SLC
Student Loans Company

Job Description

Job Title: Manager DevOps

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. **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 Software Delivery department is responsible for the application development and maintenance of a number of IT products and services that supports SLC's business. It is the change engine of SLC and we are in the process of reforming our team. This marks the beginning of our journey towards achieving SLC's Vision - to be valued as a digital, customer-focused, centre of excellence. In order to achieve our vision we require a dedicated team of staff. **Grade:** Grade 5 **Reporting to:** Director of Software Delivery **Budget Responsibility:** Direct and Indirect budget accountability for GBP 0.5 million in conjunction with Delivery and Programme Management teams **Line Management Responsibility:** Principally an individual contributor role of a highly specialist nature, with a small highly technical team of initially 5 FTE **Job Purpose:** To initiate and rapidly develop a DevOps culture for Core Systems, significantly uplifting current capabilities and improving software delivery productivity. You will run a team of DevOps Developers, focused on maximising the workflow of all development teams through greater automation and management of the toolset used for the development and deployment. Initiatives will be identified and progressed in conjunction with a third party consultancy.

You'll be adept at working with multiple project teams, breaking down barriers and pro-actively engaging other teams to ensure they are making the best use of the tools and processes you are defining for maximum efficiency. You will balance the need to deliver at pace with the requirements to establish secure process which are auditable and sustain the integrity of both data and code.

You will be secure enough in your own ability and technical capability to progressing automate capabilities and empower development teams, ensuring DevOps team remains at the forefront of industry best practice process adoption

Key responsibilities:
- To work with third party suppliers and in-house development teams to stand up and evolve a capability and a significant pace of change
- To be accountable for all testing environments used across SLC for core systems, ensuring appropriate levels of data usage, security, automated regression testing, tooling
- Build a deep understanding of the departments current way of working, ensuring that new that processes, technology and toolsets are built to support them on the required transformation and understand the dependencies between projects and existing systems
- Lead the collaborative, dynamic planning process - prioritising the work that needs to be done against the capacity and capability of the team. Identifying and progressing opportunities based on impact and risk
- To provide leadership, direction and people development in support of effective performance. Build and maintain a culture of continuous delivery and improvement
- Understand the agile project management methodologies in use and feeding your improvements into the short iteration cycles, gaining
- Excellent knowledge of modern platforms and tools, using the correct product where appropriate, especially open source and open standards
- Lead self-driven skill development within the team, promoting learning events and facilitating specific needs.
- Establish and maintain excellent internal/stakeholder relationships through which a deep understanding of both current and future needs can be clearly identified and plan and supply activities and solutions, as appropriate, to fulfil these needs
- Contribute to appraisals of staff performance and recruitment of new talent, ensuring they are aware of and capable of delivering their accountabilities

Knowledge, Skills and Experience:
- Experience in delivering projects and products in either a digital of core systems software delivery capability
- Complete understanding of the value of DevOps with knowledge of virtualization, IaaS, PaaS, and cloud services being beneficial.
- Proven experience with Agile methods and techniques, with a bias to testing best practice techniques and DevOps
- Understand other delivery techniques (Prince, DSDM etc) to join up with existing projects and ways of working.
- Proven experience balancing multiple priorities and dealing with ambiguity
- Eagerness to learn and awareness of provisioning tools such as Docker, Chef, Puppet and Ansible.
- Experience with Continuous Integration tools
- Knowledge of scripting languages (ex: Bash, Ruby, Perl, Python)

- Knowledge of the administration of application servers and web servers for performance and scalability beneficial.
- Excellent leadership and management skills
- Experience of release planning and software configuration management in both a traditional and service based architecture
- Excellent analytical and problem solving skills, with ability to think laterally and conceptually
- Experience of supplier and vendor management
- Ability to contribute to a team of peers, as well as within own team

Desirable
- Experience of DevOps from a Financial Services perspective
- Experience of managing multiple development teams through the full software delivery lifecycle
- Higher Education IT qualification in a computer related discipline or solid demonstrable experience within IT
- Presentation and communication skills.