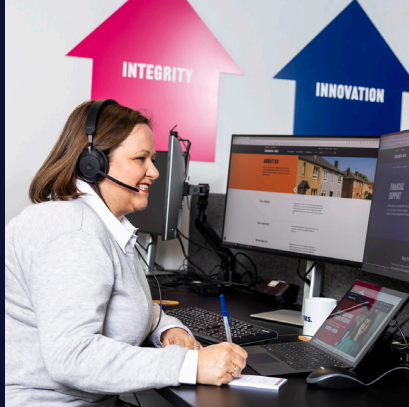




# PROJECT AND PARTNERSHIP MANAGER

Collaboration | Empowerment | Innovation | Integrity | Passion

**CHANGEWORKS.**



Collaboration,  
empowerment,  
innovation, integrity  
and passion are the  
values which shape  
our behaviours  
and actions.





Dear candidate,

I'm Ewan Fisher, Technical Support Manager at Changeworks, and I'm delighted you're considering coming to join us on our mission to decarbonise Scotland's homes.

You would be joining us at a very exciting time for Changeworks. Building on our 35 years of experience in delivering high-impact solutions for low-carbon living, our new strategy will see us grow and scale up our work. This role will play a key role in that.

This role sits within Changeworks Retrofit Delivery team, and you will be working alongside specialists with a proven track record in delivering large-scale retrofit programmes. A skilled project team will be on hand to provide technical expertise, operational support and guidance throughout the project lifecycle.

Working with a wide range of internal and external stakeholders you will oversee the end-to-end customer journey, ensuring vulnerable householders receive the practical support they need to overcome the barriers to having their meter upgraded while remaining connected to their energy supply. As the Project Manager you will be responsible for mobilising and delivering the project from start to finish ensuring it is delivered on time and within budget.

As well as the Radio Teleswitch Service Project, the team is currently working with a range of local authorities and housing associations across Scotland to deliver large scale retrofit projects which the aim to decarbonise Scotland's homes.

I look forward to meeting you and talking more about our vision, and how you can fit in.

Kind regards,

Ewan Fisher

Hiring Manager

## The application process

|                             |                                                           |
|-----------------------------|-----------------------------------------------------------|
| Application deadline        | 11am, Friday 6 November 2026                              |
| Interview date              | Week commencing 9 November 2026                           |
| Interview location          | In person, Edinburgh Office or Online via Microsoft Teams |
| Interview format and length | 45-minute formal interview                                |

## Contact details

|                                           |                           |
|-------------------------------------------|---------------------------|
| General enquiries about this job          | Reception 0131 555 4010   |
| For an informal discussion about this job | Ewan Fisher - 07786365753 |

## Job Description

|                  |                                                                                                                                                                                                    |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job title        | Project and Partnership Manager                                                                                                                                                                    |
| Job reference    | PPM                                                                                                                                                                                                |
| Salary and grade | B1 point 31 to 34 (£37,992 to £41,383 per annum) + 8% employer pension contribution. <b>Successful candidates will start at the bottom of the salary scale, save in exceptional circumstances.</b> |
| Location of job  | Edinburgh or Inverness (hybrid of home and office working)                                                                                                                                         |
| Hours and terms  | 35 hours per week. Full time, 2-year fixed term contract                                                                                                                                           |
| Holiday terms    | 26 days per annum + 9 public holidays                                                                                                                                                              |

