

# HR OFFICER (EMPLOYEE RELATIONS AND POLICY)

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 Corinne Morrison-Gillies, Head of People 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.

Our People Team sits at the heart of Changeworks, supporting our mission by creating a positive, fair and engaging employee experience. We provide specialist advice across the full employee lifecycle, with a particular focus on employee relations, wellbeing, policy, recruitment, and organisational development.

This HR Officer (Employee Relations and Policy) role is an important part of that. We're looking for someone who brings some foundational experience in HR — ideally with exposure to basic employee relations such as giving initial advice on absence, supporting first-stage investigations or disciplinaries, and handling straightforward queries from managers and colleagues. It's a great opportunity for someone who may have started in an HR administrative role and is now ready to grow their professional practice.

If you share our values, are keen to continue to develop your HR skills, and want to contribute to a team that plays a central role in enabling Changeworks to thrive, we'd be delighted to hear from you.

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

Kind regards,

Corinne Morrison-Gillies  
Head of People

The application process	
Application deadline	9am, Monday 23 February 2026
Interview date	Week commencing 2 March 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	Corinne Morrison-Gillies, Head of People - <a href="mailto:cmorrisongillies@changeworks.org.uk">cmorrisongillies@changeworks.org.uk</a>

Job Description	
Job title tbc	HR Officer (Employee Relations and Policy)
Job reference	HROERP
Salary and grade	A5 point 21 to 24 (£27,043 - £29,415 per annum, pro rata) + 8% employer pension contribution. <b>Successful candidates will start at the bottom of the salary scale, except in exceptional circumstances.</b>
Location of job	Edinburgh (hybrid of home and office working)
Hours and terms	17.5 hours per week. Part time, permanent.
Holiday terms	26 days annual leave and 9 public holidays per annum, pro rata

General terms and conditions	
<ul style="list-style-type: none"> <li>Changeworks operates a flexi-time system with core hours. There are no overtime payments for this post.</li> <li>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.</li> <li>All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

Responsible to	Head of People
Responsible for	N/A

Purpose of the job	To provide clear, consistent and proactive support on basic employee relations and HR policy, ensuring managers and staff receive timely advice, fair processes are followed, and people practices remain compliant, values-driven and aligned with organisational goals.
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<b>Main objectives and goals</b>	<ul style="list-style-type: none"> <li>• Provide timely, consistent basic ER advice to managers and staff.</li> <li>• Support development and implementation of HR policies.</li> <li>• Ensure fair, compliant and values-aligned people practices.</li> <li>• Assist with ER case management and accurate documentation including scripts, notes, outcome letters, PIP's</li> <li>• Contribute to continuous improvement across ER and policy work.</li> </ul>
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## **1. Provide timely, consistent ER support (absence, discipline, grievance, PIP's organisational change / restructures) and basic advice**

- Give clear advice/ guidance based on agreed templates, policies and scripts.
- Escalate complex queries to the HR Specialist or Head of People.
- Support managers by preparing scripts and / or signposting to the right policy.
- Support with taking notes at formal meetings relating to Absence, Discipline, grievance, organisational change / restructures.

## **2. Support writing, development and implementation of HR policies**

- Write, and / or update policy documents with tracked changes.
- Format, proofread, and organise policies for review.
- Upload approved policies to the intranet and ensure correct version control.

## **3. Ensure fair, compliant and values-aligned people practices**

- Make sure standard processes are followed and correct documents are used.
- Help schedule meetings and ensure required paperwork is completed.
- Keep accurate records that support consistency across cases.

## **4. Contribute to continuous improvement across ER and policy work**

- Keep records up to date so trends can be identified.
- Suggest small improvements to documents or processes based on daily use.
- Help create simple guidance notes or FAQs for managers and staff.

## 5. Provide general support across all areas of HR and payroll

- Provide flexible support to the wider People Team during busy periods or when priorities shift.

### Key contacts

- Staff and managers and seeking basic ER or policy guidance.
- Staff members requiring HR advice or support with processes.
- Members of the People Team for day-to-day coordination.
- External partners such as occupational health, other service providers, as required.

