

HEALTH, SAFETY AND FACILITIES MANAGER

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 Stuart Hiles, Central Support Manager at Changeworks, and I'm delighted that you're considering joining us in the newly created role of **Health, Safety and Facilities Manager**.

This is a key role in helping Changeworks run safely, effectively and smoothly day to day. You'll lead the delivery of our health and safety and facilities services across the organisation, making sure we have safe, compliant and well-managed workplaces.

The role is based at our Orchard Brae House office in Edinburgh. As we also have an office in Inverness, you'll normally travel there around once every four to six weeks. Depending on what's needed, this may be a day trip or involve an overnight stay.

You'll also manage our Central Support Administrator, who provides day-to-day administrative and practical support across health and safety, facilities and fleet activity. The role sits within the Strategy and Development Directorate as part of the Central Support team, and you'll work with colleagues across the organisation as well as contractors, suppliers and external partners.

Full details of the role and what we're looking for are in the enclosed job description. If you're interested but would like to know a little more before applying, I'd be very happy to have an informal conversation with you.

Please check the advert for the application deadline and planned interview dates.

I look forward to hearing from you.

Kind regards,
Stuart Hiles
Central Support Manager

Health, Safety and Facilities Manager

The application process

Application deadline	Monday 7 December 2026
Interview details	Stage 1 – Online Teams Interview – 10 and 11 December 2026 Stage 2 – Face to Face panel interview plus skills test- 16 December 2026

Contact details

General enquiries about this job	Reception 0131 555 4010
For an informal discussion about this job	Informal discussion contact – Stuart Hiles at shiles@changeworks.org.uk

Job Description

Job title	Health, Safety and Facilities Manager
Job reference	HSFM
Salary and grade	B1 point 31 to 34 (£37,992 - £41,383 per annum) plus 8% employer pension contribution. ***Successful candidates will start at the bottom of the salary scale, save in exceptional circumstances.***
Location of job	Orchard Brae House (Edinburgh) with occasional (once every 4-6 weeks) travel to Inverness for 1 day/ overnight
Hours and terms	35 hours per week. Full time, permanent.
Holiday terms	26 days plus 9 public holidays per annum, subject to confirmation of current terms.

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 disclosed, Changeworks reserves the right to terminate employment with or without notice.
- All responsibilities will be reviewed and modified as necessary through consultation with line managers.

Responsible to	Central Support Manager
Responsible for	Central Support Administrator
Purpose of the job	To lead the day-to-day delivery of health and safety and facilities services across Changeworks, ensuring safe, compliant and well-managed workplaces. The postholder will maintain health and safety systems, coordinate facilities activity and supplier relationships, monitor actions and evidence, and provide assurance and clear reporting to the Central Support Manager. The role will work closely with colleagues responsible for routine administration, local office checks, fleet coordination and environmental management.

Main objectives and goals	• Lead operational health and safety systems and compliance. • Ensure safe, effective and well-maintained offices and facilities. • Coordinate planned maintenance, contractors and managing-agent relationships. • Maintain Fleet operations, safety & compliance • Maintain accurate evidence, action plans, reports and staff guidance. • Provide oversight and escalation for facilities and fleet-related safety risks. • Support environmental performance and continual service improvement. • Undertake other reasonable duties consistent with the role.

1. Health and safety leadership and compliance

- Lead the operational delivery and continual improvement of Changeworks' health and safety arrangements across office, home, hybrid and lone-working environments.
- Maintain health and safety procedures, risk assessments, action plans, compliance schedules and evidence, ensuring actions are completed and significant risks escalated.
- Coordinate the Health and Safety Committee, prepare reports and follow up agreed actions.
- Ensure accidents, incidents and near misses are recorded, investigated and reported appropriately; coordinate corrective action and identify recurring themes.
- Coordinate external health and safety advisers, reviews and specialist assessments, including workplace adjustments in partnership with managers and HR.
- Lead on operational processes, evidence and improvements supporting ISO 45001, working with colleagues responsible for the wider integrated management system.
- Provide practical guidance, briefings and communications so managers and colleagues understand their responsibilities.
- Plan and monitor mandatory and role-specific provision including first aid, fire wardens, evacuation drills, alarm and emergency-lighting checks, PAT and DSE arrangements.