## General terms and conditions

- Changeworks operates a flexi-time system with core hours. There are no overtime payments for this post.
- You may need to undergo a Disclosure Scotland check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Changeworks reserves the right to terminate employment with or without notice.
- All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

|                 |                                           |
|-----------------|-------------------------------------------|
| Responsible to  | Technical Support Manager                 |
| Responsible for | Currently no line management requirements |

|                    |                                                                                                                                                                                                                                                                                                                 |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purpose of the job | <p>The Project Manager will lead the delivery of an innovative project designed to support vulnerable households affected by the Radio Teleswitch Service (RTS) switch-off.</p> <p>The role is responsible for managing the end-to end customer journey from referral and eligibility assessment through to</p> |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                  |                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  | <p>completion of the work. Ensuring the project is delivered to agreed scope, timescales, budget, quality standards, and funder requirements.</p> <p>The aim of the project is to support householders to overcome practical barriers to meter replacement and ensure they can continue to access heating, hot water, and suitable tariffs.</p> |
| <b>Main objectives and goals</b> | <ol style="list-style-type: none"> <li>1. Develop, Manage and Deliver the Project</li> <li>2. Stakeholder and Contractor Management</li> <li>3. Project Team Management</li> <li>4. Budget, Commercial and Funder Management</li> </ol>                                                                                                         |

## 1. Develop, manage and deliver the project

- Manage the project from mobilisation through to delivery and evaluation.
- Develop and maintain detailed project plans, risk registers, and performance dashboards.
- Oversee the referral, triage and eligibility assessment process.
- Monitor householder outcomes and satisfaction throughout the project lifecycle.
- Work within a multidisciplinary project team, clarifying roles, coordinating work, and securing timely contributions from colleagues and stakeholders.
- Monitor project performance and implement corrective actions where required.
- Ensure works are completed in accordance with relevant legislation, standards, and funding scheme requirements.
- Maintain accurate project documentation and ensure agreed Changeworks project management, quality and information management processes are followed.
- Ensure project delivery complies with data protection, safeguarding, health and safety, and other relevant organisational requirements.

## 2. Stakeholder and Contractor Management

- Work with stakeholders to design and manage the customer journey and oversee the referral, triage and eligibility assessment process.
- Coordinate surveys, assessments and remedial works required to remove barriers to meter replacement.
- Build and maintain strong working relationships with all relevant stakeholders.
- Develop referral pathways and partnership agreements to maximise project reach and impact.
- Act as a main point of contact for project delivery, ensuring communication is timely, clear, and accessible.
- Coordinate householder engagement with referral partners, ensuring a customer focused service is being delivered.
- Oversee user feedback from householders, installers, and delivery partners to improve delivery and inform learnings for future projects.
- Oversee the resolution of project issues and complaints, coordinating quality assurance support and escalating when required.
- Work with Quality Assurance Team to ensure that works are completed in accordance with the relevant funding regulations, standards, and technical requirements for the

project.

- Work with Quantity Surveyor to manage contractor performance, service failures, and escalation processes.

### 3. Project Team Management

- Work with and coordinate a multi-disciplinary project team without direct line management responsibility.
- Allocate and agree responsibilities, work packages, deadlines, with team members and their line managers to ensure capacity restraints and other commitments are considered.
- Chair regular project meetings and allocate clear actions, ownership of tasks, and deadlines.
- Create an inclusive and collaborative working environment in which colleagues can contribute expertise, challenge constructively and resolve issues quickly.
- Monitor delivery performance at project level, provide constructive feedback, and escalate delivery concerns through the appropriate line management route.

### 4. Budget, Commercial and Funder Management

- Monitor the project spend and forecasts, work with the project QS to investigate significant variances.
- Manage budget forecasting and financial risk, highlight to relevant people when risks have been identified.
- Provide accurate financial and delivery information to support funder claims, reporting, audit and project assurance.
- Produce clear and accurate reports for funder and internal stakeholders.
- Monitor Changeworks project delivery costs and report on staff allocation and project spend against budget.

