

Affordable Warmth Advisor

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 Kat Custard 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 Affordable Warmth Team is on the frontline, providing a range of information and support to the public. Our work includes signposting, advice, advocacy and support for householders, particularly for those in fuel poverty, alongside awareness-raising and engagement activity at talks and events.

With the current climate resulting in high energy prices and costs for householders, our services are in high demand. We are seeking to recruit an additional Affordable Warmth Advisor to the team to help us expand our services across Scotland, to support more people in need and to drive energy efficiency.

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

Kind regards

Kat Custard
Hiring Manager

The application process

Application deadline	11am, Monday 14 July 2025
Interview date	Thursday 17 and Friday 18 July
Interview location	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	Kat Custard – kcustard@changeworks.org.uk

Job Description

Job title	Affordable Warmth Advisor
Job reference	AWS AWA
Salary and grade	A6 – Point 23 – 26 (£28,505 - £31,279) per annum pro rata + 8% employer pension contribution
Location of job	Hybrid with base in Edinburgh or Inverness – with some travel in your project location and occasionally across Scotland. A driving license is desirable as you may be required to travel to rural communities. See general T&C's below
Hours and terms	Full time 35 hours per week. Part-time hours (minimum 21 hours per week) will also be considered. Permanent
Holiday terms	26 days per annum plus 9 public holidays pro rata

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 the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.
- If this is an internally advertised position, the applicant provides their current line manager with adequate notice period upon acceptance of post if successful.
- Achieving the objectives of the role may require the applicant to be able to travel across the region or Scotland with ease, including rural areas with limited or no access to public transport. A driving license is desirable.
- The post-holder will also deliver training to external organisations which may require travel across Scotland and overnight stays.

- The post holder is expected to maintain a flexible approach to their work to assist Changeworks in achieving its strategic objectives.
- The post holder will also deliver training to external organisations which may require travel across Scotland and overnight stays.

Responsible to	Principal Advisor
Responsible for	None

Purpose of the job	<p>To support and assist low-income households to achieve affordable warmth, by providing advice, advocacy, and coaching. To deliver advice in a range of circumstances including preventative approaches for those at risk of fuel poverty, alleviative approaches for those in fuel poverty and engaging with householders during the installation of energy efficiency measures to ensure they have the appropriate advice and information.</p> <p>To manage a caseload of clients effectively and ensure that casework is recorded using our CRM database.</p> <p>To promote the service and raise general awareness of affordable warmth, through talks, briefings, presentations, and events; To deliver training, workshops, and presentations. To provide regular reports and keep up to date with current practices.</p>
Main objectives and goals	<ol style="list-style-type: none"> 1 Providing energy efficiency advice, fuel billing advice and advocacy 2 Delivery of training and events 3 Promoting the service and raising general awareness of Affordable Warmth Services Team 4 Recording, Monitoring and reporting on the activities of the service 5 General responsibilities

1. Providing energy efficiency advice, fuel billing advice and advocacy.

- Providing advice and coaching over the phone, in writing and face to face on a range of topics including home energy use and home energy billing, as well as understanding energy systems and their controls.
- Identifying strategies to reduce households' fuel costs e.g., through debt repayment re-scheduling, switching energy supplier, or accessing a better tariff and coaching the householder in developing these strategies.
- Visiting clients in their home.
- Identifying sustainable energy measures and improvements, potential sources of funding to pay for the improvements, and supporting the household through their choices.
- Identifying and assisting households who would benefit from support in maximising their income.
- Setting up or maintaining referral networks.
- Supporting the client to liaise with agencies, such as Home Energy Scotland, fuel utilities, local authorities, other voluntary agencies, landlords and housing providers to ensure that energy saving measures and cost savings are implemented and income maximised.

