

Highland Energy Community Partnership Coordination and Engagement Officer

Collaboration | Empowerment | Innovation | Integrity | Passion

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

Dear candidate

I'm Vicky Walker, Centre Manager Highland and Islands at Changeworks, and I'm delighted you're considering coming to join us on our mission to decarbonize 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.

We're delighted to be recruiting a co-ordination and engagement officer to support the Highland Energy Community Partnership project. This is a new, ambitious and innovative partnership funded by the National Lottery supporting Highland Communities overcome the barriers to retrofit and improving the energy efficiency of their homes. This role is key to coordinating our work with six community partners, delivering energy efficiency projects, and helping to alleviate fuel poverty across the Highland region. This post also has a key role in engaging with local suppliers and trades people to understand and communicate the barriers they have to accessing retrofit demand in the region.

The partnership area covers Coigach, Ullapool and Loch Broom, Gairloch and Loch Ewe, Garve, Contin and the Black Isle and contains some of the least energy efficient properties in Scotland. The project is ambitious aiming to reach 20,000 households over the 5 years of the project. You will work to improve energy knowledge, support individual households, and play a key role in establishing a local supply chain for domestic retrofit. This is an exciting opportunity to make a real difference in the lives of people across the region.

We're really keen to hear from anyone interested in this role ideally you will have a passion for supporting rural communities and an interest in engaging and co-ordinating with local installers and trades to support the work of the project.

Given the focus of this role providing support to local community partners you will need to reside within the Highland region and be able to travel across the partnership area.

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

Kind regards,

Vicky Walker
Hiring Manager

The application process	
Application deadline	9am, Monday 27 January 2025
Interview date	Thursday 30 January and Friday 31 January 2025
Interview location	Online via Microsoft Teams
Interview format and length	Structured Interview – 45 minutes

Contact details	
General enquiries about this job	Vicky Walker – Centre Manager (vwalker@changeworks.org.uk)
For an informal discussion about this job	Vicky Walker - Centre Manager vwalker@changeworks.org.uk

Job Description	
Job title	Highland Energy Community Partnership Co-ordination and Engagement Officer
Job reference	HECP Co-Ord & Engagement
Salary and grade	A6 point 23-26 (£27,594 to £30,280) per annum pro rata + 8% employer pension contribution
Location of job	Highland based (remote or hybrid of home and Inverness office based) able to travel across partnership area and attend Inverness office on regular basis. (Partnership area includes: Coigach, Ullapool, Gairloch and Loch Ewe, Garve, Contin and the Black Isle)
Hours and terms	Full time (35 hours per week), fixed term to 30 September 2025
Holiday terms	26 days per annum + 9 public holidays (pro rata)

General terms and conditions	
<ul style="list-style-type: none"> • 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	Highland Energy Partnership Manager
Responsible for	This role has no line management responsibility

Purpose of the job	Ensuring that projects delivered by the Highland Energy Community Partnership are adequately planned, resourced and delivered to a high standard, on time and within set budget.
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	<p>Undertaking a wide variety of tasks including planning and coordinating project activities, proactive and creative engagement and communication with stakeholders, including partners and the public, involving communities in the co-production of projects, assisting with the delivery of current and new projects, preparing accurate and timely documents and evaluation reports and updating databases.</p> <p>Working with both digital content and traditional face to face tools and techniques to identify, develop, execute and evaluate targeted engagement campaigns.</p> <p>Engaging with the local installer network and providing a point of contact between the partnership and installers. Working within the partnership to communicate barriers and solutions to establishing strong local retrofit supply chain.</p> <p>The post holder will also assist in identifying opportunities for new projects to engage the public and increase the impact of Changeworks and the partnerships strategic objectives.</p>
<p>Main objectives and goals</p>	<ol style="list-style-type: none"> 1. Plan, coordinate and deliver creative engagement activities to maximise participation in Highland Energy Community Partnership projects. 2. Support the development and implementation of projects and activities to ensure successful delivery against agreed outcomes. 3. Monitor and report on projects to agreed schedules. 4. Engage with local installers identifying their needs, barriers and solutions to establishing a local retrofit supply chain. 5. Organise and deliver events/talks/workshops. 6. Strong and active participation in the mission and vision of Changeworks

