

Job Description

Job Title: Director of Repayments Delivery

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 student loan book is a significant public asset which must be managed efficiently and effectively to ensure the maximum return to the tax payer. The student finance system is complex with multiple products carrying unique terms and conditions available to a diverse demographic groups who are eligible for funding from across the UK and EU. To facilitate repayment within the UK, the Executive will work closely with HMRC, DWP and the Home Office to overseas a system that exchanges large volumes of highly sensitive data on a daily basis and yielded c£1.7b of loan repayments in 15/16. SLC also operates a direct collection operation which manages over 700k borrowers who are not in the UK tax system. Processing declarations and repayments from over 200 countries totalling £700m. At this scale, small inefficiencies equate to material sums, therefore the, Repayments & Counter Fraud Directorate is vital in protecting over £18b of funding from fraud, safeguarding the £100b loan book and ensuring that all borrowers who should be repaying are repaying.

To achieve this requires SLC to work closely with its sponsor, the Department for Education, and in strategic partnerships across Government with key departments and agencies including HMRC, DWP, Home Office and the Cabinet Office. SLC must also ensure that it engages with the private sector to explore how it can also assist in achieving its objectives in harnessing knowledge, technology and expertise across the counter fraud, asset management and collections landscape, along with ensuring regulatory compliance with the Financial Conduct Authority (FCA), liaising with Metropolitan Police and various other bodies.

Grade:

7

Reporting to:

Executive Director of Repayments and Counter Fraud

Budget Responsibility:

c £13m

Line Management Responsibility:

Head of Repayments Customer Services

Head of Repayments Analytics

Head of Repayments Outsourced Services

Job Purpose:

The Director of Repayment Delivery is responsible for

- The management and performance of SLC's In-house Repayment Customer Services Operations including delivery against KPIs and continuous improvement through initiatives around people, processes and technology to ensure that the highest standard of customer service is provided to all SLC customers.
- The management of the delivery of MI and Analytics to enable informed decision making within Repayments to assist in the achievement of stated goals and objectives
- The management of the delivery by SLC's Outsourced Services Partners that support the Repayments Operations
- Increasing Repayment yield and reducing leakage
- Increasing direct collections
- Reducing overseas evasion
- Improving CLASS data quality
- Reducing overpayments
- Managing Voluntary

Key responsibilities:

You will deliver value by:

- Delivering the Business Plan to achieve corporate goals and objectives;
- Working to deliver SLCs' 2020 Strategy;
- Working collaboratively across SLC portfolios;
- Demonstrating "Leading the Way" behaviours and values.

You will display Company Leadership

As a recognised leader in the Company you are anticipated to devote circa 30% of your time to the following activities:

- Actively promote and support transformation to achieve the 2020 Strategy
- Show ownership by guiding improvements to current operations and processes
- Put the customer at the heart of decision-making, resource allocation and delivery
- Take ownership of and deliver to the Company's Medium Term Financial plans and drive efficiencies and cost savings underpinning the 2020 Strategy
- Empower, guide and enable staff to deliver
- Recognise and celebrate individual and team achievements
- Promote SLC values through your own actions; and
- Exercise your accountability to shareholders and fulfil your responsibilities to relevant stakeholders, including colleagues and staff.

Knowledge, Skills and Experience:

- Graduate or equivalent professional qualification
- Sound experience in a senior management role within a large service delivery organisation

with a strong focus on customer service gained within either financial services or the public sector

- Management/development of multi-disciplinary teams to deliver against agreed business strategy/plans.
- Excellent understanding of multi media contact channels
- Experience of leading and managing people across a multi site operation
- Highly analytical, strategic thinker focused on creating opportunities for service improvement
- Strong relationship building and management skills
- Advanced communication skills honed by dealing with people at all levels, whether internal or external clients, partners and suppliers
- Strong influencing skills, able to negotiate, consult on and implement organisational change
- Project management skills gained through the successful delivery of projects with complex and conflicting stakeholder requirements
- Management of a large operating budget
- Understands strategic requirements to define, develop and promote an outcome focused quality customer service
- Experience in providing vision and leadership at a corporate level
- Champions an environment that actively encourages creative ideas and experimentation that allows others to think differently
- Highly analytical thinker focused on creating opportunities for continuous service improvement, able to take an innovative approach to business and to utilise change for the benefit of our customers
- Communicates effectively and confidently - capability to challenge the status quo and champion change positively
- Establishes own vision for where they are heading and uses 360 degree feedback to continually evaluate and review progress against own goals, making changes in plans as necessary