- Identifying clients who would benefit from reviewing their income and expenditure and signposting them to approved money or debt advice providers.
- Always working with sensitivity to the needs and concerns of vulnerable households
- Supporting the delivery of Changeworks Strategy through providing a flexible approach to new areas of work.
- Maintain an accurate and up to date knowledge of the Affordable Warmth Advisor role, including the quality requirements of the service, developments within the energy industry, local and national policy and any grants or funding that may inform the delivery of our service.

2. Delivery of training and events

- Identifying opportunities for, setting up and attending public engagement events with partner organisations, including stall events, drop-in sessions, workshops and advice surgeries.
- Developing high quality, interactive training programmes tailored to the audience.
- Delivering high quality, mentoring and interactive training sessions for external organisations, including but not limited to, Housing Associations, Local Authorities, Community Groups, and other Advice Agencies.
- Providing shadowing and/or mentoring to staff of external organisations, including but not limited to, Housing Associations, Local Authorities, Community Groups, and other Advice Agencies.
- Carrying out evaluation of training and mentoring sessions and reporting feedback through internal systems.
- Contributing to the updating and modification of training materials as appropriate and ensuring that any updates or modifications are approved as required.

3. Promoting the service and raising general awareness of Affordable Warmth Services Team

- Working with the Affordable Warmth Services Team Manager, Principal Advisor, Changeworks Marketing and Comms team and other Affordable Warmth Service Team members to develop a communication strategy.
- Establishing and maintaining working relationships with partner agencies, such as Housing Associations, Local Authorities, and other voluntary agencies.
- Arranging, preparing, and delivering energy talks, briefings, presentations and workshops to a wide range of groups such as residents associations, health and social work professionals and voluntary agencies.
- Providing briefings, talks or workshops to groups of clients and/or client intermediaries such as their carers, key workers, social workers as necessary to facilitate clients' uptake and future use of learning points, and to facilitate the delivery of the project.
- Organising attendance and staffing events.
- Developing, reviewing and updating marketing and communication materials, such as newsletter articles and advice materials, and delivering/distributing them across suitable media.
- Monitoring the effectiveness of the communication strategy and making changes to tactics as required so that project's objectives are met.

4 Recording, Monitoring and reporting on the activities of the service

- Ensuring that all casework is recorded on our inhouse case management system using Microsoft Dynamics 365.
- Creating and maintaining clear and up to date client case records and other activity records.

- Ensuring that casework is managed in line with GDPR requirements and internal processes.
- Collating data from the client database and other activity records, including information about the client's circumstances, interventions carried out, partnership work on cases and outcomes achieved.
- Comparing the outcomes with the targets for the project and making necessary adjustments to the service to enhance it.
- Collating of information and producing high quality reporting for external audiences such as funders.
- Attending regular progress meetings with the project funders as required.
- Contribute information on project outcomes to Changeworks achievements records and evaluation exercises.

5. General responsibilities

- Embody the organisational values in day-to-day work.
- Trialing and piloting different approaches to addressing fuel poverty, for example, testing different preventative approaches and capturing learnings, being involved in research or practical actions to address systemic issues, working collaboratively with colleagues in Changeworks to ensure clients receive high quality customer service.
- Making active contributions to consultations, drawing on experience and expertise to help influence policy development.
- Contribute to and share important information via the various communication channels used within the team. Including but not limited to; MS Teams, Team Meetings etc.
- Attending relevant training courses, industry seminars, forums, and conferences from time to time.
- General administration including data entry, filing, and attending internal meetings, taking minutes of team meetings.
- Ensuring own and colleagues' health and safety is maintained.
- Representing the project, team and organisation in a professional and responsible manner.
- Keeping up to date with developments in the energy industry, in local and national policy and status of grants.
- Ensuring compliance with GDPR, Child Protection and Protection of Vulnerable Groups legislation, and all other internal policies.
- Ensuring that the service is delivered in line with equality guidelines.
- Providing support and input into the development of the service and to Changeworks wide development activities.
- Other duties as agreed with the Affordable Warmth Team Manager.
- Organisation of personal workload.
- Assessing and managing the risks involved with lone working.
- Be responsive and open to regular feedback and a coaching culture to become an exemplar in the role.