2. Facilities and workplace management

- Coordinate day-to-day facilities services for Edinburgh, Inverness and other Changeworks locations, ensuring workplaces are safe, accessible and effective.
- Manage planned and reactive maintenance, repairs, cleaning, security, access, office equipment, furniture and shared workplace services.
- Act as the principal operational contact for landlords, managing agents, building teams, facilities contractors and specialist suppliers.
- Maintain facilities plans, asset and compliance records, contractor information, service schedules and business-continuity information.
- Monitor the Facilities Helpdesk, ensuring requests are triaged, resolved within agreed standards and escalated where required.
- Support office moves, workplace changes and the opening or closure of premises, escalating material cost, lease and resource decisions.
- Coordinate workplace adjustments with HR and managers, including specialist equipment and workstation requirements.

3. Supplier, contract and budget coordination

- Maintain contract and renewal schedules, obtain quotations, monitor service delivery and recommend improvements or changes.
- Manage operational relationships with suppliers and contractors, resolving service issues and monitoring value and continuity.
- Monitor agreed facilities expenditure, prepare forecasts and variance information, and support invoice and purchasing processes.
- Refer contract awards, material commitments, significant spend and matters outside delegated authority to the Central Support Manager for approval.

- Ensure expenditure requests, approvals and records are appropriately separated and documented.

. Fleet operations, safety & compliance

- Work with the Central Support Administrator to coordinate day-to-day fleet operations; including bookings, servicing, maintenance, repairs, equipment, documentation and compliance checks / records.
- Assess fleet needs with managers and report utilisation, availability and costs to support planning and replacement.
- Work with Finance colleagues to ensure that fleet vehicle contracts and renewals are in place which meet organisational requirements.
- Provide health and safety oversight for fleet arrangements, ensuring vehicle-related risks, incidents and corrective actions are appropriately managed and escalated.
- Work with colleagues responsible for routine fleet coordination to ensure checks, driver eligibility, insurance evidence, servicing and maintenance arrangements are completed and recorded.
- Review fleet safety information and recurring issues, providing clear reports and recommendations to the Central Support Manager.
- Support driver guidance, inductions and relevant safety training.
- Work with the Environmental and Quality Systems Manager by promoting low carbon vehicles and efficient use, ensuring accurate facilities and fleet data are available for carbon reporting and ISO 14001 requirements.
- Routine bookings, mileage administration, cleaning, charging and vehicle movements will normally be completed through designated administrative or local support roles.

5. Inverness and other locations

- To make / coordinate regular visits to Inverness, as agreed, to provide assurance, build relationships, review evidence and address complex or planned facilities and health and safety work.
- Agree and maintain clear local arrangements for routine building checks, first-aid supplies, Fire Warden and First Aider cover, equipment issues, access requirements and other recurring duties.
- Provide local colleagues with checklists, training, guidance and escalation routes, and monitor completion without relying on travel from Edinburgh for routine activity.
- Coordinate support for other Changeworks locations where required.

6. Systems, reporting and improvement

- Maintain accurate digital records and communications through relevant Microsoft 365, SharePoint and Power Platform systems.
- Prepare regular reports on health and safety performance, incidents, actions, facilities issues, supplier performance, expenditure and service risks.
- Maintain staff guidance and communications channels for health and safety and facilities.
- Identify patterns and opportunities to simplify processes, clarify ownership, improve service quality and reduce environmental impact.
- Contribute to emergency response and business continuity arrangements under the direction of the Central Support Manager.
- Handle personal and incident information securely and refer sensitive disclosures or potential data incidents to the responsible colleagues.

7. Team working and other duties

- Work closely with the Central Support Administrator, Environmental and Quality Systems Manager, HR, Finance, IT and local office colleagues.
- Provide functional guidance to colleagues undertaking scheduled checks or facilities tasks and ensure suitable backup arrangements are in place.
- Travel to Changeworks locations and undertake occasional out-of-hours activity where required, with time off in lieu in line with policy.
- Proactively support the wider People and Central Support function and undertake other reasonable duties consistent with the scope and grade of the role.

Key contacts
• Head of People, Central Support Manager, Central Support Administrator, Environmental and Quality Systems Manager and wider People and Central Support colleagues. • Managers, Heads of Directorates, local office contacts, staff representatives and all employees. • Health and Safety Committee, integrated management system colleagues and specialist health and safety advisers. • Landlords, managing agents, building teams, contractors and suppliers. • HR, Finance, IT, data-protection colleagues and the Carbon Reduction Team.

