

Job Description

Job Title: Demand and Capacity Planning 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, 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 Service Delivery and Vendor Management department is responsible for providing the appropriate capabilities for the IT Directorate. This is achieved through defined sourcing model and vendor management structures, to deliver against corporate priorities. The department owns the IT demand and resource plans; and drives effective utilisation of vendors through appropriate vendor management performance metrics.

We are in the process of forming a team that will operate within the IT Directorate but work closely with the SLC Commercial and Business functions to enable achievement of our corporate goals. In order to achieve our vision we require a dedicated team of staff who are keen to get involved in the early design of a new and exciting function that will quickly add significant value to SLC.

Grade:

Grade 4

Reporting to:

Head of Service Delivery and Vendor Management

Budget Responsibility:

Direct and Indirect budget accountability for GBP 2 million in conjunction with IT SMT

Line Management Responsibility:

Two to Four reports

Job Purpose:

The role holder will lead the Portfolio and Demand Management function for the IT Directorate. The function will act as the centre of information and reporting regarding all IT change initiatives being delivered by SLC, and will ensure that there is accurate forecasting and planning of the IT demand pipeline.

The role holder will be responsible for developing and managing the process for analysing value; evaluating risk; prioritising; and onboarding new technology project requests to ensure alignment with SLC policy and strategy delivery. They will maintain and execute the IT Directorate demand and capacity plans and be the custodian of the authorised IT establishment, whilst coordinating the appointment of new resources in line with agreed processes and thresholds. The role will require extensive collaboration across the organisation, IT management and technology partners.

Key responsibilities:

- Develop, define and implement the overall IT demand management structure, team & processes in agreement with the IT SMT.
- Work with representatives from across the organisation to develop an approved and evolving multi-year IT projects roadmap that aligns with the SLC and department capabilities, goals and policy delivery initiatives
- Work closely with the Portfolio Management Office and the IT SMT to plan and execute the business and financial planning process annually.
- Produce and maintain the demand and capacity plan at IT Directorate level and ensure consistent capturing, estimation and prioritisation of demand
- Ensure appropriate resources (people and accommodation) are in place to deliver against priorities defined in the APRA .
- Ensure a consistent approach is adopted to all elements of capacity planning and resource management across IT teams, culminating in a central coordinated accurate portfolio view of IT activity at all times.
- Help define and implement portfolio management (IT Project Governance) policies and processes to support fact-based decisions on investments into IT projects
- Continuously improve the planning capability for SLC by integrating optimal ways of planning and organising, acquiring and implementing, delivering and supporting, and monitoring IT delivery capability and capacity (internal SLC resource and via vendors)
- Provide governance and management of the demand pipeline and act as primary partner for the business functions to capture, structure, align and plan business demand and match this demand with the IT supply functions' capacity.
- Develop KPIs for Demand Management as well as dashboards and regular reports to create transparency and tracking of change requests and projects.
- Attend all relevant Business and decision making forums which deal with future IT demand and new requirements.
- Production and maintenance of resourcing MI and Dashboards including reports on IT capacity and establishment data
- Business case development and presentation for changes to IT Directorate establishment
- Manage training plans to ensure continuity and best use of training budget across IT
- Contribute to appraisals of staff performance, ensuring they are aware of and capable of delivering their accountabilities
- Contribute to the recruitment process as required to ensure that the Division attains and retains a highly skilled workforce

Knowledge, Skills and Experience:

Essential

- Proven track record in a multi-disciplinary IT environment in public or private sectors with a technical background in a recognised IT discipline eg. Business Systems Analysis, Development or Testing
- Experience of working with capacity plans to drive and implement resource plans
- Experience in IT Portfolio Management/IT Governance
- Strong programme and project management experience
- Demonstrable experience of building and maintaining a network of colleagues and contacts to achieve progress on objectives and shared interests
- Outstanding leadership and organizational skills
- Strong influencing skills in order to manage conflicting priorities of key stakeholders
- Advanced MS Office suite knowledge, including PowerPoint, Excel and MS Project
- Excellent analytical and problem solving skills, with ability to think laterally and conceptually
- Ability to contribute to a team of peers, as well as within own team
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, executives and board members, and staff
- Able to work autonomously and highly pro-active
- Driven to identify and implement continuous improvement
- Excellent analytical and problem solving skills, with ability to think laterally and conceptually

Desirable

- Experience of working in Banking or Financial Services environment
- Organisational development track record
- Awareness and understanding of agile methodologies and lean principles
- Awareness and understanding of Enterprise Architecture principles and approaches
- Awareness and understanding of SDLC
- Awareness and understanding of IT planning frameworks e.g. COBIT
- Awareness and understanding of IT service management frameworks e.g. ITIL
- Awareness and understanding of programme and project management frameworks e.g. PRINCE II
- Experience of working on digital transformation projects
- Awareness and understanding of programme level demand and capacity management