

Job Description

Job Title: Team 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:

The Pre Assessment department manages a wide variety of application documents and customer evidence items to support a range of Application and Repayment processes which involves the preparation of these documents to progress through both manual and system based processing. We also manage a wide range of archive storage and retrieval utilising both internal systems and external provider such as Iron Mountain.

Grade: G3

Reporting to:

- Operations Manager, Pre Assessment (Hillington)

Budget Responsibility:

- None

Line Management Responsibility:

- Line manager responsibility for team of 10 x G1 and 2 x G2 graded staff.

Job Purpose:

- Manage a team providing an high level of customer service
- Manage incoming volumes of paper based documents to effectively maintain relevant SLA's
- Effective delivery of the team functions as appropriate to the direction of the Operations Manager.

Key responsibilities:

- Prioritising and managing daily workloads across the Inbound teams ensuring daily targets and service levels are met utilising PEP.
- Work in full partnership with the other Team Manager with regards staff resource and workloads.
- Manage the training/coaching of team members in daily tasks. Identify any training needs and assists with provision of this training.
- Reviews procedures and work instructions on an on-going basis and manage the implementation of new services/processes in line with business requirements.
- Keep Operations Manager fully informed of workload status and team/department issues, using own initiative to resolve issues arising where possible.
- To represent or accompany Operations Manager as required at meetings etc.
- To ensure any hardware/software problems are reported timeously to relevant helpdesk and followed through to resolution.
- Ensure any agreed service level agreements are met.
- Conduct regular team meetings to ensure a two-way flow of information while also ensuring everyone is given the opportunity to participate.
- Maintain good working relationships with both internal customers and external suppliers.
- Undertake ad hoc tasks as required.

Knowledge, Skills and Experience:

- Previous supervisory experience.
- Experience in managing a large team in a high volume processing environment.
- Experience of dealing with HR policies & procedures e.g. absence management, disciplinary and capability process.
- Developing high performing teams to meet goals.
- Understanding their leadership and management style and adapting it successfully to different situations.
- Engaging with customers internally, externally and our people to continuously manage measure and improve the customer service we provide.
- Ability to prioritise workloads and use initiative.
- Excellent organisational skills.
- Excellent communication skills and the ability to coach others, demonstrating patience and the ability to build confidence.
- Accuracy and attention to detail.
- Work well under pressure.
- Flexible, team approach to working.
- Experience of using ICT systems.

