

CENTRAL SUPPORT ADMINISTRATOR

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 Donna Greenhill, Facilities Manager 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.

The Facilities Team forms part of Central Support function within the Strategy and Development Directorate. We are open to supporting this role alongside a Modern Apprenticeship programme, subject to eligibility and available funding. We also understand obtaining a full UK driving license can be a significant expense. As this is required for the role, we will offer financial support towards achieving this, subject to terms and conditions. You will work as part of a busy and dynamic team, alongside the Central Support Logistics Officer and Facilities Manager.

We provide critical support across Changeworks by:

- Providing office and reception duties and overseeing visitor arrangements
- Supporting office health & safety
- Responding to Facilities Helpdesk enquiries
- Assisting with fleet vehicle operations
- Maintaining administrative records.

A member of the Facilities can be the first point of contact that someone has with organisation. We deal with a broad range of internal and external requests and enquiries - so our role is to provide a professional, friendly and helpful service to enable Changeworks' operations to run smoothly.

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

Kind regards,

Donna Greenhill
Hiring Manager

The application process	
Application deadline	5pm, Sunday 14 June 2026
Interview date	Week commencing 22 June 2026
Interview location	In person, Edinburgh Office or Online via Microsoft Teams
Interview format and length	30 minute formal interview plus circa 20 minute in-tray exercise.

Contact details	
General enquiries about this job	Reception 0131 555 4010
For an informal discussion about this job	Donna Greenhill (Facilities Manager), 0131 468 8650 dgreenhill@changeworks.org.uk or Corinne Morrison- Gillies (Head of People), 0131 539 4131 cmorrisongillies@changeworks.org.uk

Job Description	
Job title	Central Support Administrator
Job reference	CSA
Salary and grade	A3 point 15 to 18 (£24,479 - £25,793 per annum) + 8% employer pension contribution
Location of job	Edinburgh (office based)
Hours and terms	35 hours per week. Full time, permanent.
Holiday terms	26 days per annum + 9 public holidays

General terms and conditions	
<ul style="list-style-type: none"> 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	Facilities Manager
Responsible for	N/A

Purpose of the job	The Central Support Administrator is for many the first point of contact with Changeworks. The post takes in a range of duties and skills, from ensuring the professional operation of our telephone system to receiving those attending meetings at Changeworks and assisting the Facilities Manager in
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	maintaining a safe, efficient and effective office environment. The role also involves supporting our fleet vehicle operations and providing practical and administrative support across the Central Support Team and wider organisation, as required.
Main objectives and goals	<ol style="list-style-type: none"> 1. Office and reception duties 2. Supporting office health & safety 3. Responding to Facilities Helpdesk enquiries 4. Assisting with fleet vehicle operations 5. Maintaining administrative records <p>5. Other duties as directed by the Facilities Manager and Central Support Manager.</p>

1. Office & Reception Duties

- Monitoring and answering a number of phone lines and email mailboxes in a friendly, timely and professional manner, and forwarding calls/messages to teams as necessary.
- Booking visitors onto system, greeting them on arrival, signing them in / out, notifying the appropriate member of staff and directing visitors to the appropriate meeting place.
- Arranging visitor car parking spaces when required.
- Supporting colleagues with enquiries in an approachable, helpful and friendly manner.
- Collecting and distributing all post including letters and parcels.
- Assisting colleagues with room bookings and setting up rooms.
- Monitoring and keeping the office, equipment, meeting rooms and storage facility organised and tidy.
- Monitoring and ordering kitchen and office supplies.
- Keeping the kitchen area clean and tidy and ensuring a supply of clean tea towels.
- Emptying confidential waste and arranging special uplifts.
- Plant care – monitoring weekly and watering when required.