Key contacts

- The post holder will be in frequent contact with low income and vulnerable householders, carers, possibly other relatives of clients, support workers in their homes and by phone, email, and letter.
- The post holder will be and will support advisors who are in frequent contact with staff at statutory and voluntary agencies, and registered social landlords, local authority housing officers.
- Contact with customer service representatives of fuel suppliers.
- Regular contact with community groups.
- Other third sector and advice organisations.
- Funders, partners and other project stakeholders.
- Home Energy Scotland, Warmworks and Energy Saving Trust.
- Other Changeworks projects or teams.

For those apply through the guaranteed interview route please see minimum essential criteria below:

Person specification

	Essential	Desirable
Skills		
Excellent communication skills and ability to communicate with a broad range of people	*	
Confidence and ability to speak in public, to deliver presentations, briefings and training	*	
Excellent written and numeric skills	*	
Excellent skills to write high quality, accurate reports to a professional standard	*	
Good computer literacy and familiarity with Word and Excel, PowerPoint and Outlook	*	
Experience of working with databases (e.g. Microsoft Dynamics 365)	*	
Full valid driving licence or other ways of fulfilling the mobility requirements of the job		*

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
City and Guilds in Energy Awareness		*
Experience		
Experience in a project management role		*
Experience of advice/support work		*
Experience of money advice –budgeting casework		*
Experience of working with disadvantaged people		*
Experience of coaching/training vulnerable clients		*
Experience of marketing and promotion		*
Experience of delivering training to external organisations		*
Experience of writing high quality written reports	*	
Skills		
Excellent communication skills and ability to communicate with a broad range of people	*	
Confidence and ability to speak in public, to deliver presentations, briefings and training	*	
Excellent written and numeric skills	*	
Excellent skills to write high quality, accurate reports to a professional standard	*	
General office skills such as typing, filing, minute taking	*	
Good computer literacy and familiarity with Word and Excel, PowerPoint and Outlook	*	
Experience of working with databases (e.g. Microsoft Dynamics 365)	*	
Personal qualities and attributes		
Organised, mature and responsible attitude to work	*	
Ability to work as part of a team as well as independently	*	
Ability to take initiative and problem solve	*	
Positive and flexible team working attitude	*	
Ability to manage workload effectively	*	
Willingness to work alone, particularly in the context of visiting people in their own homes, within Health and Safety and Lone Worker- Personal Safety Policies.	*	
An interest in social justice and improving people's living environment	*	
Interest in community engagement	*	
A team player	*	
Enthusiastic and interested in helping people	*	
Additional requirements		

Full valid driving licence or other ways of fulfilling the mobility requirements of the job		*
A commitment to equal opportunities and diversity	*	

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 your role
- To be treated fairly and with respect
- Training which will enhance performance and knowledge within 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 in working with a range of different interest groups and individuals
- Identify a range of solutions from available resources to help alleviate fuel poverty on household-by-household basis
- Show an understanding of the importance of excellent customer service and deliver a quality service both from a customer's perspective and as per funders expectations.
- Keep up to date with current trends and issues in energy efficiency and fuel poverty, household budgeting and food waste prevention

