



The Students' Loan Bureau (SLB) invites applications from suitably qualified persons for the following position:

Director – Projects, Process and Quality (Level 9)

The Projects, Process and Quality Manager is accountable for the effective and efficient Project, Business Process, Standards, Procedures and Quality Management Services in order that SLB achieves its Mission, Vision and Major Targets in a sustainable manner.

Responsibilities & Duties

Planning

1. Contribute to the development of the Bureau's annual strategic planning process, resulting in the strategic plan and scorecard.
2. Lead the development of the Project and Business Process Management Services Division's annual strategic planning process, resulting in the division's cascaded strategic plan and scorecard.
3. Update, in conjunction with each direct report, his/her Job Accountability, ensuring alignment to the Bureau's cascaded strategic plan and scorecard.
4. Update, in conjunction with direct supervisor, own Job Accountability, ensuring alignment to the Bureau's cascaded strategic plan and scorecard.
5. Develop, in conjunction with each direct report, his/her individual development plan arising from the performance review process.
6. Develop, in conjunction with direct supervisor, own individual development plan arising from the performance review process.

Team Development

7. Constantly review the competency and performance of all team members in the division. Provide continuous coaching and lead the implementation of each direct report's individual development plan.

Execution

8. Direct the process of planning, implementing, and managing projects to ensure they are completed on time, within budget, and to the satisfaction of stakeholders, ensuring that project objectives align with SLB's Mission, Vision, and Major Targets.
9. Direct the process of developing project plans, timelines, and budgets in collaboration with relevant stakeholders, ensuring that they are realistic, achievable, and aligned with SLB's goals.
10. Direct the process of monitoring project progress and making adjustments as necessary to ensure successful completion, ensuring that project timelines and budgets are updated and communicated to stakeholders in a timely manner.

11. Direct the process of coordinating and communicating with project team members, stakeholders, and external partners as needed, ensuring that communication is clear, concise, and timely, and that all parties are informed and involved in the project.
12. Direct the process of identifying and managing project risks and issues, and developing contingency plans as needed, ensuring that risks and issues are identified early, addressed promptly, and that contingency plans are in place to mitigate negative impacts.
13. Direct the process of ensuring compliance with project management standards, policies, and procedures, ensuring that all projects are conducted in accordance with SLB's policies, procedures, and standards for project management.
14. Direct the process of providing project management support and guidance to users across the organization, ensuring that they have the necessary tools, resources, and support to effectively manage their projects.
15. Direct the process of conducting regular project status meetings with stakeholders and project team members, ensuring that communication is clear and effective, and that all parties are informed of project progress and any issues or risks.
16. Direct the process of managing project documentation, including project plans, schedules, and reports, ensuring that all project documentation is accurate, up-to-date, and accessible to relevant stakeholders.
17. Direct the process of evaluating project performance and identifying opportunities for process improvements, ensuring that project outcomes are evaluated against project objectives, and that opportunities for improvement are identified and acted upon.
18. Direct the process of collaborating with other departments to ensure successful integration of projects, ensuring that project objectives are aligned with overall organizational goals, and that projects are integrated and coordinated across departments as needed.
19. Direct the process of conducting project post-mortems to identify lessons learned and best practices for future projects, ensuring that project outcomes are evaluated, and that lessons learned are documented and shared with relevant stakeholders.
20. Direct the process of reviewing and re-engineering business processes to improve efficiencies and ensure alignment with SLB's mission, vision, and major targets, while ensuring that proposed changes meet regulatory requirements and industry standards.
21. Direct the process of identifying stumbling blocks and gaps in selected processes and developing solutions to address them, ensuring that proposed solutions are cost-effective and aligned with SLB's goals.
22. Direct the process of working with cross-functional teams to implement process improvements and automation systems, ensuring that all stakeholders are informed and involved in the process.

23. Direct the process of establishing and leading BPR committees with relevant employees from the departments being reviewed, ensuring that committee members have the necessary skills and knowledge to contribute effectively.
24. Direct the process of collaborating with stakeholders across the organization to identify areas for process improvement, ensuring that feedback is incorporated into the review process.
25. Direct the process of developing and maintaining process documentation, including standard operating procedures and process maps, ensuring that documentation is up-to-date, accurate, and accessible to all relevant stakeholders.
26. Direct the process of monitoring and evaluating the effectiveness of implemented process improvements, ensuring that data is collected and analysed to inform future decisions.
27. Direct the process of providing training and support to staff on new or revised processes, ensuring that training is tailored to the needs of different departments and roles.
28. Direct the process of ensuring compliance with relevant policies, procedures, and regulations, ensuring that all changes to processes are consistent with legal and regulatory requirements.
29. Direct the process of continuously assessing and benchmarking SLB's business processes against industry best practices, ensuring that SLB remains competitive and innovative.
30. Lead, constantly review and improve the Standards and Quality processes of the Bureau, ensuring that the organization's products, services, and processes meet or exceed the standards and expectations of customers, stakeholders, and regulatory bodies, and that the Bureau continuously improves its quality management system.

Monitoring and Reporting

31. Contribute to the preparation of the SLB monthly performance report in the scorecard format, then attend the monthly management meeting in discussing performance issues, ensuring there are diagnoses and corrective actions for performance variances related to marketing and business development.
32. Lead the preparation of the Project and Business Process Management Services monthly performance report in the scorecard format, then lead the monthly divisional strategy review meeting in discussing performance issues, ensuring there are diagnoses and corrective actions for any performance variances.
33. Attend Board and Board Committee Meeting to update on key Strategic Initiatives, performance targets and other key matters relating to Project and Business Process Management Services.

Qualifications and Experience

- ✓ First Degree in Project Management or equivalent.
- ✓ Diploma in Leadership.

- ✓ Five (5) years in Project Management.

Specific Knowledge

Knowledge of

- ✓ project management methodologies and tools.
- ✓ stakeholder management techniques and tools.
- ✓ risk management principles and practices.
- ✓ budgeting and financial management strategies and techniques.
- ✓ business process re-engineering methodologies and tools.
- ✓ of change management principles and practices.

Skills, Behaviours and Competencies Required

- ✓ Oral and Written Communication
- ✓ Customer and Quality Focus
- ✓ Analytical Thinking
- ✓ Problem Solving and Decision Making
- ✓ Strategic Vision
- ✓ Planning and Organizing
- ✓ People Management
- ✓ Interpersonal Skills
- ✓ Leadership
- ✓ Change Management
- ✓ Job Knowledge
- ✓ Adaptability
- ✓ Use of Technology

Remuneration Package

- Basic Salary \$7,716,512.00 – \$10,377,851.00

Applications along with résumés should be forwarded no later than **Wednesday, January 15, 2025** to:

**Manager, Human Resource & Administration Department
Students' Loan Bureau
Sagicor Sigma Building
63-67 Knutsford Boulevard
Kingston 5**

E-mail: careers@slbj.com

We thank all applicants for their expressions of interest, however, only shortlisted candidates will be contacted.