

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:

To support the Core Assessment/ Pre-Assessment Services Manager develop a continuous improvement culture within operations. The Continuous Improvement Manager will assist with the delivery and management of key operational change initiatives and will act as a business lead for wider technical change projects relating to all SFE products.

Grade: 4

Reporting to:

Pre-Assessment Manager

Budget Responsibility: None

Line Management Responsibility: Yes

Job Purpose:

The Continuous Improvement Manager has operational responsibility for being the business lead for technical change projects impacting Core Assessment/ Pre-Assessment products. Building and maintaining effective relationships with internal technical support partners is a key dependency. The Continuous Improvement Manager will also lead and coach a small team of Improvement Specialists to aid in the development and improvement of operational processes. They will motivate and empower the team to deliver value and improve the customer and user experience, in line with the SLC strategy. They will be responsible for ensuring there is sufficient governance around the delivery of business led change and that risk, costs and benefits are effectively tracked, measured and managed.

Key responsibilities:

- Effectively manage continuous improvement initiatives as the key contact, providing service updates and actively engaging colleagues both internal and external to the department to encourage suggestions and feedback for future improvements
- Ensure that processes, effective documentation and governance controls are in place to ensure suggestions are measured, evaluated and delivered
- Ensure that a portfolio of suggestions, requirements and improvements is maintained for all SLC systems (including LA Portal, BCF and Operations Portal) including bespoke local delivered solutions and that feasibility and prioritisation reviews are conducted with the delivery team on a regular basis
- Build a close working relationship with colleagues across SLC to ensure that all systems remain available and fit for purpose whilst monitoring that steps are being taken to secure further development of functionality
- Conduct analysis as needed and report findings to the Department Manager.
- Develop a high performing Continuous Improvement team, providing or arranging relevant training where required. Utilise coaching to understand team development needs and career goals, ensuring development plans are in place and regularly reviewed
- Ensure direct reports are effectively managed through company procedures relating to performance, attendance and behaviour;
- Provide objective, constructive feedback on key performance measures to individuals within the team to achieve and maintain a high performance level. Demonstrate strong leadership by taking steps to address any concerns and highlighting good practice and work well done.
- Have an understanding of key processes, techniques and considerations needed to produce quality business analysis; ensuring Process Management Frameworks/ emerging SLC strategy is regularly reviewed, understood and applied.
- Providing leadership in setting principles, strategies and standard practices around analysis techniques, showcasing, testing and wider department engagement before sign-off
- Act as a subject matter expert in the implementation of Agile/Lean Six Sigma methodologies and ways of working.
- Lead by example in promoting a strong sense of shared ownership and responsibility; reinforced through effective planning and regular communication and feedback practises.
- Produce project plans and status reports showing key milestones, risk and dependencies; amending as necessary to respond to changing priorities and delivery landscape
- Build excellent relationships with User Experience leads to understand how to find and measure user habits, and behaviours.
- In order to obtain buy-in and to promote operational needs, establish strong links and involve cross-functional teams , such as the Design Authority, Digital Delivery, Finance and Product Marketing etc.
- Ensure that business implementation principles are considered where appropriate by monitoring how the team/project is delivering against various criteria.
- Establish feedback mechanisms to measure the impact the Continuous Improvement team are having in the wider department, perception of their success and areas for improvement.
- Support the Core Assessment/ Pre-Assessment Manager to develop and embed a continuous improvement culture within Core Assessment/ Pre-Assessment operations, ensuring front line staff and supporting managers are fully engaged in business change.
- Empowered to act as a Product Owner/Business Lead for cross functional changes to key system or business processes; ensuring what is delivered is useable, valuable and has been implemented effectively into business process.

Knowledge, Skills and Experience:

- Advanced analytical and organisational skills.
- Possess the acumen to understand and relay complex technical information.
- A thorough knowledge of Core Assessment/ Pre-Assessment product policy, processes, systems and the external sector.
- Well developed IT skills and a thorough knowledge of SLC business systems/technical environments.
- Excellent interpersonal skills with the ability to lead, motivate and coach a small team of specialists. • Excellent communication skills with the gravitas to communicate effectively with senior Managers and senior stakeholders.
- A proven track record in delivering continuous improvement within large complex operations.
- Highly developed engagement skills, with the ability to influence and lead change both internally and externally
- At least 2 years People Management experience Desirable Skills
- Excellent understanding and experience of Agile and Lean/Six Sigma methodologies. (Training can be provided)

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