<p>1. Plan, coordinate and deliver creative engagement activities to maximise participation in low carbon community projects</p>
<ul style="list-style-type: none"> • Responsible for the day to day running of a range of low carbon community projects • Develop, with support from senior Low Carbon Communities staff, operational project and communication plans for projects to maximise on engagement and participation • Develop and deliver a variety of innovative, interactive and engaging activities, resources and campaigns (including digital) for all audiences in communities (including education) • Co-ordinate delivery of high-quality engagement activities to ensure participation in low carbon community projects meets or exceeds targets • Work with Changeworks Marketing and Communications team to promote and publicise projects and ensure that messaging supports the project's core values while establishing a sustainable legacy for the project • Support the implementation of a programme of project awareness raising through liaising and building strong relationships with partner organisations, local residents, press, interest and community groups, schools and nurseries and developing/promoting a schedule of events where appropriate.

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- Assist in dealing with enquiries and delivering organised events and training sessions.
- Supervise volunteers assisting at events and with office tasks.
- Organise and represent Changeworks at regular progress meetings with funders and delivery partners
- Any other tasks as required to support the Low Carbon Communities team projects.

2. Support the development and implementation of projects and activities to ensure successful delivery against agreed outcomes

- Develop project aims and objectives in line with funding guidelines with support from Low Carbon Communities Team Manager
- Carry out feasibility work and surveys, as required, to inform and develop new services
- Develop expertise in approaches to behaviour change
- Actively work with communities (organisations and individuals) to help them assess their needs, identify opportunities and help plan low carbon aspirations.
- Actively look for opportunities to ensure a joined-up approach with other Changeworks services
- Take responsibility for assigned projects to maximise impact and overall success.

3. Project monitoring and reporting to agreed schedules

- Manage projects and services to high quality and time standard, from inception to completion.
- Maintain and utilise methodologies for collating, monitoring and evaluating project impact
- Ensure the partnership database is utilised effectively by all partners and adhere's to relevant data management policies and procedures.
- Monitor and evaluate projects and services as they progress and upon completion, to ensure evidence is provided of impact and that they achieve funder requirements and applicable service level agreements.
- Liaise and work closely with other Changeworks staff and team members to ensure project and service outcomes are achieved.
- Ensure high quality written and oral reports (as required) are provided to funders, clients, and Changeworks' Leadership Team members.

4. Engage with local installers identifying their needs, barriers and solutions to establishing a local retrofit supply chain.

- Liaise with local installers and tradespeople acting as the point of contact between the Partnership, local energy officers and local installers.
- Support the delivery of research and consultations to identify barriers and needs of local installers to uptake opportunities through training or accreditation to industry schemes.
- Deliver workshops and events aimed at increasing awareness and uptake of retrofit supply opportunities across the Highland area.
- Support the design and development of training opportunities through the Highland Energy Community Partnership strand.
- Communicate retrofit demand and opportunities from the Highland Energy Community Partnership activities to local installer network.

5. Organise and deliver events/talks/workshops

- Attend events and deliver talks, community consultation events, school engagements, business engagements and workshops as necessary. Workshops may also include train the trainer workshops
- Work with partners and develop partnerships to identify suitable events and opportunities to reach project aims.
- Develop and maintain tools and tactics that effectively engage the public to change behaviour.
- Maintain databases of attendees at events/talks/workshops (and ensure volunteers do same) to enable follow up contact to be made to evaluate outcomes.
- Deal with event enquiries and subsequent dissemination of information materials

6. Strong and active participation in the mission and vision of Changeworks

- Retain a high level of awareness of other projects and services being delivered in the Highland area and pursue opportunities for assisting/complementing these.
- Provide support and input as required into the development of services funding bids and to Changeworks-wide development activities.
- Promote the Vision, Mission and Values of Changeworks both externally and within the organisation
- Attend relevant training courses, industry seminars, forums and conferences
- On occasion, deliver training sessions, workshops, presentations or briefings on specific areas of knowledge and experience.
- Maintain up to date knowledge on low carbon living agendas.

