

ADMINISTRATOR (X2)

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 Sarah Cowan, the Contracts, Compliance and Performance Lead 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.

You'll be working in a team that engages individuals, communities, and groups to adopt low-We're looking for a motivated and organised person to join our team. You'll help us support individuals and communities to take action on climate change.

As part of our team, you'll:

- Provide day-to-day admin support to keep our projects running smoothly.
- Work with colleagues across different teams, including other administrators.
- Help organise meetings, keep records up to date, and support communication with the people we work with.

We're looking for someone who is:

- Friendly, enthusiastic, and enjoys working with people.
- Well organised and able to manage their time.
- A good communicator who works well both independently and as part of a team.

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

Kind regards,
Sarah Cowan

Recruiting Manager

The application process

Application deadline	11am Monday 22 September 2025
Interview date	Monday 29 and Tuesday 30 September 2025
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	Sarah Cowan, sarahcowan@changeworks.org.uk

Job Description

Job title	Administrator (x2)
Job reference	Admin
Salary and grade	A3 point 15-18 (£23,366 - £24,993) per annum + 8% employer pension contribution. Successful candidates will start at the bottom of the salary scale, except for in exceptional circumstances.
Location of job	Edinburgh or Inverness (hybrid working, with a minimum of 1 day per week in the office)
Hours and terms	21 - 35 hours per week, part time or full time. One permanent role available; the second post will be fixed term until 31 March 2026
Holiday terms	26 days + 9 public holidays per annum, 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 of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

Responsible to	Contracts, Compliance and Performance Lead
Responsible for	N/A

Purpose of the job	To provide effective, high-quality administrative support across a range of areas in order to assist with the smooth running of our busy teams and services.
Main objectives and	1. To provide effective organisational and administrative support to teams in Changeworks

goals	2. To support the smooth operational management of our contracted work 3. To support the effective delivery of our projects and services by assisting colleagues as directed 4. To assist with volunteers and volunteering activities 5. General responsibilities
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1. To provide effective organisational and administrative support to teams in Changeworks

- Help organise and coordinate internal and external meetings, including checking staff availability, making room/venue bookings, recording meetings and taking minutes.
- Set-up and coordinate monthly team meetings, assisting with dates, times, agenda, slides and speakers.
- Support communications in and between teams, for example circulating key announcements and reminding colleagues of tasks and deadlines.
- Assist with team recruitment and onboarding, including preparing paperwork, scheduling interviews, and organising inductions.
- Update and create PowerPoint slides for team members as necessary.
- Maintain relevant sections of our website and intranet, keeping information complete and up to date.
- Filing, data entry and data storage of all communications (in accordance with the General Data Protection Regulation) on our Changeworks' systems – Dynamics CRM, Sharepoint folders, Teams channels.
- Provide administration and support to internal projects and continuous improvement work.
- Act as the key point of contact for the team in relation to facilities and maintain our designated storage space and equipment in our offices.
- Support involvement and communications with our Executive Director.

2. To support the smooth operational management of our contracted work

- Assist with the operationalisation of new projects by collating, uploading, tracking and progressing project information on our CRM.
- Support planning and delivery via diary and deadline management.
- Assist with team finance by producing and issuing invoices, monitoring payments and chasing for resolution when needed.
- Liaise with partner organisations as required.
- Assist with external project reporting and auditing by helping to collate data and info as requested.
- Help collect and prepare information for internal reporting (staff expenses, vehicle mileage etc.).

3. To support the effective delivery of our projects and services by assisting colleagues as directed

- Answer calls and respond to email queries.
- Collate and maintain information packs, materials, resources as required.
- Process incoming requests for advice/support through any web-based systems.
- Prepare letters and mailings – applying templates and mail merge when available.
- Maintain databases of project contacts and records of contact.
- Prepare marketing materials and mailings on request, as guided.
- Liaise with any external suppliers involved in resourcing or supporting projects.
- Make diary appointments for members of the team in relation to projects and training including booking meeting rooms, accommodation, and travel.