#### Key contacts

- Contractors
- Funder
- Internal project team
- Referral partners
- Home Energy Scotland
- Householders participating in the project
- Retrofit Delivery Team

#### Mandatory training/qualifications associated with this role which will be carried out during employment.

- None

| Person specification                                                                                                                 |           |           |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
|                                                                                                                                      | Essential | Desirable |
| <b>Experience</b>                                                                                                                    |           |           |
| Experience of managing stakeholder relationships                                                                                     | *         |           |
| Extensive experience of managing complex projects from initiation through delivery, evaluation and close-down                        | *         |           |
| Experience managing construction, retrofit, housing, energy efficiency, heating or technical improvement programmes                  |           | *         |
| Experience of managing budgets, forecasting and monitoring project performance                                                       |           | *         |
| Experience of project planning, governance, risk and issue management, change control and reporting                                  | *         |           |
| Experience of digital service or platform development, user testing or technology-enabled service delivery                           |           | *         |
| Experience of supply chain or installer engagement, due diligence, contract management or quality assurance                          |           | *         |
| Experience of monitoring, evaluation and using evidence to improve services                                                          |           | *         |
|                                                                                                                                      |           |           |
| <b>Skills</b>                                                                                                                        |           |           |
| Excellent project leadership, organisation and prioritisation skills, with the ability to manage multiple interdependent workstreams | *         |           |
| Excellent written and verbal communication skills, including clear reports, presentations, meeting facilitation and funder updates   | *         |           |
| Strong stakeholder management and relationship-building skills                                                                       | *         |           |
| Strong decision making and problem-solving capabilities                                                                              |           | *         |
| Confident using project management, collaboration, CRM, reporting and digital platform tools                                         |           | *         |
| Able to work autonomously while collaborating effectively across internal and external teams                                         | *         |           |
|                                                                                                                                      |           |           |
| <b>Knowledge</b>                                                                                                                     |           |           |
| Sound knowledge of project and programme management principles, methods and controls                                                 | *         |           |
| Knowledge of the RTS switch-off programme                                                                                            |           | *         |
| Fully Proficient in relevant I.T Literacy                                                                                            |           | *         |
| Recognised project management qualification, (e.g. PRINCE2, APM, PMP)                                                                |           | *         |
| Membership of a Professional Body (e.g. CIOB, IEMA, ICE, RICS, APM)                                                                  |           | *         |
| Qualified to degree level construction/ retrofit ore energy related subject or demonstrate relevant experience in these sectors      |           | *         |
| Full valid driver's license or other ways of fulfilling the mobility requirements of the job                                         |           | *         |

## Staff Expectations of Management Experience

The post holder should expect and be open to:

- Effective leadership, clear priorities and proportionate governance.
- A positive, honest, inclusive and collaborative working environment.
- Support and empowerment to achieve agreed objectives.
- Fair and respectful treatment.
- Appropriate induction, training and access to specialist advice.
- Regular feedback and development conversations with the line manager.
- Adherence to Changeworks policies, values and competencies.

## Complexity

The post holder must be able to:

- Represent Changeworks externally with a range of partner and stakeholder organisations
- Lead an innovative, externally funded pilot with interdependent service, digital, commercial, technical, customer and evaluation workstreams.
- Balance funder requirements, householder needs, partner expectations, installer capacity, digital platform constraints and organisational controls.
- Coordinate delivery across teams and organisations where the post holder has influence but no direct line authority.
- Keep up to date with relevant developments in domestic retrofit, renewable energy, rural supply chains and fuel poverty.

## Creativity

The post holder will be required to:

- Work with project team, partners and installers to overcome barriers to delivery
- Use their own initiative to complete projects and tasks
- Produce a wide range of written and verbal communication, including presentations
- Demonstrate an ability to think creatively to solve challenges

## Special conditions

- Some travel to rural and remote locations in Scotland may be required.
- Occasional out-of-hours, overnight stays or weekend work may be required, for which time off in lieu will be given.
- A full valid driving licence or another means of meeting the mobility requirements of the role is required.