Key contacts

- Changeworks teams
- Local authorities and housing associations
- Home Energy Scotland and Changeworks Affordable Warmth Team
- Community Groups, event organisations and local media
- School pupils, teachers and parents
- Third sector organisations
- Funders

Mandatory training/qualifications associated with this role

- The successful candidate will undertake City & Guilds Level 3 Award in Energy Awareness.

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Project management experience	✓	
Experience of developing successful partnerships	✓	
Experience of designing and delivering training		✓
Experience of delivering engaging presentations and workshops	✓	
Experience of delivering focus groups and research		✓
Skills		
Be an excellent communicator, both verbally and in writing and have the ability to engage people at all levels and ages	✓	
Confidence and ability to speak in public, to deliver presentations, briefings and training	✓	
Excellent written and numeric skills, including writing reports	✓	
Excellent computer literacy and familiarity with Word and Excel, PowerPoint, Outlook, digital media and social media platforms	✓	
Experience of working with databases		✓
Ability to motivate and inspire a team	✓	
Excellent organisational skills	✓	
Excellent customer service skills	✓	
The ability to prioritise tasks within a demanding work environment	✓	
Knowledge		
Knowledge of low carbon issues		✓
Knowledge of behaviour change theory and practice		✓
Knowledge of community engagement and community participation techniques	✓	
Personal qualities and attributes		
Organised, mature and responsible attitude to work	✓	
Strong team player as well as ability to work independently	✓	
A commitment and enthusiasm for education and training for sustainability	✓	
Target orientated	✓	
Ability to take initiative and problem solve	✓	
Positive and flexible team working attitude	✓	
Ability to manage workload effectively	✓	
Willingness to work alone, within Health and Safety and Lone Worker - Personal Safety Policies	✓	
Interest in community engagement	✓	
Additional requirements		
Ability to meet the transport requirements of the role/full driving license	✓	
A passion for working in the field of climate change		✓
A commitment to equal opportunities and diversity	✓	

N.B This is not a line management role but has supervisory responsibility with a high level of support from the Partnership Manager.

Supervisory Requirements

The post holder must be able to:

- Effectively guide a team to work cohesively to achieve desired outcomes
- Through example set a positive, honest and enthusiastic working environment
- Encourage staff and volunteers to achieve potential within their roles
- Encourage and enable excellent communication within the team and all Changeworks colleagues and external organisations
- Meet regularly with staff and volunteers and be accessible to supporting staff
- Provide an understanding and context for all Changeworks policies ensuring that staff follow these to support their role with Changeworks and to ensure their health and safety
- Ensuring learning opportunities are maximised within project teams
- Be open to staff feedback and strive to develop as a supervisor

Staff Expectations of Management Experience

The post holder should expect and be open to:

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being empowered to effectively achieve objectives and goals within the role
- To be treated fairly and with respect
- Training which will enhance performance and knowledge within their role
- Regular and appropriate feedback through 1:1 meetings and annual appraisal and associated processes.
- Having the opportunity to feedback to your manager regularly and through the annual 360 process
- Adhering to all appropriate Changeworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere and advocate the Changeworks values and competencies
- Demonstrate flexibility and versatility in working with a range of different interest groups and individuals
- Identify a range of solutions to enable the service to meet its targets and outcomes
- Show an understanding of the importance of excellent customer service, and deliver a quality service both from a customer's perspective and from funders' expectations

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects
- Solve problems to ensure that any issues arising are resolved satisfactorily
- Prepare marketing and communication materials, such as newsletter articles, case studies and presentations
- Prepare engaging workshops and training sessions

Special conditions

- Some out-of-hours, travel with overnight stays and weekend working may be required, for which time off in lieu will be given
- An element of lone working may be 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.