Creativity

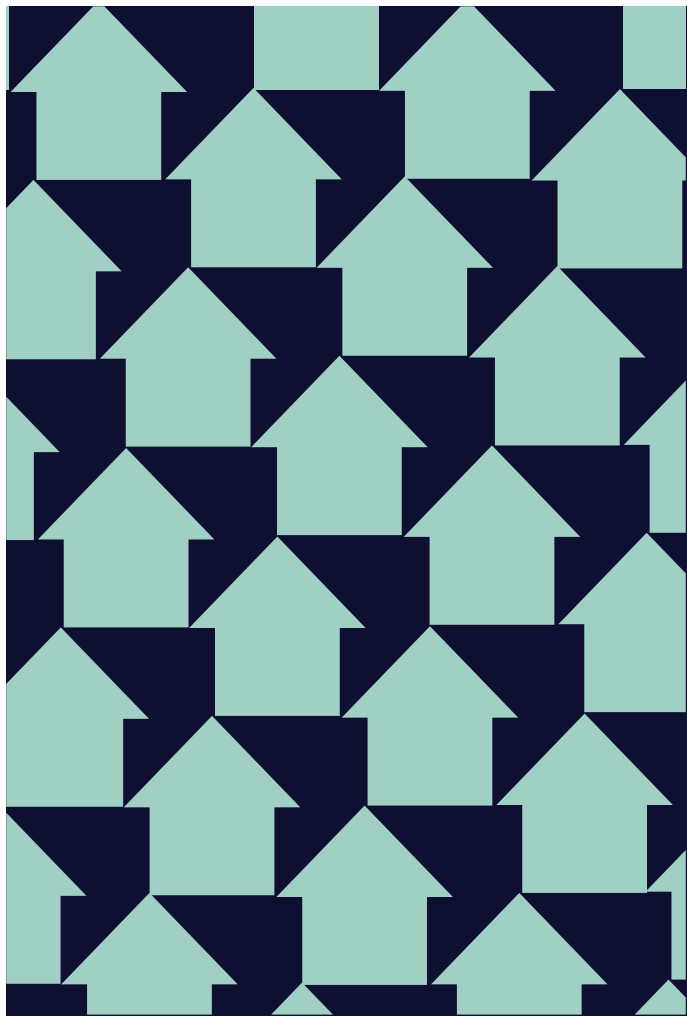
The post holder will be required to:

- 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, presentations and energy and fuel billing advice sheets.
- Prepare engaging workshops and training sessions

Special conditions

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





Bruce Wares
Marketing Manager
Home Energy Scotland
15 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](#)

Our people

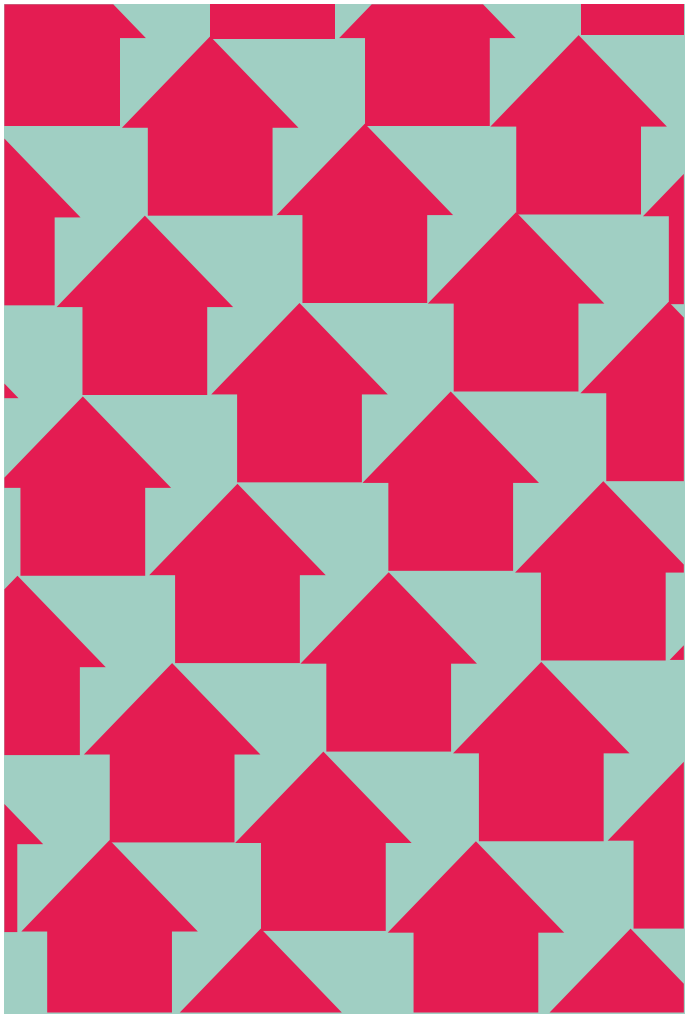
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

