enhancements to help to meet the availability requirements of the business as defined in the SLAs
- Assist in the improvement of availability by producing and maintaining Availability plans and ensuring appropriate corrective action is highlighted to address shortfalls in performance against availability requirements.
- Provide regular Availability reports.
- To assist in ensuring that current and future capacity and performance aspects of the IT infrastructure are provided to meet business requirements at acceptable cost.
- To implement ITSM-aligned Capacity Management policies, processes and procedures.
- To provide monthly Capacity reports.
- To provide Capacity plans as dictated by business requirements.
- To advise on appropriate levels of capacity to be built into new ITS solutions.
- Periodic and on-going forecasting for capacity needs based on business and technical input.

Knowledge, Skills and Experience:

- Demonstrable experience in a Capacity Management role
- Must be capable of working under pressure in a supportive environment, this will include dealing with escalations from the business, providing feedback and dealing with several projects and problems simultaneously in an effective manner.
- The position holder must be capable of working on their own initiative within the procedures and guidelines laid down.
- The ability to communicate with all levels of staff, management and up to senior management level.



Student Loans Company

- Degree level education with a solid all round knowledge of IT and its use within a business environment.
- Solid problem solving skills.
- Resilient, confident and tenacious.
- Good interpersonal skills.
- Prepared to work extended hours and travel to other sites/regions as required