Mandatory training/qualifications associated with this role
• NEBOSH National General Certificate in Occupational Health and Safety, or an equivalent recognised qualification. This should normally be held at appointment; exceptionally, a directly relevant qualification and commitment to complete NEBOSH within an agreed period may be considered. • Fire Warden and First Aid training. • PAT awareness or tester training where required by the operating model. • DSE assessor, incident investigation and other role-specific health and safety training as agreed. • Systems and information-governance training required for the role.

Guaranteed interview route — minimum essential criteria

Minimum essential criteria
• Recognised health and safety qualification or directly relevant equivalent professional training. • Practical experience coordinating health and safety arrangements, risk assessments and corrective actions. • Experience managing workplace facilities, contractors or service providers. • Ability to travel to Inverness and other Changeworks locations as required.

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Person specification

Criteria	Essential	Desirable
Qualifications		
NEBOSH National General Certificate in Occupational Health and Safety, or equivalent recognised health and safety qualification.	X	
Facilities management, fire safety, DSE, environmental management or related professional training.		X
Experience		
Practical experience coordinating health and safety arrangements across office, home or hybrid working environments.	X	
Experience maintaining risk assessments, compliance evidence, action plans and incident or corrective-action records.	X	
Experience coordinating office facilities, planned maintenance, contractors, landlords or managing agents.	X	
Experience preparing clear management information and reporting on risks, actions and service performance.	X	
Experience supporting ISO 45001 or another formal management system and audit process.		X
Experience obtaining quotations, monitoring contracts and controlling operational expenditure.		X
Experience supporting multiple office locations or distributed local arrangements.		X
Skills and knowledge		
Sound working knowledge of UK health and safety practice and the ability to translate requirements into proportionate operational arrangements.	X	
Excellent written and verbal communication, with the ability to engage and influence colleagues at all levels.	X	
Strong organisation, administration, IT, record-management and action-tracking skills.	X	
Ability to assess risk, investigate issues, solve problems and decide when specialist advice or senior escalation is required.	X	
Ability to manage competing priorities and recurring compliance cycles with minimum supervision.	X	
Knowledge of ISO 45001 and the relationship between health and safety, quality and environmental management systems.		X
Personal qualities and attributes		
Proactive, practical and customer-focused, with a commitment to safe and effective workplaces.	X	
Collaborative and able to build constructive relationships with colleagues, contractors and external partners.	X	
Organised and attentive to detail, while able to maintain an organisation-wide view of risk and priorities.	X	
Additional requirements		
The postholder will normally travel to Inverness once every four to six weeks. This may involve travel within the day or an overnight stay, depending on operational requirements.	X	
Willingness to undertake role-specific training and occasional out-of-hours work where required.	X	

Full UK driving licence.	X	

Staff Expectations of Management Experience

- Effective leadership and a positive, honest working environment.
- Support and empowerment to achieve the role's objectives.
- Fair and respectful treatment, consistent with Changeworks policies and health and safety requirements.
- Regular feedback through 1-2-1s and annual appraisal, with opportunities to give feedback.

Complexity

- Balance planned compliance activity with reactive health and safety and facilities issues across locations.
- Coordinate work through colleagues who may not report directly to the postholder.
- Exercise judgement within delegated authority and seek specialist advice or approval where required.
- Maintain credible evidence and assurance while keeping arrangements proportionate and workable.

Creativity

- Use initiative to resolve workplace issues and improve services.
- Develop practical systems, guidance and local solutions that support compliance and effective working.
- Identify recurring problems and implement sustainable improvements.

Special conditions

- Regular travel to Inverness and occasional travel to other Changeworks locations is required.
- Occasional out-of-hours, overnight or weekend working may be required, for which time off in lieu will be given.
- The role includes workplace inspections and practical activity in office, storage and vehicle areas.
- The role requires the postholder to provide practical fleet inductions using the vehicles. Vehicles will occasionally need to be driven and collected for servicing, repairs and cleaning etc. Our fleet comprises fully electric and hybrid vehicles therefore a full driving license valid for the use of automatic vehicles in the UK is required.

Job Title: Health, Safety and Facilities Manager

Date advertised:26/11/2026

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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

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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

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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

CHANGEWORKS.

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 proejct to benefit people across Scotland.”**

Read more about Jay

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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

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Investors in Diversity Silver UK | Until April 2027

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