

Job Description

Job Title: Manager, MI Service to the Government Administrations

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:

The department ensures that the information assets held by SLC can be efficiently and effectively exploited by key stakeholders in their preferred format, either directly or via information services supplied by the DS&A team within SLC. The department sits within the Finance Department of SLC.

Grade: 4

Reporting to: Senior Manager, Data Services & Analysis (DS&A)

Budget Responsibility: None

Line Management Responsibility: A team of five analysts.

Job Purpose: To provide an effective Management Information service to the four Government Administrations. To maintain a clear understanding of what those organisations require strategically as well as tactically in the form of data, information, advice and intelligence. The service will encompass the provision of data, information, advice and intelligence in a number of forms: scheduled MI reports, responses to ad-hoc queries including those for Parliamentary Questions (PQs), standard datasets, data quality analysis, systems and data advice. To provide an MI service in related areas i.e. Freedom of Information (FOI) requests, Press enquiries and provision of data to sector bodies such as HEFCE, HEFCW, OFFA etc. To contribute to the development of the strategic information delivery system i.e. the Data Warehouse and Microstrategy.

Key responsibilities:

- Play a key leadership role as part of the department management team.
- Build and maintain a strong working relationship with the lead MI customers in the Government Administrations and the sector organisations related to them (HEFCE, HEFCW, OFFA etc).

- Manage all requests for data, information and advice from the Government Administrations and the sector organisations related to them as well as FOI requests and Press enquiries directed to SLC.
- Work with Legal and Compliance and with Security to ensure that the relevant legal frameworks are adhered to and, hence, breaches are avoided. This covers data sharing, data protection implications, encryption, data transfer etc.
- Manage the co-ordination of all requests that SLC receives for information to answer Parliamentary Questions (from Westminster and the three devolved governments).
- Help the analysts in the Government Administrations to understand how to make best use of the information systems and services available from SLC (especially the standard datasets and Microstrategy) with training and workshops as necessary.
- Actively manage the skills in the team to be able to deliver the service: data mining; data quality investigation; analysis and presentation of data; quality assurance.
- Provide input to the development of strategic departmental MI resources: MI Design resources; Procedures (such as Data Sharing procedures); the Microstrategy system and its training resources etc.
- Identify ways to provide intelligence to the Government Administrations based on the operational data to which SLC has access.
- The Key Outputs for the management of the service are status reports, service review minutes etc

Knowledge, Skills and Experience:

- Essential: Proven experience of managing an externally facing team
- Essential: Ability to manage a team of technical experts
- Essential: Previous experience in data analysis or Management Information reporting
- Essential: Appreciation of information security controls (security classifications, data protection, disclosure control)
- Essential: Proven experience of presenting complex analyses to a senior audience
- Desirable: SQL, PL/SQL
- Desirable: Business Intelligence tools (e.g. Microstrategy), MS-Access, Excel, Powerpoint
- Desirable: Reputation awareness (for information put into the public domain)