



BUSINESS DEVELOPMENT LEAD

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 Roddy Hamilton, Head of Business Development 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 an 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 part in that.

Our Business Development team sits within the Strategy and Development Directorate and supports Changeworks senior managers and delivery teams in identifying, developing and securing opportunities to decarbonise homes in line with Changeworks' Strategy and operational plans.

A key role in the organisation, you would be responsible for securing organisational income by writing, coordinating and submitting tenders and funding bids in line with operational plans and Changeworks' Strategy, alongside identifying and building relationships with key partners to achieve this.

The Strategy and Development Directorate supports the organisation by providing a broad range of support services; Internal Communications, External Marketing and Communications, Digital services, Human Resources and facilities, Governance and Public Affairs.

You would be joining a positive, engaged and proactive team of who are committed to increasing Changeworks impact, accelerating and improving retrofit and alleviating fuel poverty.

Kind regards,

Roddy Hamilton
Hiring Manager

The application process	
Application deadline	11am, Friday 14 March 2025
Interview date	Week commencing 17 March 2025
Interview location	In person or Online via Microsoft Teams
Interview format and length	1 hour formal interview including task

Contact details	
General enquiries about this job	Reception - 0131 555 4010
For an informal discussion about this job	Contact Roddy Hamilton at rhamilton@changeworks.org.uk

Job Description	
Job title	Business Development Lead
Job reference	BDL
Salary and grade	B2 point 35-38 (£39,601 - £42,996 per annum) + 8% employer pension contribution
Location of job	Edinburgh or Inverness (Hybrid of home and office working with travel across Scotland)
Hours and terms	35 hours per week. Full time, permanent
Holiday terms	26 days annual leave plus 9 public holidays per annum

General terms and conditions	
<ul style="list-style-type: none"> You will 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	Head of Business Development
Responsible for	No line management responsibility currently but within the scope of the role

Purpose of the job	<p>To support Changeworks senior managers and delivery teams in identifying, developing and securing business development opportunities to decarbonise homes in line with Changeworks' Strategy and agreed targets.</p> <p>To secure organisational income by writing, coordinating and submitting tenders and funding bids in line with operational plans and Changeworks' Strategy alongside identifying and building relationships with key partners to achieve this.</p>
--------------------	--

Main objectives and goals	<ol style="list-style-type: none"> 1. Work with the business development team and senior managers to successfully implement Changeworks' business development strategy, leading on specific areas of its delivery. 2. To write and submit tenders and bids to secure funding which help sustain and expand the services and planned programmes of Changeworks' teams 3. Develop and build excellent stakeholder relationships with key internal and external stakeholders, including prospective partners and customers. 4. To develop and build excellent stakeholder relationships with Changeworks senior managers, teams and colleagues 5. Support others to undertake business development through providing support 6. Effectively manage and support staff
----------------------------------	---

1. Work with the business development team and senior managers in the delivery of successful execution of Changeworks' business development strategy, leading on agreed areas of its delivery.

- To support the approach to funding objectives and income targets for new projects and areas of work in line with Operational Plans
- Work with the Head of departments and delivery teams to assist with the growth and diversity of the organisation.
- With Head of Business Development, map team and organisational requirements to develop plans that ensure priorities can be met across the year and business development resource is allocated accordingly
- Understand our client base. Taking an active role in sourcing new, relevant clients.
- Developing a detailed working knowledge of Changeworks customers and clients aims, objectives, activities and funding requirements
- Take an active role in working with all departments across Changeworks to keep clear lines of communication open. Promote information sharing and communication as good and best practice.
- Working closely with the Head of Business Development to support the management and development of the organisation's tenders process, assisting with both the pursuit of new opportunities and the maintenance of relationships with current clients/contacts across all of Changeworks' delivery areas

2. To write and submit tenders and funding bids to secure funding opportunities which help sustain and expand the forward work programmes of Changeworks teams

- Work with senior managers and delivery teams across Changeworks to:
- Lead the identification, development and writing of trust and grant applications, commercial tenders and proposals to secure income in line with set objectives and targets
 - Leading on the development of an opportunity and coordinating successful approaches to income generation
 - Take a lead on the stewardship of new and existing partnerships to help maintain and expand business development activity
 - Develop and deliver approaches to securing funding opportunities to help sustain and expand work programmes both in the short and longer term

- Identify and develop funding strategies and approaches to support new projects and areas of work in line with Changeworks' Strategy and operational plans
- Sourcing, leading and assisting in the completion of relevant tender opportunities.
- Following Changeworks bid development and strategic decision frameworks using internal CRM systems and processes