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

- None

Person specification		
	Essential	Desirable
<b>Qualifications</b>		
Good standard of education e.g. SCQF level 6 / 7 or equivalent	x	
CIPD Foundation certificate or equivalent HR/ business related qualification		x
Evidence of ongoing CPD in area of HR	x	
<b>Experience</b>		
Previous experience in an HR role (Administrator or HR Officer)	x	
Experience in charitable / social enterprise or environmental sectors		x
<b>Skills</b>		
Strong administration skills and attention to detail	x	
Awareness of basic employment law principles / legislation	x	
Confident written and verbal communicator	x	
Good working knowledge of MS Office		x
Ability to prioritise workload and work to deadlines	x	
Ability to develop and maintain professional relationships with a variety of stakeholders		x
<b>Personal qualities and attributes</b>		
A team player	x	
Committed to a values-driven culture		x
Self-motivated		x
Ability to work independently and plan day to day task completion/ prioritise workload.		x

## Staff Expectations of Management Experience

The post holder should expect and be open to:

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being supported empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through 1-2-1 meetings and annual appraisal and associated processes.
- Having the opportunity to feedback to 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
- Demonstrate innovation in terms of process development
- Demonstrate a high level of accuracy in all workstreams

## Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes for the HR activities they are involved with.

# 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.

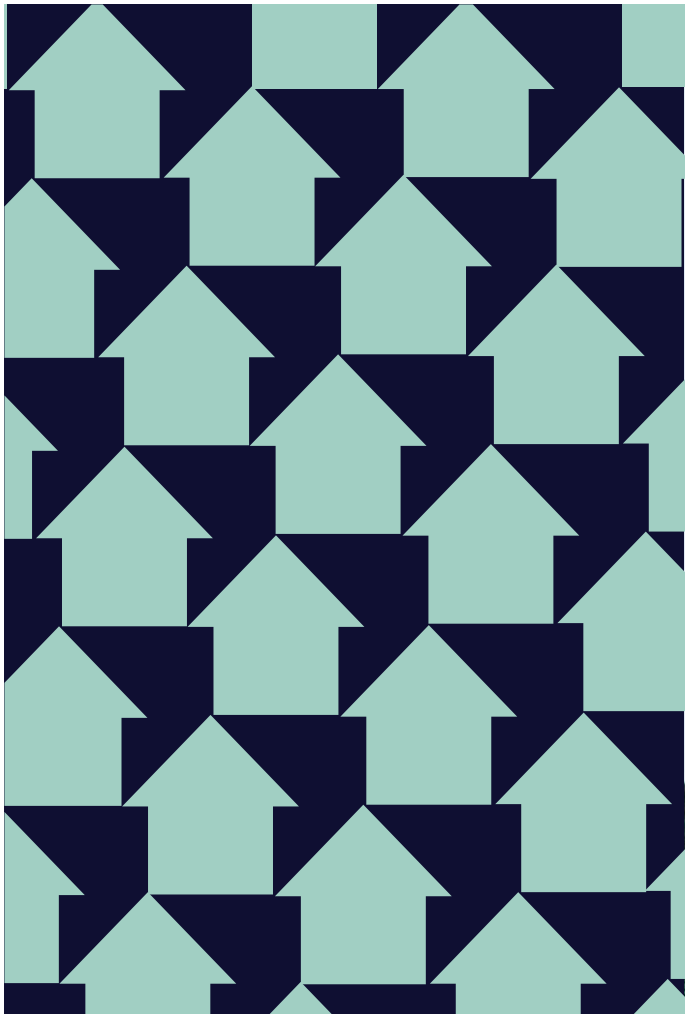
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