- Assist team with set up and delivery at events and training sessions – maintain database of attendees and deal with event enquiries and subsequent dissemination of information materials.
- Maintain customer records to support project reporting.
- Help with project evaluation, including coordinating and issuing surveys, carrying out service/project evaluation calls, recording outcomes and highlighting customer cases requiring further support to relevant senior staff.
- Carry out follow-up call backs at agreed intervals to gauge impact of projects and events.

4. To assist with volunteers and volunteering activities

- Support volunteer recruitment by processing volunteer applications, scheduling interviews with volunteers.
- Help induct new volunteers by organising inductions, office tours etc.
- Help coordinate volunteer input on projects, including logging events and opportunities on our volunteer portal.
- Assist with volunteers when in attendance in an office base.
- Draft a regular e-newsletter for volunteers.

5. General responsibilities

- General admin duties across teams in the department.
- Provide administrative cover for other teams, when required and subject to workload.
- Assist in ensuring Changeworks maintains a safe working environment.
- Assisting the maintenance of accreditations as required.
- Answer queries regarding Changeworks and its projects.
- Maintain inventory log of department/project equipment and resources.
- Order stationary, materials, clothing & equipment etc.
- Deal with the incoming and outgoing mail and all other administration.
- Play a full role within the department and its teams and assist with any other matters as and when required, working in a supportive and co-operative manner.

Key contacts

- Affordable Warmth Services Team
- Low Carbon Communities Team
- Head of Community Engagement and Energy Advice Services
- Finance
- Facilities
- IT
- Communications
- Other Changeworks teams
- Changeworks volunteers and work experience students
- Project partners
- Residents and visitors

Mandatory training/qualifications associated with this role
<ul style="list-style-type: none">• None

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Experience of working in a busy office environment	✓	
Experience of working with internal and external partners		✓
Experience of reception and switchboard operation		✓
Skills		
Excellent communication and customer service skills	✓	
Excellent organisational and administrative skills	✓	
IT Literacy – Office including Teams and CRMs	✓	
Capable multi-tasker	✓	
Knowledge		
Basic finance systems/principles		✓
Personal Attributes		
An enthusiastic and positive person able to work on their own initiative with high personal standards in respect to work ethic	✓	
Excellent problem solving attitude	✓	
Ability to build and maintain business relationships		✓
Target orientated		✓
Other		
Full valid driving licence or other means of meeting the mobility requirements of the role		✓

Staff Expectations of Management Experience

The post holder should expect and be open to:

- Effective management
- A positive, honest and enthusiastic working environment
- Regular and open communications
- Being empowered to effectively achieve objectives and goals within the role
- Be treated fairly and with respect
- 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 and staff survey
- 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, environments and individuals
- 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' / clients' expectations
- Be willing to work outside as well as in an office

Special conditions

- Occasional out-of-hours, 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.

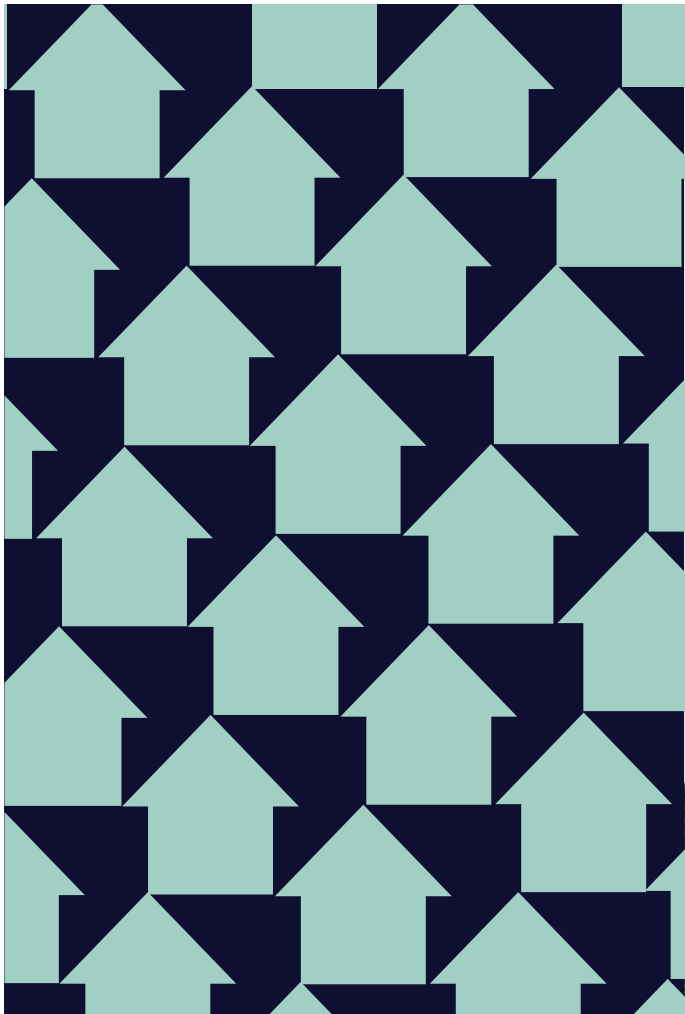
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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:

