



Service Owner Update

Postgraduate Service

Date: 10/10/2022
Version 1.0

Tim Battye – Postgraduate Service Owner

A Service Owner is accountable for the end-to-end customer journeys associated with their service.

- Shape and drive the service through formal reviews that will include:
 - The use of insight and data, and operational performance data to determine areas of improvement and agree CX interventions
 - Consideration of the change landscape that has been agreed and how this needs to be embedded across the organisation in order to enrich the customer experience
- Provide leadership to cross functional teams in the remediation of customer incidents
- Ensure the voice of the customer and the customer vision is clear, understood and entrenched at programme and portfolio boards
- Lead the prioritisation of work or initiatives with a CX impact
- Assure and agree comms and projects in line with the customer vision and CX Vision and Principles
- Provide a point of reference for CX, offering expertise and direction on CX

Maddie Taylor – Education Maintenance Allowance, Welsh Government Learning Grant, Advanced Learner Loans and Disabled Students Allowance

Tim Battye – Post Graduate Masters and Post Graduate Doctoral

Vacancy – Full time Undergraduate, Part Time Undergraduate, and Grants for Dependants

Luca Piatto – Repayment

Jonathan Newby - Vulnerable customers, HE Short Courses, LLE



Vision

Through enhanced **engagement** the Postgraduate Masters and Doctoral service is always considered alongside SLC's higher volume services, and detailed **insight** and **technology** opportunities ensure that the service is utilised to drive innovation and change that enables an outstanding customer experience.

Strategic enablers

- **Engagement:** Postgraduate study is recognised by internal and external stakeholders for the benefits it offers customers and its contribution to the UK economy
- **Insight:** SLC leverage the relative experience of Postgraduate customers to drive innovation and change in the service, leading the way for other student finance services
- **Technology:** The potential of systems and technology is used as an enabler for improvement in the Postgraduate service

Strategic Objectives

1. The Postgraduate customer experience is clearly mapped and recorded in a manner that supports ongoing innovation and improvement
2. The Postgraduate customer experience is improved through the awareness and reduction of manual intervention caused by systems and processes
3. A clear and proactive Postgraduate communications strategy is established to support enhanced engagement in the service and to drive positive internal and external customer and stakeholder behaviour
4. Using expert knowledge of the service, SLC are working collaboratively with DfE to drive policy simplification and rationalisation
5. Postgraduate service metrics are clearly defined from other SLC services and support the ongoing development and improvements required to ensure an exceptional customer experience
6. The Postgraduate service is 100% digital by default