

Scheme Delivery Owner

Basic information

Band: D

Job family: Customer Experience

Terms: Fixed term contract until February 2018

Location: Cheltenham

Reports to: Scheme Delivery Manager

Team: Scheme Delivery

Business unit: Operations

Additional conditions:

Office-based with some UK travel for external visits, where a need has been identified.



Role purpose:

Responsible for the service delivery of admissions schemes and related activities, effectively communicate the needs of operations teams to all stakeholders in the business. Risk identification and management within the Admissions Services Centre of Excellence, and act as the second tier escalation point for complaints that are unresolved by the Customer Experience Centre.

Key duties and responsibilities:

- As part of the Admissions Services Centre of Excellence, to take ownership and responsibility for the service delivery and operational management of admissions schemes, including process management, business change management, product and service configuration, and quality assurance.
- To establish collaborative working relationships with the other operations teams to ensure they are able to provide a high quality customer service and meet their objectives.
- To actively risk manage all service delivery and operational variables, including proactive review of the Operations business unit's risks and issues log, on a regular basis.
- To liaise with line managers, team staff, and the product owners on individual operational releases to ensure that they will meet the operations business needs.
- To act as subject matter expert to support the product owner role in agile development projects.
- To undertake business change management to support delivery of new or enhanced admissions scheme products.
- To represent the Operations business unit at relevant agile development project meetings.
- To represent the Operations business unit in the Joint Operations Centre, during critical business events.

- To manage incidents and problems raised with the team, to ensure that they are acted upon in accordance with the business needs.
- To liaise with the testing staff to agree testing criteria, manage and monitor defects identified through testing, and ensure that they are prioritised according to business needs.
- To produce monthly management information reports on availability of service, and outstanding incidents and problems, to provide analysis, operational background, and impact to enable appropriate responses to be made.
- To take service delivery decisions in collaboration with other UCAS staff.
- To liaise with admissions staff at universities and colleges to provide advice and guidance to support the successful service delivery of admissions schemes.
- To identify opportunities for continuous improvement in the delivery of services and UCAS' products.
- To provide regular updates to operations teams, and other relevant staff, on issues, and progress them through the cycle.
- To train and coach new and temporary members of the team, as instructed by line manager.

Accountabilities:

Financial authorities:

- Authority to authorise payments and refund of application fees, in relation to the running of admissions schemes, in line with guidance set down by line manager.

Primary customers and stakeholders:

Internal:

- Operations teams
- Marketing teams
- Other UCAS staff as required

External:

- Higher education providers' admissions staff
- Awarding bodies
- Software developers
- User experience consultancies
- Sutton Trust
- University of Oxford (Oxford Summer Schools)
- National College of Teaching and Leadership
- Student Loans Company
- Pearson
- Cambridge Assessment

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.