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

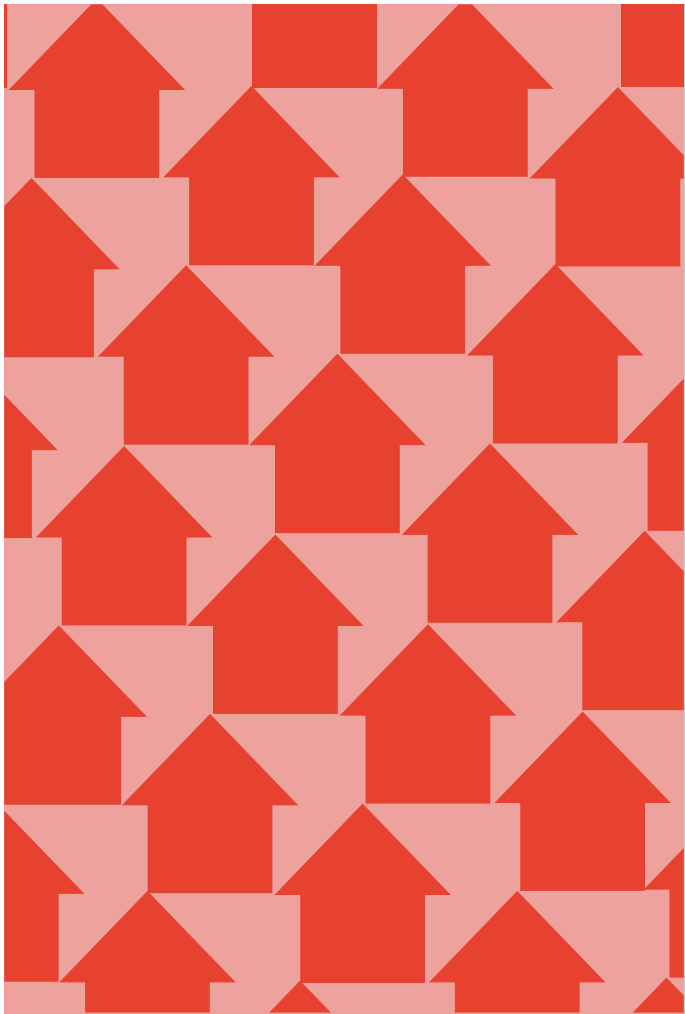
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