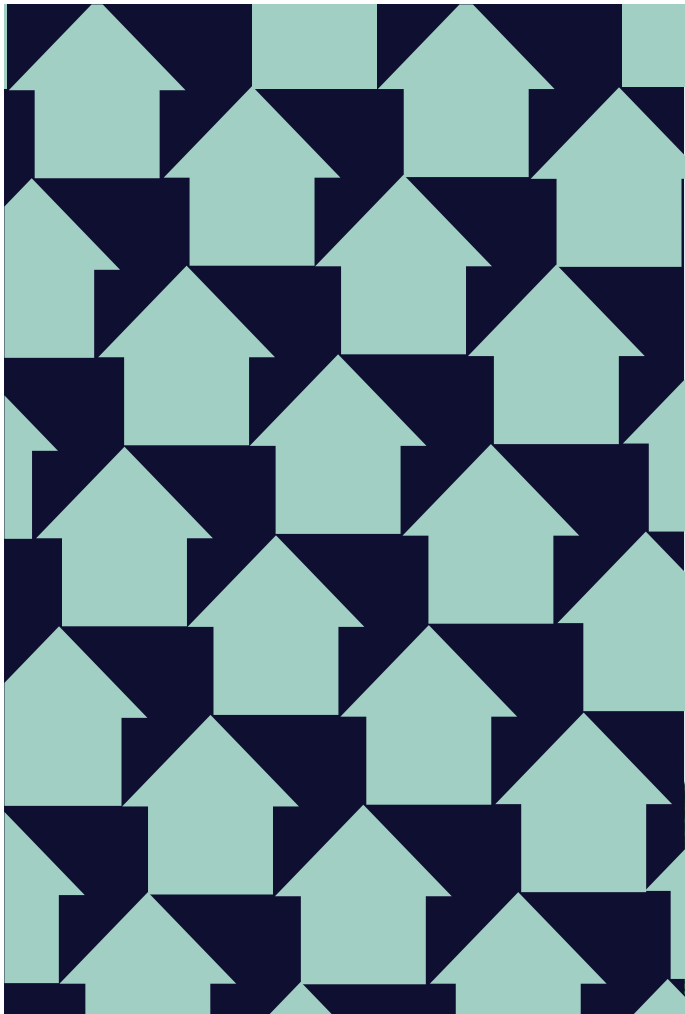
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

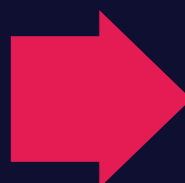
Collaboration, empowerment, innovation, integrity and passion are the values which shape our behaviours and actions.



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

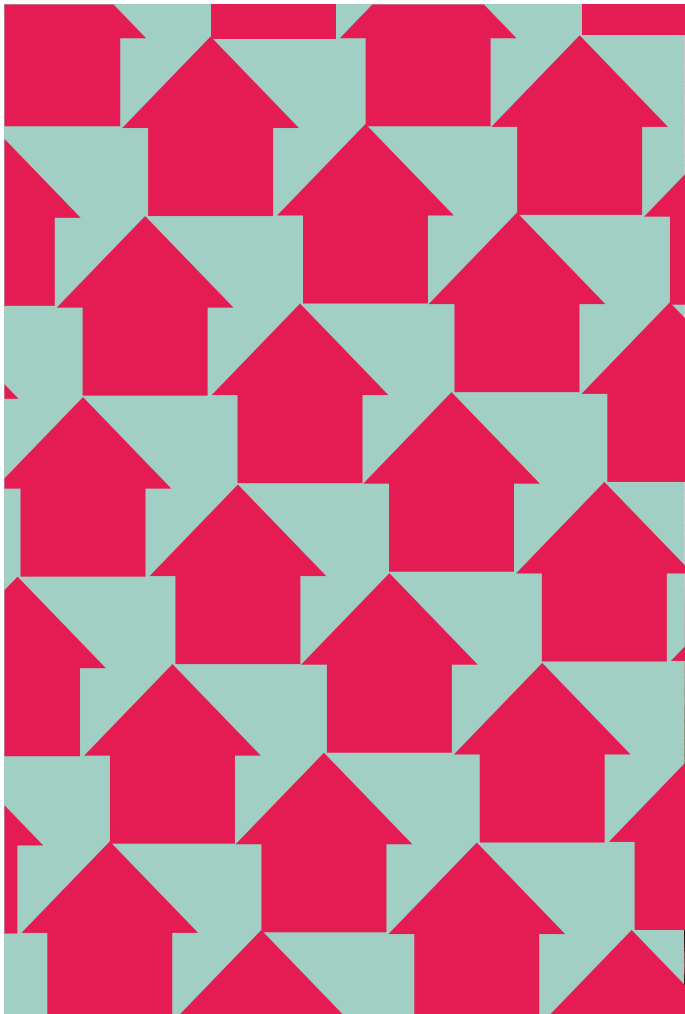
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

