**Job Description**

**Job Title:**   Technical Design Lead (TDL)

| About SLC |
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| 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 |
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| **Overview of department:** The Inbound / Outbound Communications Team is part of the Software Delivery Division within the Information Technical Services Directorate. The Inbound / Outbound Communications team is responsible for: <ul><li>All software components required to support 500+ items of outbound system generated correspondence for the products and services we provide to our Customers.</li><li>All software components required to support the Scanning and Imaging of inbound correspondence relating to a Customer's account.</li></ul> **Grade:** G4 **Reporting to:** Software Delivery Inbound / Outbound Communications Manager **Budget Responsibility:** *N/A* **Line Management Responsibility:** *N/A* **Key responsibilities:** <ul><li>Responsible for the creation and implementation of the end to end technical design and ensuring alignment to the strategic technical architecture.</li><li>Work with delivery teams and partners to break technical requirements down into appropriate pieces, and to identify key API requirements for integration with internal and</li></ul> |

external systems.
- Ensure that new and updated platforms, products and transactions are thoroughly tested for performance, are able to handle specified load, and can be maintained over the long-term.
- Advise on, technically lead and implement delivery projects, providing guidance and mentoring in technical delivery and software architecture but also continuing on as an embedded DA resource within the project team or service.
- Provide mentorship for software developers and junior software developers
- Assist with building a culture of continuous delivery and improvement.
- Building web and mobile products to serve a variety of citizens' needs.
- Implementing APIs for internal and external use.
- Sharing knowledge of tools and techniques with the wider team, both developers and non-developers
- Be actively involved in the maintenance of SLC's Enterprise Architecture models according to industry and SLC best practice.
- To work closely with security teams to ensure that security risks are fully identified and appropriate mitigations are delivered.
- Taking part in 2nd-line support of applications and platforms, including occasional support outside of office hours
- Identify the main issues in complex problems, clarify understanding or stakeholder expectations, to seek best option
- Weigh up data from various sources, recognising when to bring in experts/researchers to add to available information
- Ensure the service offer thoroughly considers customers needs and a broad range of available methods to meet this, including new technology where relevant
- Encourage a culture of innovation focused on adding value
- Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time, rewarding success
- Get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations
- Maintain effective performance in difficult and challenging circumstances, encouraging others to do the same
- Weigh up priority and benefits of different actions and activities to consider how to achieve cost effective outcomes
- Clarify strategies and plans, giving clear sense of direction and purpose for self and team
- Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work
- Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals
- Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests
- Maintain strong working relationships with other design authority members to ensure consistency and coherence across projects and practices.
- Coach and support colleagues to take responsibility for their own development (through giving accountability, varied assignments and on-going feedback)
- Establish and drive intra and inter team discussions to learn from experience and adapt organisational processes and plans

**Knowledge, Skills and Experience:**
- Experience organising and performing prototyping and proof of concepts

- Experience with Agile methodologies (TDD, SCRUM, Kanban, etc)
- Experience using and deploying on Cloud based platforms
- Knowledge of relational and non-relational database systems
- Ability to quickly research and learn new programming tools and techniques
- Experience building server-side web applications and detailed knowledge of more than one programming language (we use a range of languages including Java, Clojure, JavaScript & Ruby)
- An ability to communicate technical concepts to a non-technical audience
- Experience working on technical projects within a team
- Working knowledge of unix-like operating systems such as Linux and/or Mac OS X
- Knowledge of the use of version control systems such as subversion or git