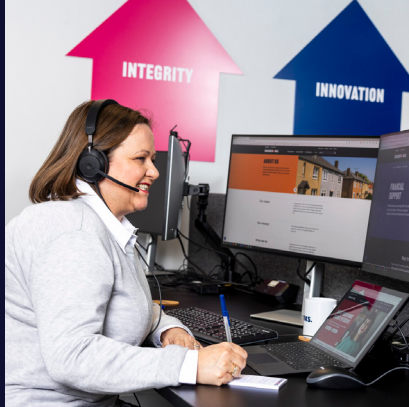




HOUSEHOLD SUPPORT OFFICER

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 Myron Witham 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.

Based within Changeworks' Delivery Directorate, the Retrofit Delivery team works with local authorities and housing associations to deliver projects to improve the energy efficiency of homes, reduce carbon and alleviate fuel poverty. The team is currently working with a range of local authorities across Scotland to deliver large scale area-based energy efficiency projects.

We're looking for an enthusiastic Household Support Officer to join our team to liaise with householders and key stakeholders, ensuring they experience a successful project journey. As an excellent communicator, customer service should be your priority through a natural empathetic approach. You should have an eye for detail and be focused on identifying solutions to strengthen relationships with stakeholders. You should be confident taking ownership of escalations and seeing them through to a successful resolution.

Ideally, you'll have knowledge of the sector, however having an excellent track record in customer service is really core to this.

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

Kind regards,

Myron
Hiring Manager

The application process

Application deadline	11am, Monday 20 th October 2025
Interview date	Week Commencing 20 th October 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	Myron Witham mwitham@changeworks.org.uk

Job Description

Job title	Household Support Officer
Job reference	TST_HSO
Salary and grade	A6 point 23 to 26 (£28,505 to £31,279 per annum, pro rata) + 8% employer pension contribution. Successful candidates will start on the bottom of the salary scale, except in exceptional circumstances.
Location of job	Edinburgh (hybrid of home, office and onsite working)
Hours and terms	35 hours per week. Full time or Part Time (minimum 21 hours), permanent.
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	Business Process and Implementation Manager
Responsible for	N/A

Purpose of the job	Provide a customer focused service to enable householders to access support through various projects being delivered by Changeworks. The role will liaise with the Building Contracts
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	team and ensure a smooth householder journey is provided and will act as an escalation point for any householder complaints. As a Household Support Officer, you will support the Business Process and Implementation Manager to map out and define the householder journeys as well as delivering Project Administrator tasks.
Main objectives and goals	1. To support householder journeys throughout the project duration 2. Act as an escalation point for householder enquiries 3. Provide support to a team of Project Administrators 4. To provide administrative support for projects delivering household energy use reduction measures and renewable technology. 5. Build and maintain relationship with key stakeholders

1. To support householder journeys throughout the project duration

- Ensure that householder enquiries are responded to within the agreed timeframe
- Dealing with householder enquiries over the phone, email and at events
- Support public engagement, including lead generation which may include events, canvassing, emails and telephone calls.
- Process and respond to incoming online, email and phone enquiries and, when necessary, pass on to the relevant Project Manager
- Refer householders to contractors installing home energy improvement schemes by assessing, approving and confirming eligibility
- Support the organisation of and attend community home energy events
- Maintain and update a Customer Relationship Management database with contractor submitted SharePoint documentation
- Work with Business Process and Implementation Manager to support and influence changes to deliver process improvements

2. Act as an escalation point for householder enquiries

- Act as a point of escalation for householder enquiries across a range of projects over the phone, email and in person
- Ensure that all complaints are actioned within the agreed SLAs and that the correct complaints process is followed
- Escalate enquiries to contractors when required and follow up on householder complaints to ensure there is a satisfactory resolution
- Report on and provide insight on complaints received across the project and ensure CRM is updated accordingly to identify trends
- Support the annual review of our complaints process

3. Provide support to a team of Project Administrators

- Maintain an in-depth knowledge of Project Administrator tasks and processes.
- Provide an initial line of support to Project Administrators to help address and resolve questions or queries on a day-to-day basis.
- Share relevant information with the Project Administrator team and ensure that all updates are understood.