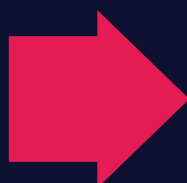
- ➡ Working in partnership with others
- ➡ Building trust and engagement with communities to inspire action
- ➡ Researching and piloting new services
- ➡ Scaling delivery to reach more people
- ➡ Openly sharing our knowledge and expertise
- ➡ Technical and practical experience in the development and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

[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

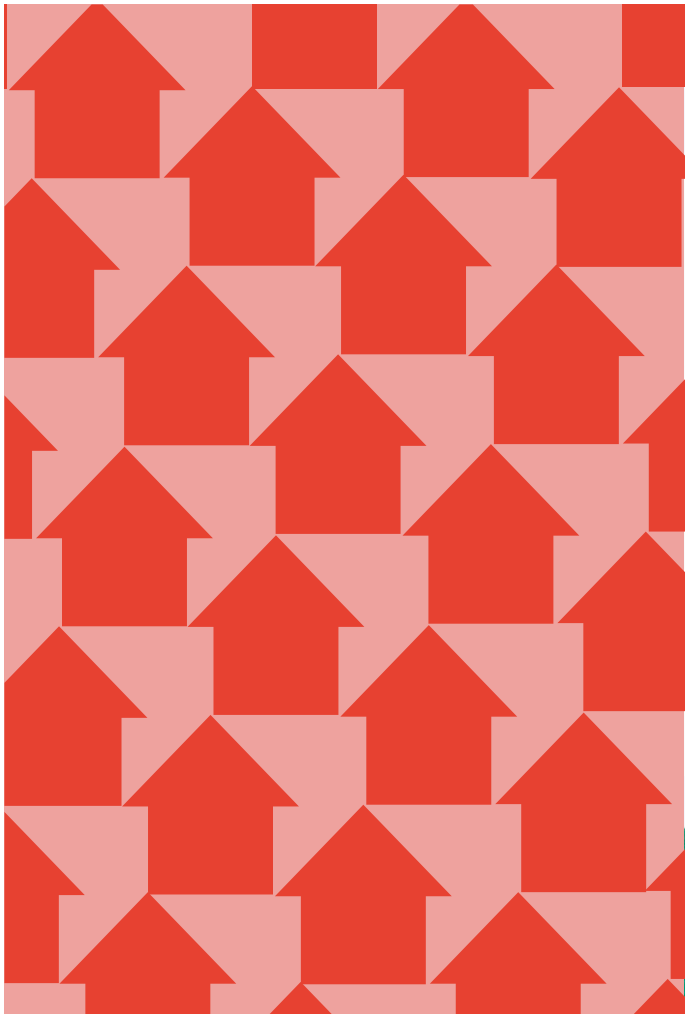
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

