

Job Description

Role Title	Programme Manager – loan and grant schemes
Job Family & Category	Project/Programme Management – Programme Manager
Team	Services Delivery
Line Manager	Senior Programme Manager - Operations
New/ Existing Role	Existing
Perm/ Fixed Term	Fixed term until 31 January 2025
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ Budget/ Equipment Responsibilities – Authorisation up to £25,000. ▪ People Responsibilities – Up to five direct reports (Up to 15 in the reporting line overall). ▪ Contractor Responsibilities – Some work with subcontractors and lawyers in the development and running of the schemes.
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>

**Key
responsibilities**

- 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.
- Programme management including identifying and managing risks, taking corrective actions and ensuring full adoption of new processes.
- 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.
- Ensuring delivery of world-class customer service, including working with the Programme Manager for Customer Experience, Learning and Development.
- Compliance - liaise with the Data Protection Officer and lawyers to make schemes legally sound and seek advice on high level of complaints.
- Forecast and manage the successful delivery of finance related objectives for loans and grant schemes including undertaking daily payment run checks. Loan offer checks, when over L3 value, escalating to L2 or L1.
- Resource Management - recruitment/resource planning, highlighting potential shortfalls/over staffing situations ahead of time and completing thorough business cases to support recruitment.
- Issue handling of escalated operational issues, escalating further to senior Programme Manager as appropriate.
- Be both responsible and accountable for ensuring the systems and processes in use are fit for purpose, owning the end to end customer journey including EYGLA/CRM, and continuously challenged to ensure efficiency and service excellence, ensuring any learnings are shared and implemented across other teams within your department.
- 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.
- A willingness to learn about and support our efforts to become a

	<p>more diverse, inclusive, equitable and sustainable organisation.</p> <p>Within one month, you will:</p> <ul style="list-style-type: none"> ▪ Have commenced line management of your direct reports, and be meeting with each regularly to understand their motivations, strengths, and areas they wish to develop. ▪ Support the teams reporting into you, building strong relationships and stressing our focus on continuous improvement both personally and professionally. ▪ Understand the current structure within your team, baseline task timings, and start to think about where improvements in efficiency could be made, with a focus on improving the customer's experience of the scheme/s. <p>Within three months, you will:</p> <ul style="list-style-type: none"> ▪ Work with your line manager to prepare a plan for how to conduct full process mapping across your team. ▪ Support your team to conduct full process mapping, presenting this as a positive opportunity to help shape our future ways of working and take ownership. ▪ Work closely with the CX Programme Manager to collect and report on customer service trends, flagging areas for improvement. <p>Within six months, you will:</p> <ul style="list-style-type: none"> ▪ Have mapped all of the processes within your scheme/s. ▪ Be feeding your ideas, and those of your team, to your line manager to help shape our future structure. ▪ Ensure that customer service scores have improved and that escalated complaints have reduced and be able to evidence this.
<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Stakeholder management skills, demonstrating integrity and diplomacy with excellent negotiation skills. ▪ Programme management experience including identifying and managing risks, and developing mitigation strategies. ▪ Team leadership knowledge/experience including creating and maintaining a collaborative and supportive working environment. ▪ Experience of monitoring, evaluating and reporting on the delivery of programmes to inform future decision-making and strategy.

- Experience of responding to information requests, enquiries and complaints, and ensuring all are handled efficiently to an exceptional standard and in a timely manner.
- Experience in financial management and reporting, customer experience, and/or the management of operational grant and loan administration.
- A focus on customer service and colleague wellbeing.
- A desire to keep developing personally and professionally, and to support your team to do likewise.

Desirable:

- Experience in a management role.
- Knowledge of, and passion for, climate change mitigation measures including energy efficiency measures and renewables, and the loans and grants provided.
- An ability to see the bigger picture, while also keeping an eye on the detail.