- Act as a role model to the Project Administrators with the team, supporting with challenging enquiries when required.
- Support initial and ongoing training for Project administrators.

4. To provide administrative support for projects delivering household energy use reduction measures and renewable technology

- Process and respond to incoming enquiries and, when necessary, pass on to the relevant Project Manager.
- Support all internal and external reporting schedules for the department. Maintain householder records to deliver reporting on project performance to clients.
- Provide project and departmental administration support and support ad-hoc Changeworks, departmental and team activities as required.
- Keep internal systems and databases up to date and accurate, including the customer relationship management database.
- Provide administrative support to the Quality Assurance Service.

5. Build and maintain relationship with key stakeholders

- Build and maintain relationships with key influencers including Local Authorities, Housing Associations, Contractor Resident Liaison Officers, Changeworks Internal Marketing.
- Support online and in person householder engagement events.
- Provide onsite support to householders when required.
- Collaborate with stakeholders to ensure a positive householder journey is completed.
- Oversee Case Study process with internal marketing and collating a catalogue of case studies and testimonials.
- Liaise with contractors to support satisfactory resolutions to enquiries and facilitate improvements when trends are identified.
- Support additional Changeworks teams when required.

Key contacts

- Other Changeworks directorates and teams
- Householders and landlords
- Contractors
- Home Energy Scotland
- Local Authority clients
- Scottish Government
- Funding bodies
- Housing Associations
- Other project stakeholders

Mandatory training/qualifications associated with this role:

- None

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Customer service experience including working with external partners	√	
Experience of managing complaints and escalations	√	
Experience of using a Customer Relationship Management System	√	
Experience of working with vulnerable people	√	
Skills and knowledge		
Excellent interpersonal skills	√	
Excellent organizational and administrative skills		√
IT literacy		√
Knowledge of household energy reduction and renewable schemes		√
Personal qualities and attributes		
An enthusiastic and positive person able to work on their own initiative and as part of a team	√	
Excellent problem-solving attitude		√
Ability to build and maintain working relationships	√	
Target Orientated		√
An ability to communicate and listen effectively	√	
Qualifications		
City & Guilds in Energy Awareness		√
Other		
Full valid driving license		√

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

Creativity

The post holder will be required to:

- Demonstrate good problem-solving ability.
- Show a positive attitude towards innovation.

Special conditions

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



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.

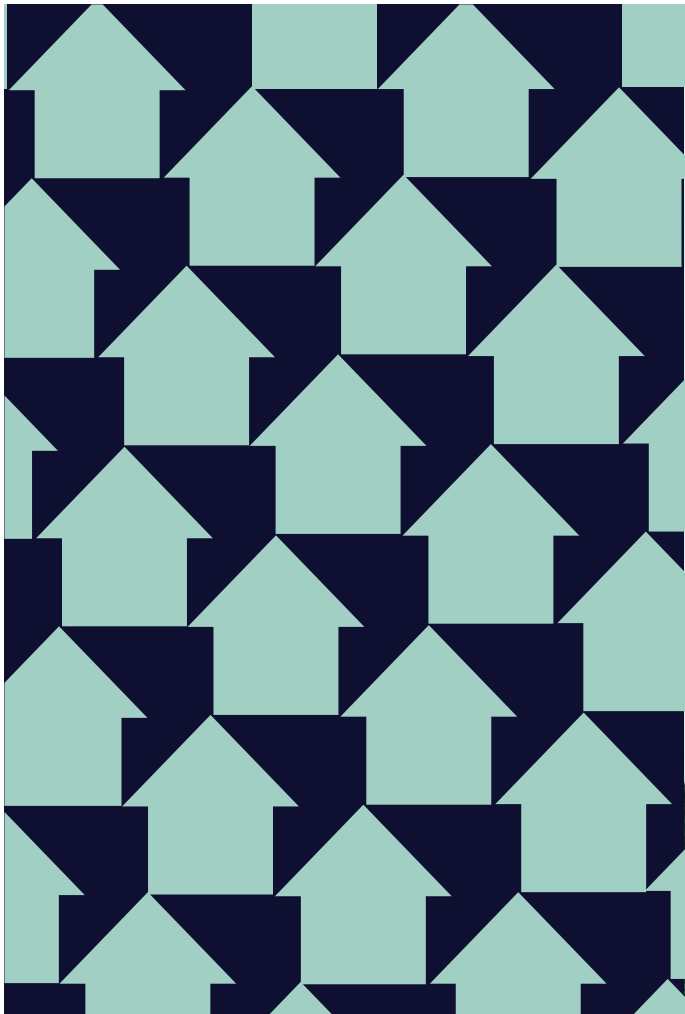
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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:

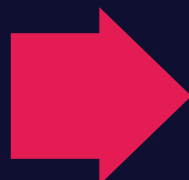
- Working in partnership with others
- Building trust and engagement with communities to inspire action
- Researching and piloting new services
- Scaling delivery to reach more people
- Openly sharing our knowledge and expertise
- Technical and practical experience in the development and delivery of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

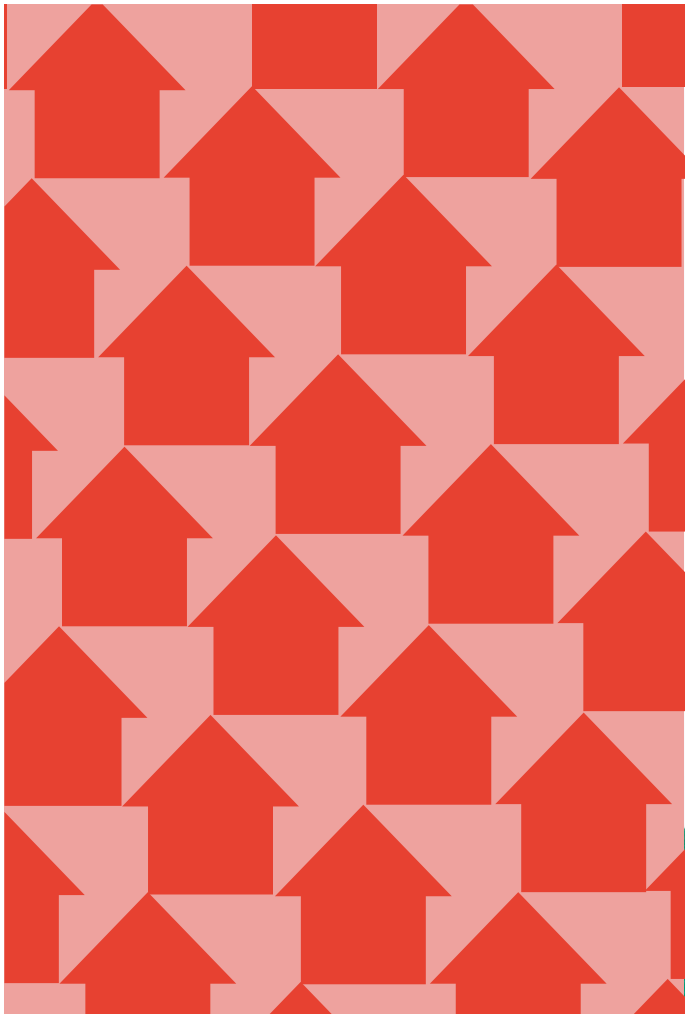
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