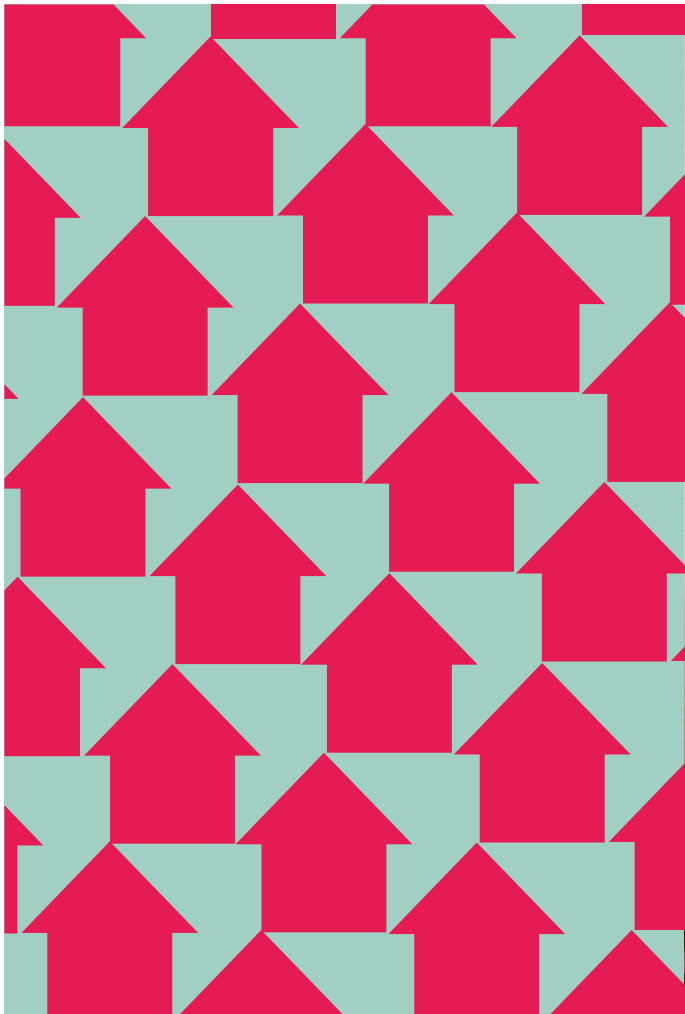
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

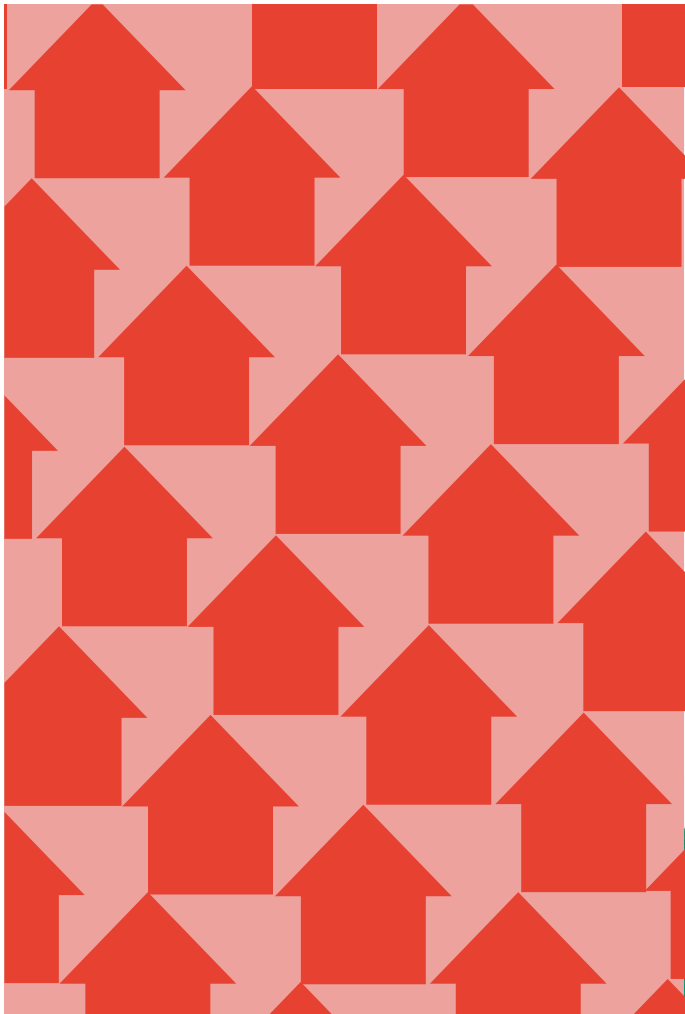
Bike to work  
scheme that  
covers e-bikes  
too, up to  
the value of  
**£3,000**

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.