# WHO WE ARE

**Changeworks has been leading the way in delivering high impact solutions for lowcarbon living for over 35 years. We work with government, local authorities, housing associations, businesses, community groups and individuals to make it happen.**

We work for a positive low-carbon reality for everyone, ensuring a just transition for all towards a green economy and society. This will require a sustainable low-carbon society that seeks to reduce the scourge of fuel poverty. Tackling inequalities is core to this mission, as is addressing high levels of emissions among the most well off.

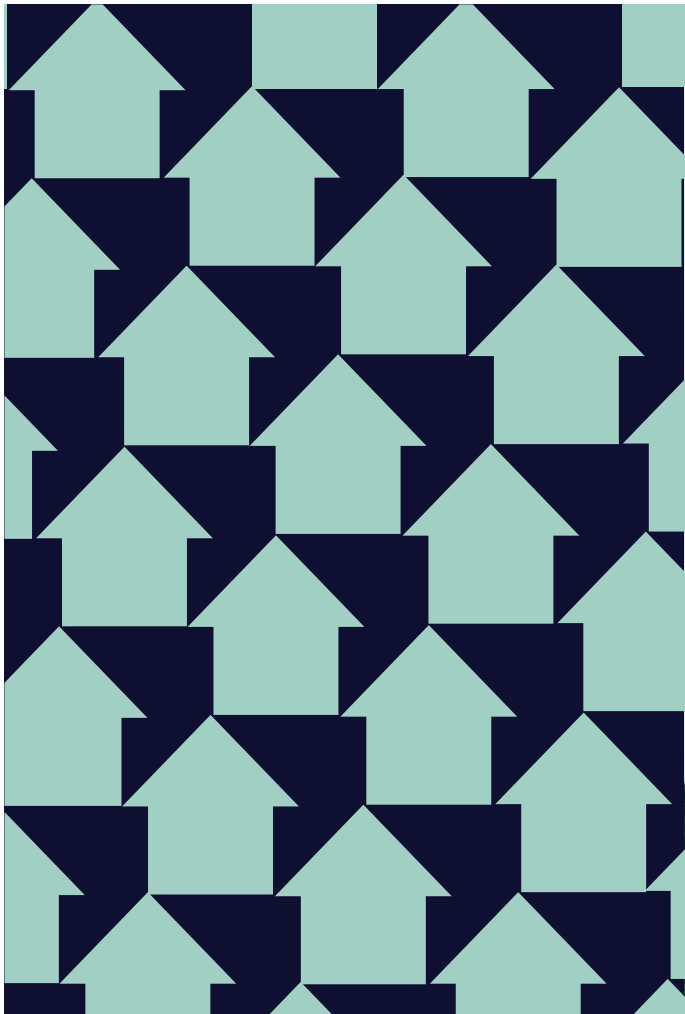
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

Our commitment to a just transition ensures that we are developing and delivering solutions to benefit all sectors of society, including a focus on those who are suffering from fuel poverty.

We have a strong track record of:

- Working in partnership with others
- Building trust and engagement with communities to inspire action
- Researching and piloting new services
- Scaling delivery to reach more people
- Openly sharing our knowledge and expertise
- Technical and practical experience in the development and delivery of home decarbonisation

Collaboration, empowerment, innovation, integrity and passion are the values which shape our behaviours and actions.



**Bruce Wares**  
Marketing Manager  
**Home Energy Scotland**  
13 years at Changeworks

“Changeworks is large enough to make a real, lasting impact on thousands of people and the communities and organisations we work with across Scotland.”



[Read more about Bruce](#)

# OUR PEOPLE

At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now the norm for the majority of our staff, with strong flexible working policies to allow you to work in the way that best suits you.

Staff wellbeing is a key priority for us, with a dedicated staff group promoting wellbeing and supporting staff across Changeworks and continually improving what we offer. The more supported and happy staff feel, the more successful we can be at achieving our mission. And in our annual staff satisfaction surveys, they tell us they feel it too – the latest survey found that nearly 86% of staff felt supported by the organisation, 89% agreed that they approve of the company culture, and 88% are proud to work for Changeworks.