2. 2. Supporting Office Health & Safety

- Assist the Facilities Manager and Central Support Logistics Officer with the following (training will be provided):
- Coordinating routine and ad-hoc building/office maintenance inspections.
- Undertaking office and store room health & safety walk-arounds and equipment checks.
- Completing the Annual Portable Appliance Testing (PAT) checks to ensure equipment is safe to use, with support from the Facilities Manager as required.
- Undertaking Fire Warden duties in the event of a fire or drill.
- Acting as one of our first aiders.
- Providing occasional office inductions for new starts.

3. Responding to Facilities Helpdesk enquiries

- Proactively monitoring and responding to Facilities helpdesk enquiries in a professional and timely manner.
- Assigning helpdesk tickets to colleagues, as appropriate.
- Escalating any issues to colleagues when necessary.

4. Assisting with Fleet Vehicle Operations

- Assisting the Central Support Logistics Officer and colleagues with the following:
- Dealing with fleet vehicle bookings and undertaking driving license checks.
- Collating vehicle mileage sheets and sending to Finance on monthly basis.
- Fleet safety checks with the (tyre pressure, screenwash etc)
- Taking cars to car wash for cleaning when required.
- Use of EV charge points.
- Driving fleet vehicles to required location on occasion e.g. dropping/collecting cars from servicing and repairs (training will be provided, if required).
- Scheduling fleet bicycle bookings and maintenance checks.

5. Maintaining Administrative Records

- Using a range of systems to maintain administrative records.
- Keep information and records up to date.
- Producing regular reports from the systems to provide useful information.

6. Other Duties as Directed by the Facilities Manager and Central Support Manager

- Assisting colleagues with the organisation of events, bookings, supplies and catering as required.
- Providing ad-hoc practical and administrative support across the Central Support Team and wider organisation, as required.
- Occasional travel to satellite offices.

Key contacts

- Central Support Logistics Officer and other members of the Central Support Team
- Line managers.
- All staff members.

Mandatory training/qualifications associated with this role:

The following training will be provided to the role holder:

- Training will be provided to enable the postholder to conduct Portable Appliance Testing (PAT)
- First Aid training will be provided to enable the postholder to assist with accidents.
- Fire Warden training will be provided to provide assistance with fire evacuations.
- Where the successful candidate does not already hold a full UK driving license, the post-holder may be financially supported for driving lessons and the driving test, subject to terms and conditions.
- An agreement will be put in place to recoup costs of driving lessons/ test should the postholder leave in advance of an agreed period of time. Full details to be advised

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Good general standard of education and/or evidence of continued professional development	X	
Skills		
Excellent communication skills	X	
Excellent administration skills		X
An ability to engage with people at all levels	X	
Excellent IT skills		X
Prioritisation and self-management	X	
Personal qualities and attributes		
Enthusiastic and self-motivated	X	
A good team member	X	
Customer focussed approach	X	
Ability to respect confidentiality	X	
Additional requirements		
An ability to work with minimum supervision		X
Full driving license (see 'Mandatory Training' above)		X

Staff Expectations of Management Experience

The post holder should expect and be open to:

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
- 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.
- Ability to assess situations and risks and prioritise accordingly.

Creativity

The post holder will be required to:

- Be proactive and use their initiative to solve problems
- Provide a friendly, approachable and helpful service to staff, visitors and external partners.

Special conditions

- The job involves a range of physical / manual activities such as setting up rooms, carrying full milk crates to the kitchen area and undertaking vehicle checks.

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.