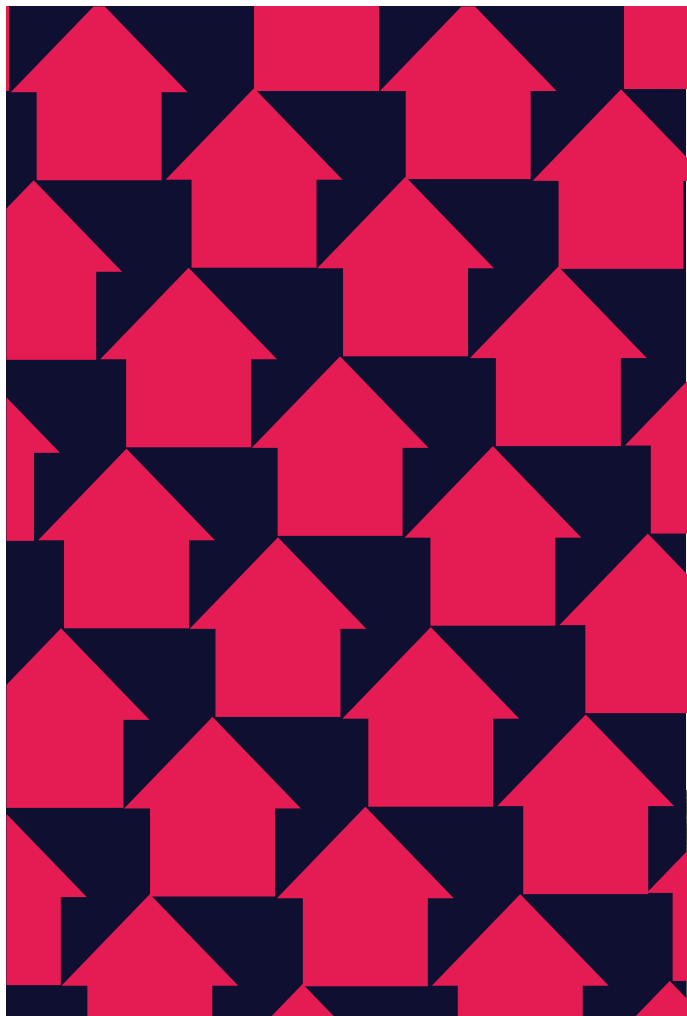
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

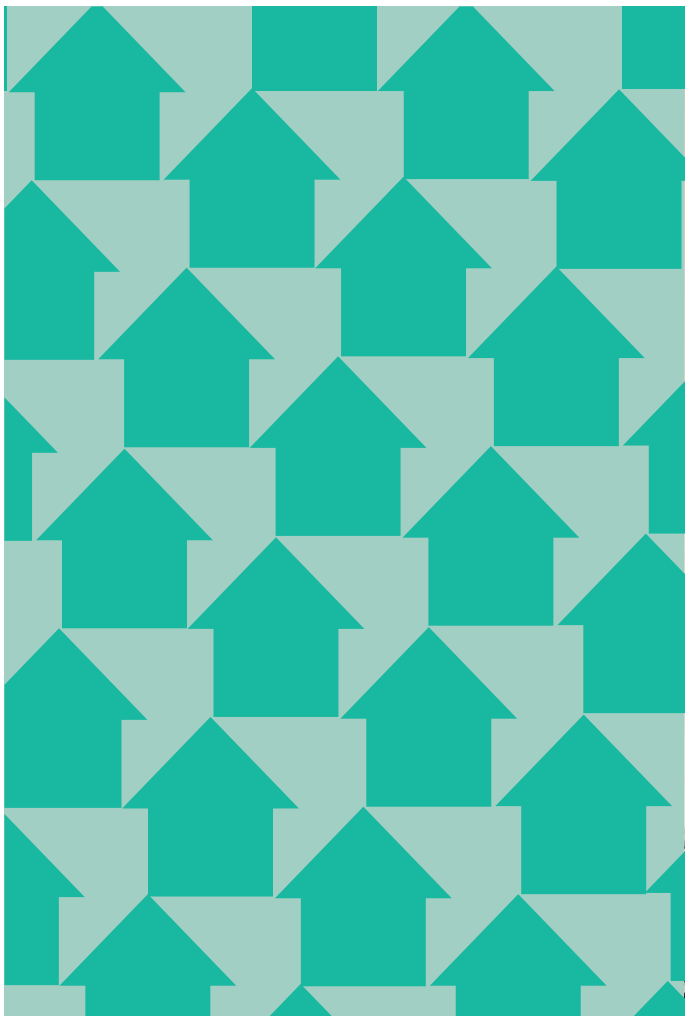
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