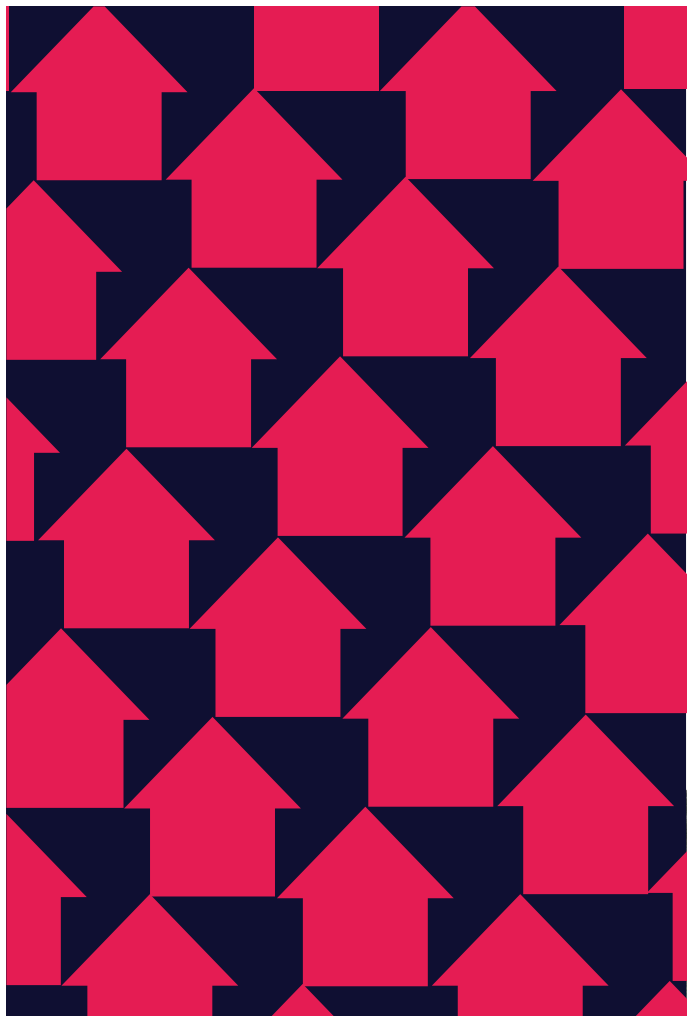
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

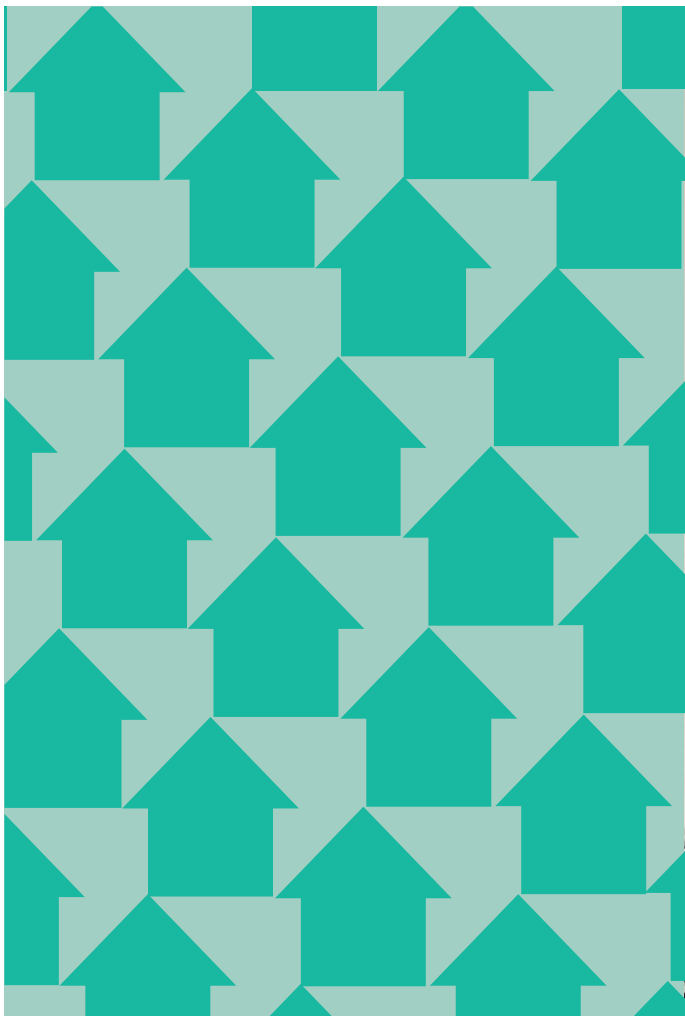
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