We also provide good opportunities for progression and development, with a dedicated learning and development strategy to help you meet your personal goals – more on that later. Many of our staff stay at Changeworks for the long term, able to develop their careers and find new avenues for their passion and talents.

In 2021 we achieved Investors in People Platinum, the highest level of that accreditation. Only a handful of other employers in Scotland have this, and only 2% of IIP members worldwide.

[Read more](#) about working with us from our team.



**Cat Gear**  
Facilities Officer

5 years at Changeworks

**“ At Changeworks  
you’re not a number  
on the payroll, you’re  
a real person and folk  
are interested to get  
to know you. ”**



**Read more about Cat**

# OUR BENEFITS

Working at Changeworks isn't just about culture, it's also about a great package of benefits and policies designed to support you in being the best that you can be. These policies allow you to be flexible and do your best at work, while supporting you to manage any challenges that might come along.

**35** days  
leave per year  
(26 days plus 9  
public holidays)

**8%**  
employer  
pension  
contribution

Volunteering  
days

Allowances for  
home office  
furniture

Driving licence  
support  
programme for  
staff who  
require this skill  
for their post

Employee  
counselling  
service

Eye care  
vouchers

Annual flu  
vaccinations

Travel season  
ticket loans

Paid leave  
for childcare  
emergencies

Death in  
service

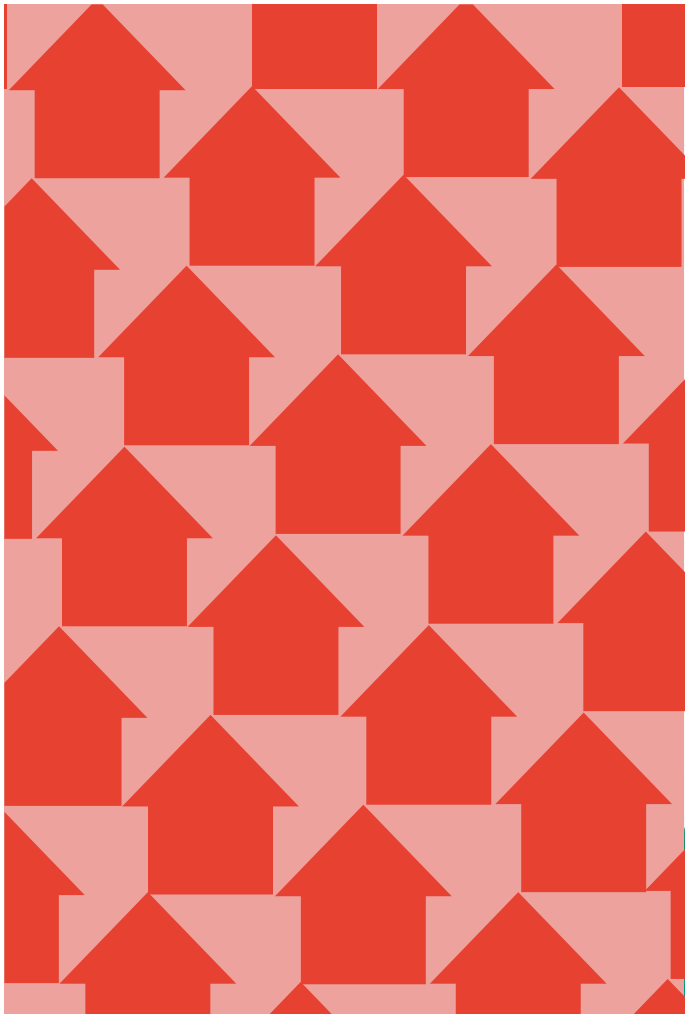
Bike to work  
scheme that  
covers e-bikes  
too, up to  
the value of  
**£3,000**