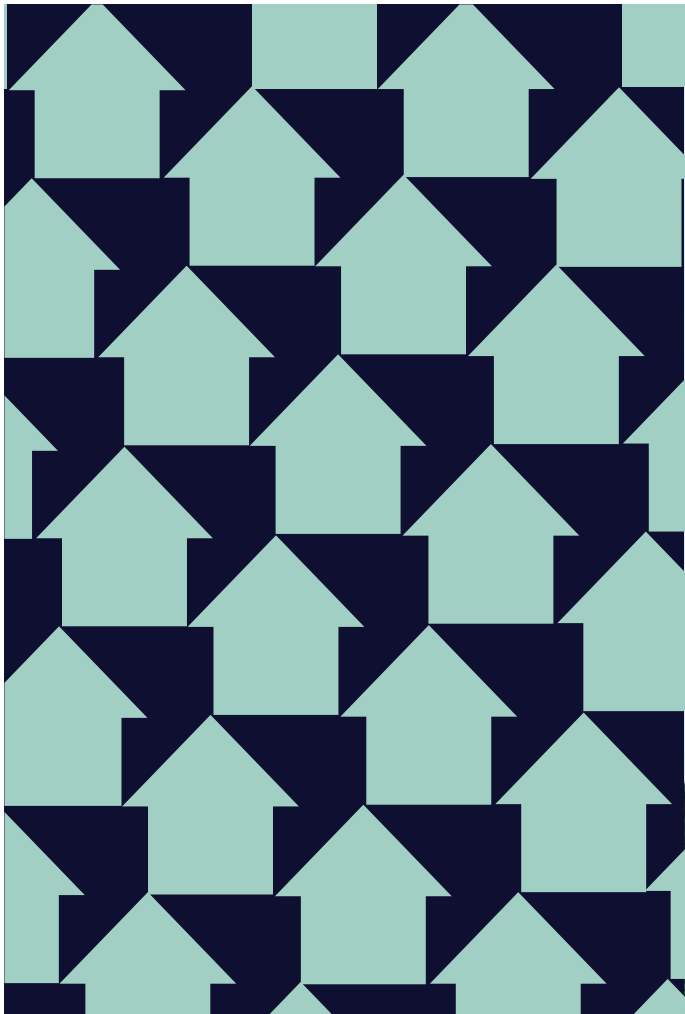
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

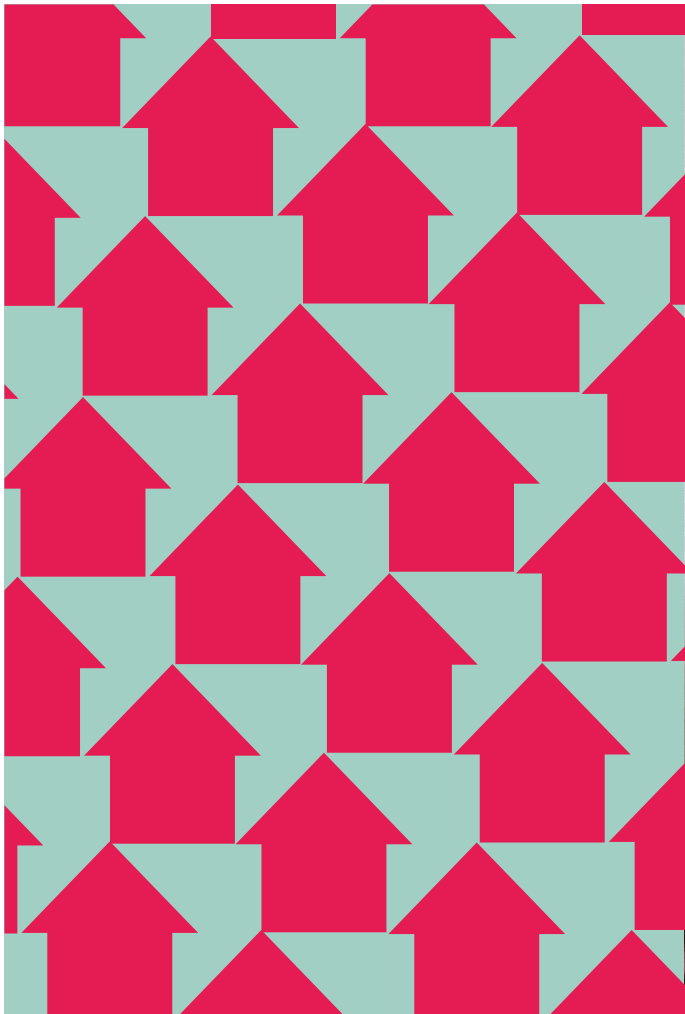
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

