

## Job Description

### **Job Title: Performance and Controls 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 department. This is achieved through defined sourcing model and vendor management structures, to deliver against corporate priorities. The department owns the DTS 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 5

##### **Reporting to:**

Head of Service Delivery and Vendor Management

##### **Line Management Responsibility:**

One direct report at G3 level, but operates in matrix environment across the IT department

##### **Job Purpose:**

To lead the Performance and Controls function within the IT department. The job role will involve the design, production maintenance of the system of operational policies, internal controls, standards, and procedures that drive better delivery Governance, risk mgt and compliance across

the IT Department. The role holder will be the custodian of the IT Department operating plan which they will coordinate production and maintenance of through each financial year cycle. They will play key role in the production of quality reports and MI, based on defined set of KPIs to enable smooth operational running of the IT department.

**Key responsibilities:**

- Provide leadership, direction and resource development to IT staff in providing the necessary support for effective performance
- Coordinate and produce the IT Directorate Operating Plan each year and ensure appropriate monitoring and tracing of progress
- Responsible for the establishment of an overarching reporting framework, standards and tools that allows performance to be tracked consistently across the directorate
- Lead the preparation of Exec Level Reporting - Board Report / CEO Reports / Scorecards and ensure appropriate review and timely submissions to meet corporate standards and deadlines
- Lead the evolution of the dashboard reporting across departments to ensure industry standard reporting mechanisms and tools are deployed
- Coordinate the preparation of department level MI/Reports (Dashboard production and management information)
- Design and implement best practice operational processes, standards and procedures (for the IT Directorate) and ensure the adoption of these capabilities and competencies across the directorate
- Design and support the execution of the IT Directorate Communications plan to ensure all staff are aware of progress against priorities and performance against agreed standards and KPIs
- Development and maintenance of IT Department intranet site/s and key documents
- Coordinate and manage the production and maintenance of IT Directorate Risk and Issue logs, including the timely submission of reports to the Corporate Risk management function
- Coordinate and manage the production and maintenance of IT Directorate Audit Plan, and produce timely outputs on the tracking and execution of the plan
- Lead the preparation of plans and budgets in assigned areas as appropriate, monitor progress against plans and budgets and take corrective action, if necessary, to get back on track
- 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, ensuring they are aware of and capable of delivering their accountabilities
- Contribute to the recruitment process as required to ensure that the Department and IT Directorate 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.
- Excellent analytical and problem solving skills, with ability to think laterally and conceptually
- Experience of leading teams utilising modern reporting frameworks and tools
- Demonstrable leadership experience of a governance reporting and controls function
- Experience of vendor management or managing multi-supplier project teams
- Flexible to be able to work on multiple initiatives

- Ability to design and execute new initiatives
- Experience of developing reporting frameworks and production of operational
- Experience of producing executive level reports and dashboards
- Risk and Issue management experience at a corporate level
- Establish and drive intra and inter team discussions to learn from experience and adapt organisational processes and plans
- Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests
- Excellent communication and negotiation skills to build effective working relationships with multiple internal and external stakeholders.
- Demonstrated experience using interpersonal skills to manage conflict resolution
- Excellent planning and organisational skills.
- Ability to set priorities and adapt to changes in a quick, professional manner
- Ability to use discretion when handling confidential information
- Excellent critical thinking and problem solving skills
- Advanced MS Office suite knowledge, including PowerPoint, Excel and MS Project
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#### **Desirable**

- Awareness and understanding of agile methodologies and lean principles
- Awareness and understanding of Government procurement strategy and approach eg Digital by Default principles, related standards and guidance
- Awareness and understanding of Enterprise Architecture principles and approaches
- Awareness and understanding of SDLC lifecycle and principles
- Awareness and understanding of IT planning and governance 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
- Knowledge of information security best practices
- Experience of working on digital transformation projects
- Educated to at least graduate level in a business or educational discipline