

Job Description

Role Title	Programme Manager, Services Delivery		
Directorate	Energy		
Team	Services Delivery		
Line Manager	Head of Services Delivery		
Perm/ Fixed Term	Fixed term (maternity cover)	Grade 3	
Job Purpose	<p>As a successful Programme Manager, you will manage the delivery of Scottish Government and other loans and grants schemes to consumers and businesses, ensuring the delivery of world-class customer service, efficient processes and meeting all targets and service levels within available budgets.</p> <p>You will continuously challenge the norm by actively improving systems and processes and set up new loan and grant schemes when these opportunities arise. You will play a vital role in effective stakeholder management and act as a key contact for government and commercial funders for the schemes for which you are accountable.</p>		
Resource Management Responsibilities	Budget/ Equipment Accountabilities Authorisation up to £25,000	People (EST) Accountability Up to five direct reports (Up to 15 in reporting line overall)	Contractor Accountability Some work with subcontractors and lawyers in the development and running of the schemes
Critical Accountabilities (between 4-8)	<ul style="list-style-type: none"> ▪ To recruit, manage, motivate and develop team members to ensure they are capable and equipped to deliver our services in an effective and efficient manner to customers' satisfaction by meeting all KPIs and SLAs. ▪ To be accountable and responsible for the delivery of world-class customer service for loans and grants schemes by foreseeing and managing risks and taking corrective measurements that are shared across the 		

	<p>department.</p> <ul style="list-style-type: none">▪ To forecast and manage the successful delivery of finance related objectives for loans and grant schemes including undertaking daily payment run checks.▪ To plan, track and report on outputs and outcomes by providing scheme management information (MI) that meets the needs/requirements of funders ensuring the information produced is highly accurate, on-time, clear, concise and reconciled.▪ Be both responsible and accountable for ensuring the systems and processes in use are fit for purpose, customer journey focused and continuously challenged to ensure efficiency and service excellence, ensuring any learnings are shared and implemented across other teams within your department.▪ To work with funders' representatives on the development and implementation of new loan and grant schemes and the closedown of existing ones. Taking the role of a trusted and capable programme lead and ensuring reporting on any scheme is tailored to the needs of the funder with measures of success clearly defined.▪ To deploy excellent interpersonal and communication skills by responding to information requests, enquiries and complaints efficiently to an exceptional standard and in a timely manner, including those from Scottish Government elected representatives, by planning and executing continuous clear communication to key stakeholders.▪ To support, enable and empower your team to learn how to handle a wider range of processes and situations, to allow them to develop their knowledge and skills, enhance their job satisfaction and create capacity for you to focus on the strategic elements of programme management.
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<p>Knowledge, skills and qualifications required</p>	<p>Must have:</p> <ul style="list-style-type: none"> ▪ Excellent customer-focused orientation and understanding of critical factors affecting customer satisfaction in a service industry. ▪ Extensive project/programme management skills. ▪ Extensive people management skills. ▪ Be results orientated. ▪ A can-do attitude and a passion for continuous improvement of people and processes. ▪ The ability to hit the ground running with minimal supervision. ▪ Excellent numeracy and analytical skills. ▪ Impeccable attention to detail. ▪ Strong communication skills - written, verbal and face-to-face. ▪ Ability to prioritise and deliver results to tight deadlines in a high-pressure environment. ▪ Demonstrable knowledge and skills of managing project delivery in a similar industry. ▪ Demonstrable knowledge and skills of contract management and delivery of customer facing services. ▪ Demonstrable budget management skills.
	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Programme/Project Management qualification. ▪ Knowledge of energy efficiency, low and zero emissions heating, renewable energy and sustainable travel. ▪ Experience of working with government. ▪ Experience of working finance related experts (accountants and solicitors).