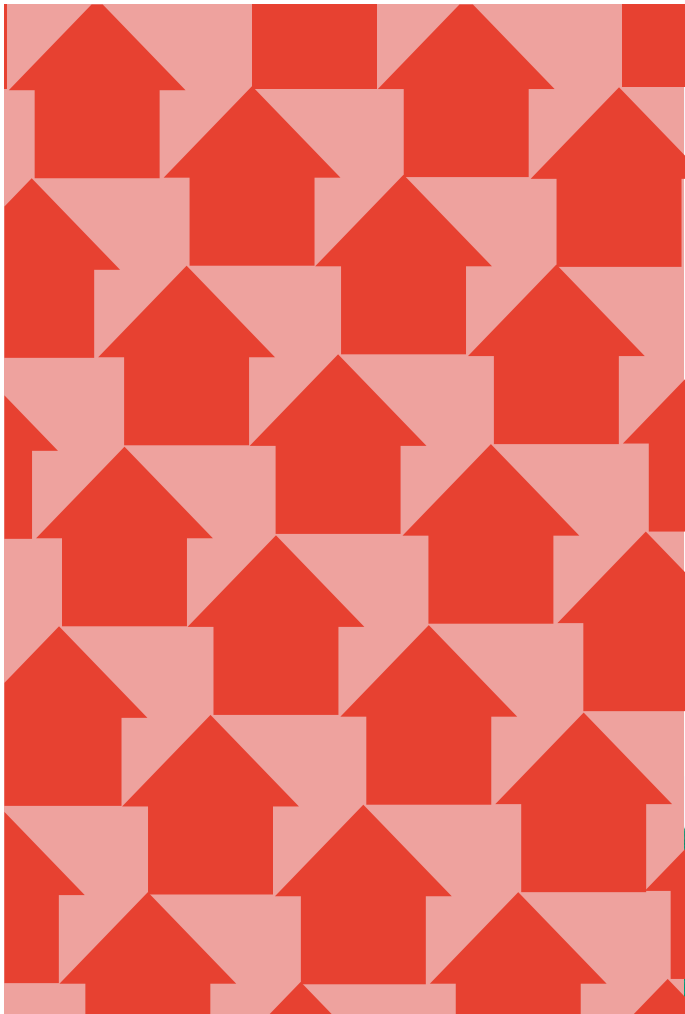


[Read more about Cat](#)

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.

<p>35 days leave per year (26 days plus 9 public holidays)</p>	<p>8% employer pension contribution</p>	<p>Volunteering days</p>	<p>Allowances for home office furniture</p>
<p>Driving licence support programme for staff who require this skill for their post</p>	<p>Employee counselling service</p>	<p>Eye care vouchers</p>	<p>Annual flu vaccinations</p>
<p>Travel season ticket loans</p>	<p>Paid leave for childcare emergencies</p>	<p>Death in service</p>	<p>Bike to work scheme that covers e-bikes too, up to the value of £3,000</p>
<p>Enhanced maternity, paternity and adoption leave pay</p>	<p>Shared parental leave</p>	<p>And even more policies to support your health and wellbeing</p>	<p>Find out more about why you should work for Changeworks</p>



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.

