

## Job Description

<b>Role Title</b>	<b>Programme finance manager (Finance and data)</b>
<b>Job Family &amp; Category</b>	<b>Technical specialist: senior technical specialist</b>
<b>Team</b>	Services delivery
<b>Line Manager</b>	Deputy senior programme Manager/senior programme manager (role title tbc)
<b>New/ Existing Role</b>	Existing
<b>Perm/ Fixed Term</b>	Permanent
<b>Resource and Management Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ <b>Budget/equipment responsibilities</b> – Authorisation up to £25,000</li> <li>▪ <b>People responsibilities</b> – Up to five direct reports</li> <li>▪ <b>Contractor responsibilities</b> – Some work with subcontractors and lawyers</li> </ul>
<b>Job purpose</b>	<p>This role supports the transport and service delivery programmes at Energy Saving Trust by delivering a range of financial and programme management tasks.</p> <p>You will work closely with finance colleagues at the Scottish Government to manage a number of high-value financial support schemes, ensuring strong financial control and accurate reporting.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>▪ Overseeing financial forecasting and programme budgets.</li> <li>▪ Managing the collections process for loan schemes.</li> <li>▪ Line managing collections administrators.</li> </ul> <p>You will collaborate with both programme delivery and finance teams to ensure all financial reporting requirements are met and clearly communicated to senior internal and external stakeholders.</p>
<b>Key responsibilities</b>	<p><b>Team leadership and development</b></p> <ul style="list-style-type: none"> <li>▪ Lead and support a team of up to five direct reports, helping them grow their skills and confidence.</li> <li>▪ Encourage a collaborative environment where your team can take on a wider range of tasks, improving job satisfaction and creating capacity for strategic work.</li> <li>▪ Manage recruitment and resourcing, identifying gaps or overlaps</li> </ul>

	<p>early and building strong business cases where needed.</p> <p><b>Programme and financial management</b></p> <ul style="list-style-type: none"> <li>▪ Oversee the financial governance of all loan and grant schemes.</li> <li>▪ Ensure accurate forecasting, regular reconciliation of budgets, and timely delivery of key reports, including quarterly fund balance statements.</li> <li>▪ Collaborate closely with finance colleagues to align financial data with programme activity.</li> <li>▪ Lead on daily payment checks and forecasting using systems like TMI.</li> </ul> <p><b>Compliance and collections</b></p> <ul style="list-style-type: none"> <li>▪ Ensure compliance with relevant regulations, including those from the Financial Conduct Authority (FCA) and the Consumer Credit Act (CCA), in consultation with legal partners.</li> <li>▪ Manage and improve the loan collections process and customer service function, enhancing debt recovery while maintaining a high standard of service.</li> <li>▪ Ensure BACS payment obligations and other regulatory requirements are met.</li> </ul> <p><b>Process improvement and systems</b></p> <ul style="list-style-type: none"> <li>▪ Take ownership of key systems and processes used in financial programme delivery (e.g. EYGLA, CRM), ensuring they are efficient and meet customer needs.</li> <li>▪ Identify opportunities to streamline and improve how we work, sharing learnings across the wider team.</li> <li>▪ Act as a subject matter expert on organisational projects, helping design and implement new and improved processes.</li> </ul> <p><b>Stakeholder engagement</b></p> <ul style="list-style-type: none"> <li>▪ Be the key contact for Scottish Government and Transport Scotland financial controllers.</li> <li>▪ Provide timely, accurate responses to ad-hoc requests for financial information.</li> <li>▪ Communicate clearly with stakeholders at all levels, including responding to elected representatives, information requests, enquiries, and complaints.</li> </ul> <p><b>Monitoring and reporting</b></p> <ul style="list-style-type: none"> <li>▪ Ensure timely and accurate claims for loan and grant funding are submitted to the Scottish Government.</li> <li>▪ Monitor the cash flow for loan and grant schemes, and manage repayment profiles between consumers, Energy Saving Trust, and government funders.</li> </ul>
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	<p><b>Customer focus and continuous improvement</b></p> <ul style="list-style-type: none"> <li>▪ Collaborate with the customer experience (CX) team to monitor feedback and trends.</li> <li>▪ Drive improvements in customer service delivery and reduce complaints over time.</li> <li>▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.</li> </ul> <p><b>Within one month, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Have commenced line management of your direct reports and meet with each regularly to understand their motivations, strengths, and areas they wish to develop.</li> <li>▪ Support the teams reporting to you, building strong relationships and building our focus on continuous improvement both personally and professionally.</li> <li>▪ Understand the current structure within your team, baseline task timings, and start to think about where efficiency improvements could be made, with a focus on improving the customer's experience of the scheme/s.</li> </ul> <p><b>Within three months, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Work with your line manager to prepare a plan for how to conduct full process mapping across your team.</li> <li>▪ 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.</li> <li>▪ Work closely with the customer experience (CX) programme manager to collect and report on customer service trends, flagging areas for improvement.</li> </ul> <p><b>Within six months, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Have mapped all of the processes within your team, in collaboration with your counterpart.</li> <li>▪ Be feeding your ideas, and those of your team, to your line manager to help shape our future structure.</li> <li>▪ Ensure that customer service scores have improved and that escalated complaints have reduced and be able to evidence this.</li> </ul>
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<p><b>Knowledge, skills and qualifications required</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Stakeholder management skills, demonstrating integrity and diplomacy with excellent negotiation skills.</li> <li>▪ Programme management experience including identifying and managing risks and developing mitigation strategies.</li> <li>▪ Team leadership knowledge/experience, including creating and maintaining a collaborative and supportive working environment.</li> <li>▪ Experience of monitoring, evaluating and reporting on the delivery of programmes to inform future decision-making and strategy.</li> <li>▪ Experience of responding to information requests, enquiries and complaints, and ensuring all are handled efficiently to an exceptional standard and in a timely manner.</li> <li>▪ Experience in financial management and reporting, customer experience, and/or the management of operational grant and loan administration.</li> <li>▪ A focus on customer service and colleague wellbeing.</li> <li>▪ A desire to keep developing personally and professionally, and to support your team to do likewise.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in a management role.</li> <li>• Knowledge of, and passion for, climate change mitigation measures including energy efficiency measures and renewables, and the loans and grants provided.</li> <li>• An ability to see the bigger picture, while also keeping an eye on the details.</li> </ul>
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