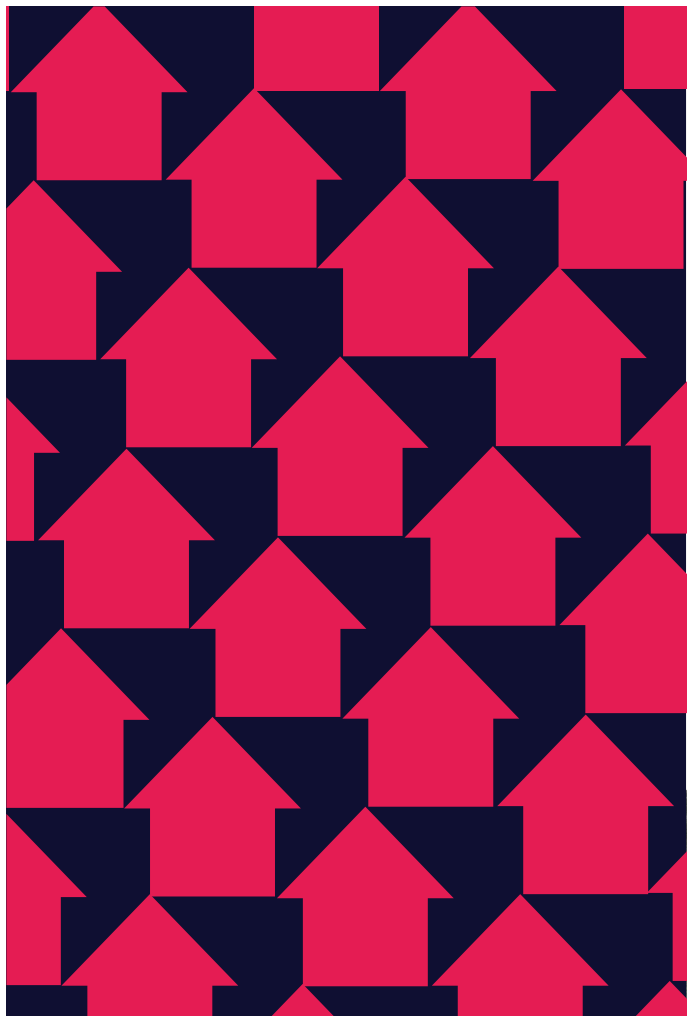
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

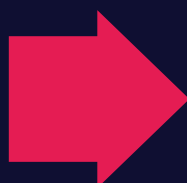
We remove over 200,000 tonnes of lifetime carbon every year.

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.

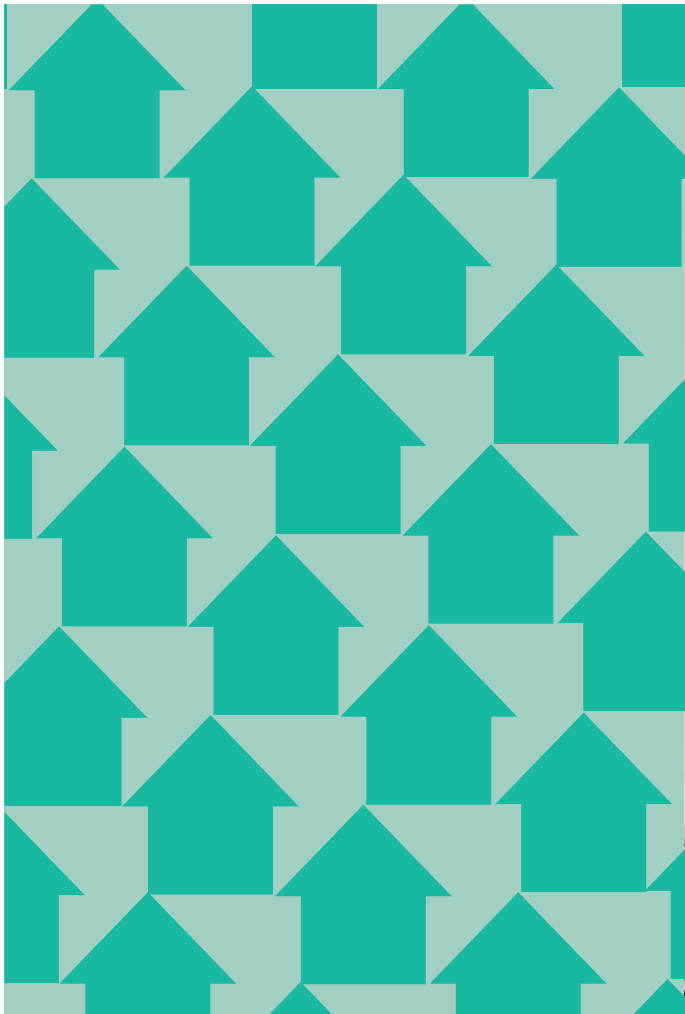
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