Enhanced  
maternity,  
paternity and  
adoption leave  
pay

Shared  
parental leave

And even more  
policies to  
support your  
health and  
wellbeing

Find out more  
about why you  
should work for  
Changeworks



**Joanna Long**  
Senior Impact Evaluation Consultant  
2 years at Changeworks

**“ The Bike to Work scheme meant I was able to get a folding bike, which has completely transformed my journeys to and from work. I love the flexibility and freedom it gives me, and I can’t imagine life without it! ”**



[Read more about Joanna](#)

# OUR IMPACT

**When you join Changeworks, you're joining an organisation with a long track record of achieving big things.**

Through our work with individuals, households, businesses and other organisations, we prevent hundreds of thousands of tonnes of carbon from damaging our fragile planet every year.

In 2020-21, our work meant a reduction of £2.2 million in people's heating and electricity bills, and over 3,000 measures installed in homes to improve energy efficiency.

That means helping people like Sheila Charters. A Borders resident, Sheila had her heating on for around 10 hours a day because she couldn't keep the heat in her home.

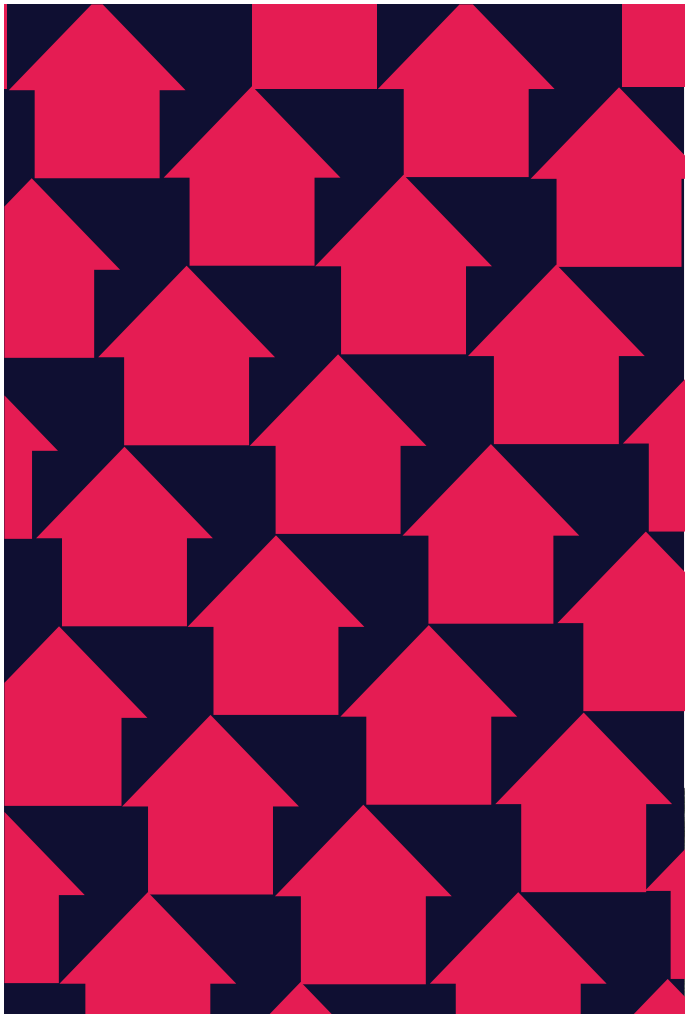
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

Our fuel poverty advice service also changes lives. Lives of people like Angus, who ended up with an estimated energy bill of over £1000. With us advocating to his supplier on his behalf and forcing an investigation, the bill was reduced to just £150.

We also worked with him to make sure he was on the best tariff and using his energy efficiently, all adding up to a saving of over £1200.

**We remove over 200,000 tonnes of lifetime carbon every year.**

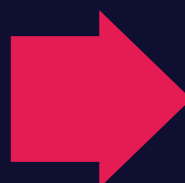
**Hear more about the difference we make.**



Jay Scott  
ICT Support Technician  
6 years at Changeworks

“ Changeworks offers an excellent culture along with a great work-life balance. Each day I feel empowered to help my colleagues deliver excellent projects to benefit people across Scotland.