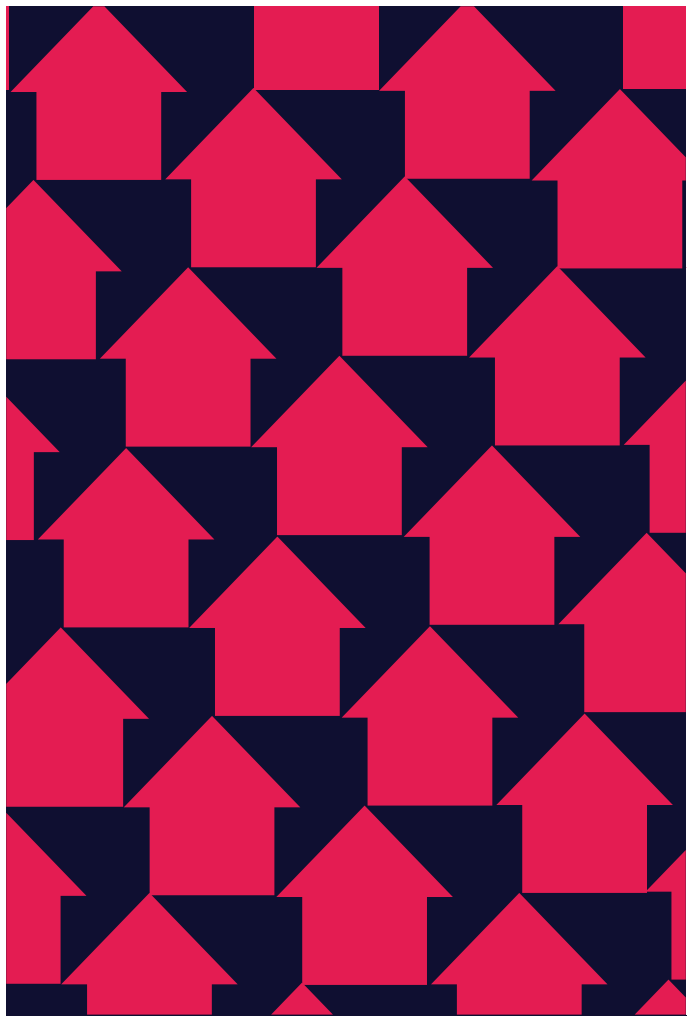
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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 project to benefit people across Scotland

”



[Read more about](#)

Our Grow th

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.

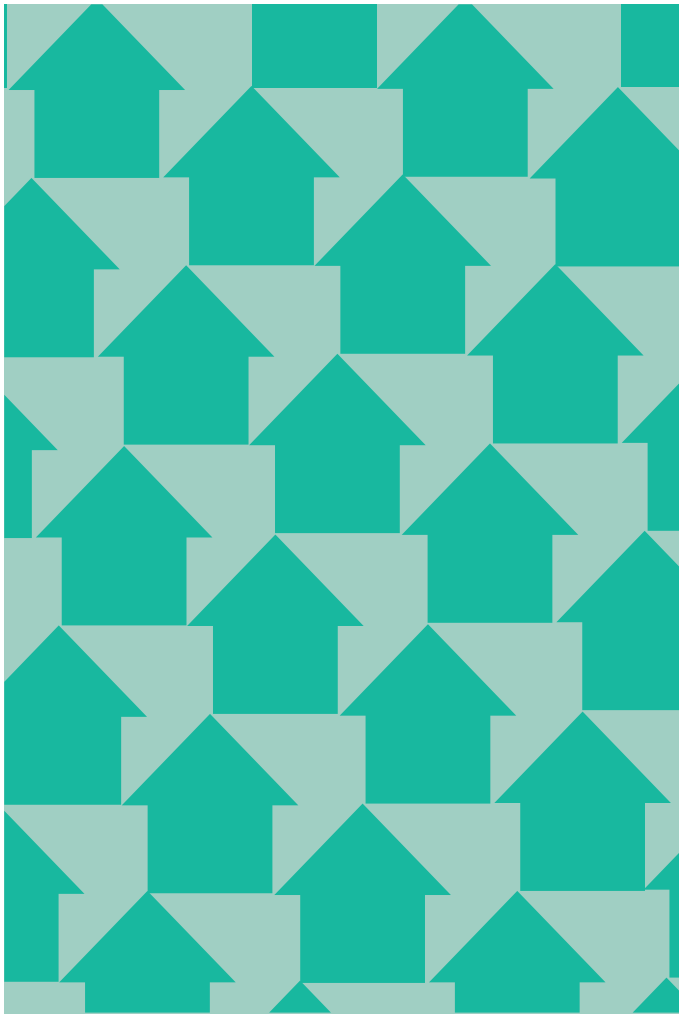
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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”



[Read more about](#)

Changeworks

Orchard Brae House
30 Queensferry Road
Edinburgh
EH4 2HS

0131 555 4010



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