Hear 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. ”**

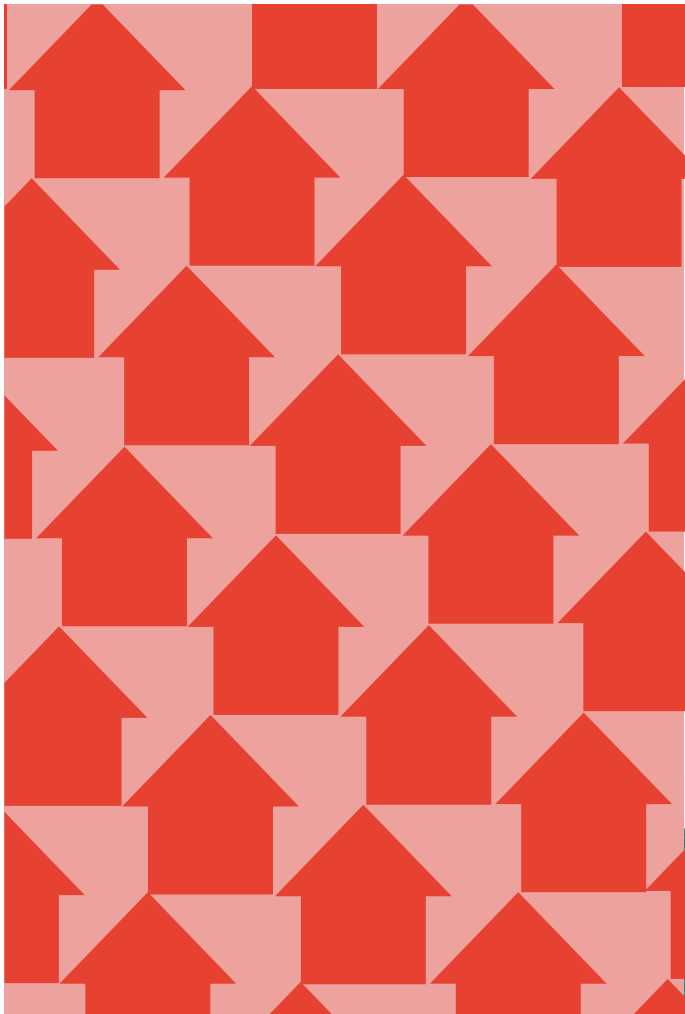


[Read more about Cat](#)

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.