”



[Read more about Jay](#)

# OUR GROWTH

**Here's the best news: there's never been a better time to join Changeworks.**

The climate emergency is the biggest threat to life as we know it. We need to scale up the action we're taking to avert disaster, and Changeworks is leading the way.

We have ambitious plans to grow as part of our new strategy launched in 2022. Last year we added more new staff than ever before and we aren't slowing down. Our services will continue to expand as we work to decarbonise hundreds of thousands of homes across Scotland.

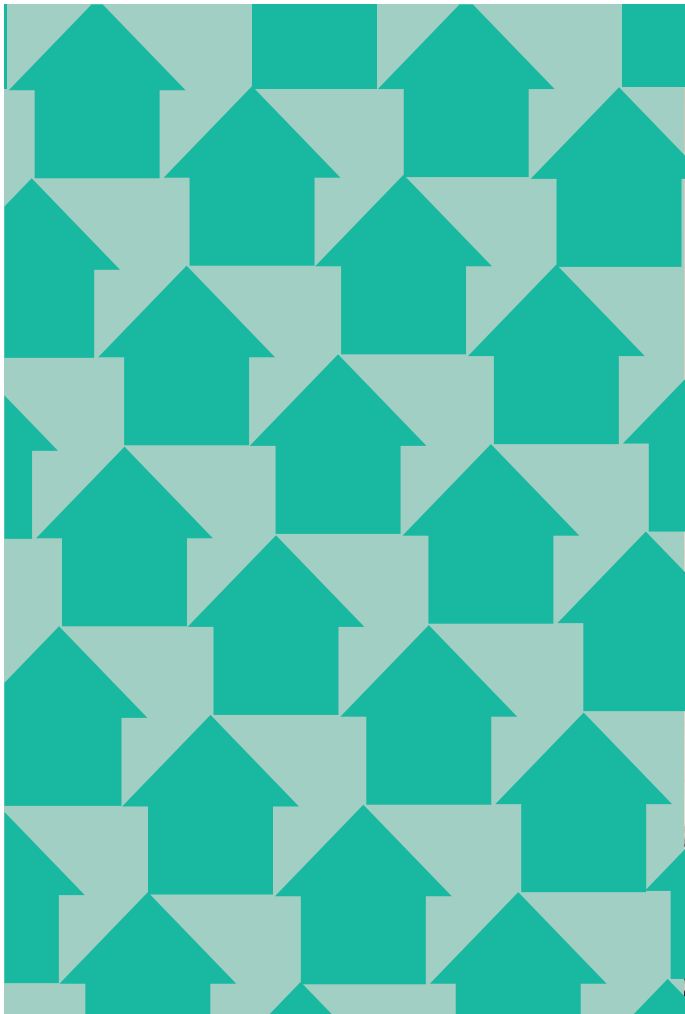
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

With partners like the Social Enterprise Academy we offer regular opportunities for training, and regular one-to-one meetings and annual appraisals offer regular chances to discuss your development.

Now more than ever, we need to expand our efforts to drive change and push towards Scotland's Net Zero targets. If you come and join us on that journey, we know it will be a rewarding one.

**Our finances and staff numbers will almost double between now and the end of our new three-year strategy.**

Hear more about the future of Changeworks.



**Kehinde Moses**  
Senior Advisor Energy Care

1 year at Changeworks  
& a previous volunteer

**“Changeworks is a prestigious environmental charity... this gives me an opportunity to explore different areas to work and develop my career by working for a company helping to fight climate change.”**



[Read more about Kehinde](#)

## Changeworks

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Investors  
in Diversity  
Silver UK

Until  
April  
2027



**INVESTORS IN PEOPLE™**  
We invest in people Platinum