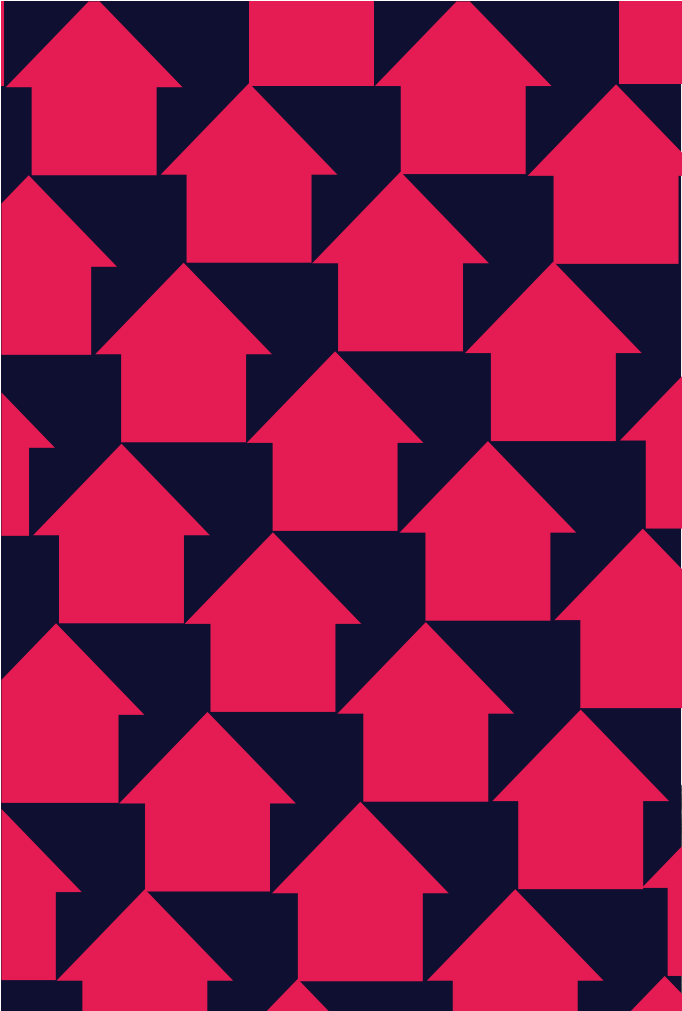
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

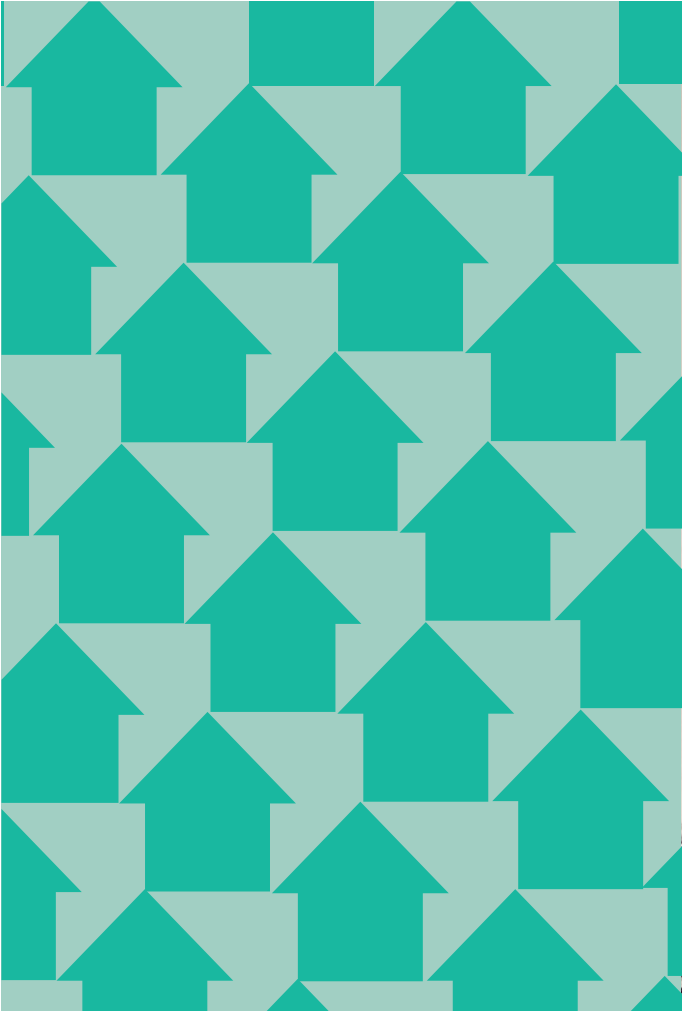
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