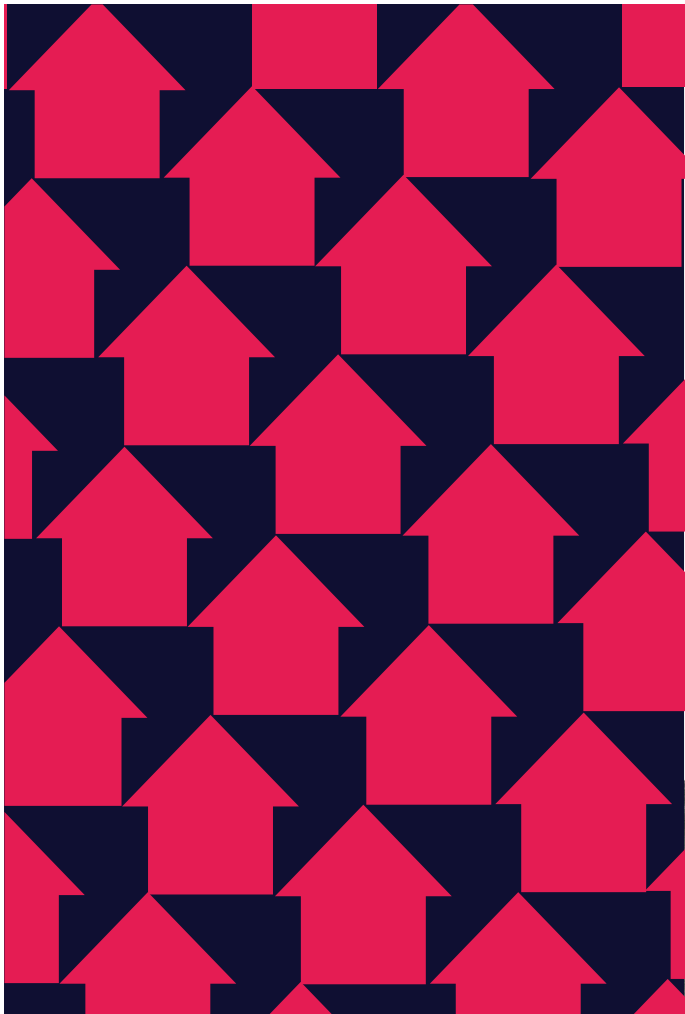
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

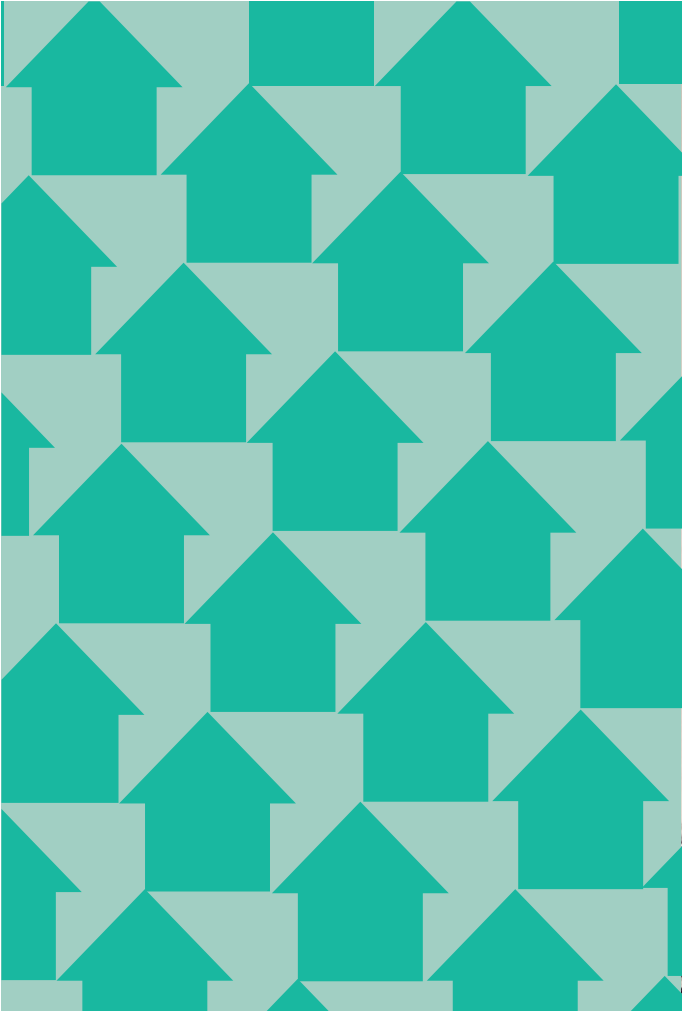
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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 PEOPLE™
We invest in people Platinum

Changeworks Resources for Life Ltd is a company limited by guarantee registered in Scotland No. SC103904 and a Scottish Charity SC015144