3. To develop and build excellent stakeholder relationships with external stakeholders as well as prospective customers.

- Show a sophisticated understanding of prospective customers and key partners, adapting approaches and styles as may be required to drive a successful outcome.
- Develop a detailed knowledge of funding and income including and not limited to e.g. Scottish Government programmes, Warm Homes Discount Industry Initiatives, local authority funding, trust grants such as The National Lottery Community Fund etc.
- Ensure Changeworks is successfully positioned in this target audience as a market-leading organisation with specific strengths and value to bring to propositions
- Provide market intelligence and feedback to internal stakeholders which aids improvement in existing service delivery and also supports the development of new services and areas of work
- Ensure promotion of Changeworks and knowledge-building through attendance at networking events, conferences and exhibitions, meetings and forums as appropriate
- Support the development and delivery of opportunities that combine internal and external partners on joint bids/initiatives.
- Organise, lead and support the delivery of Changeworks stakeholder events and conferences

4. To develop and build excellent stakeholder relationships with Changeworks senior managers, teams and colleagues

- Develop strong working partnerships with those in delivery teams bidding for work and the wider team, where required project manage bids keeping stakeholders updated
- Work closely with these team managers to understand needs and priorities and develop a deep understanding of their work which will in turn support project and bid development.
- Attend key team meetings to maintain up-to-date knowledge of team and its activities e.g. attending department meetings, quarterly review meetings etc.
- Confidently and astutely manage formal and informal business development project teams to achieve an outcome, ensuring the project has a clear rationale, the right stakeholders are involved, engagement and input is as required in order to achieve deliverable i.e. project charter, funding application, event etc.

5. Support others to undertake business development through providing support

- Work proactively as a business partner with busy team managers, organising regular catch-ups, reviewing requirements and bringing ideas and opportunities in line with their plans and priorities.
- Support the Business Development Community of practice and support teams and staff to improve and increase income generating activity, for example sharing knowledge or organising training.

- Lead and contribute to internal tools and processes to improve business development approaches e.g. Bid Content Library, opportunity reporting, intranet content.
- Undertake market and funder research and share with others.

6. Effectively manage and support staff

- Provide direction and line manage staff in line with Changeworks values, policies and procedures.
- Ensure staff reports have adequate management supervision and regular meetings to discuss their work and development.
- Identify resource requirements within the Business Development Team and support recruitment.
- Play a full role as a member of the Business Development Team and Directorates in support of colleagues

Manager Requirements

The post holder must be able to:

- Effectively manage staff to work cohesively to achieve high quality outcomes
- Understand the importance of the successful implementation of Changeworks strategy and operational plans.
- Through example, set a positive, honest, accountable and enthusiastic working environment.
- Empower and motivate staff to achieve their potential within their role.
- Encourage and enable, excellent communication within your team and across all Changeworks colleagues and external organisations.
- Meet regularly with staff and be accessible to supporting staff.
- Provide regular and appropriate feedback to staff including facilitating staff through the annual appraisal and associated processes.
- Provide an understanding and context for all Changeworks policies ensuring that staff follow these to support their role within in Changeworks and to ensure their health and safety.
- Ability to support and coach the team to make effective decisions and develop their learning and understanding.
- Take responsibility for staff actions ensuring learning opportunities are maximised.
- Be open to staff feedback and strive to develop as a manager and as a role model

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
- 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:

- Instil Changeworks values within your role and team.
- Adhere and advocate the Changeworks manager values and competencies.
- Demonstrate flexibility and versatility.
- Meet the needs of a broad range of clients.

Creativity

The post holder will be required to:

- Identify of new and innovative services or opportunities
- Use their own initiative to provide the best possible outcomes over a wide range of projects
- Empower staff to develop new ideas and new ways of working
- Horizon scan to ensure services are at the forefront of latest research and technology developments
- Respond positively to other's input and challenge, seeking to create the optimal solution
- Produce a wide range of written and verbal communication
- Use their own initiative to achieve the best possible outcomes
- Show an ability to think creatively about performance improvement

Special conditions

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

Key contacts

- Changeworks senior managers and teams
- Scottish Government
- Local Authority and Housing Associations
- Funding bodies
- Energy suppliers
- Businesses
- Other project stakeholders

Mandatory training/qualifications associated with this role:

- None

Person specification		
	Essential	Desirable
Experience		
In depth fundraising experience with proven expertise securing funding for projects and services	*	
Proven experience of securing charitable trust and grant income	*	
Proven experience of leading competitive tenders and developing winning proposals	*	
Demonstrable experience of developing and managing long term relationships with funders and partners	*	
Experience of devising and developing new projects	*	
Experience of working in the retrofit, energy or fuel poverty sectors		*
Skills		
Skilled in constructing clear and effective funding applications, project proposals and tender documents	*	
Skilled in costing projects in line with agreed approaches		*
Proven ability to meet income targets	*	
Excellent communication skills both verbally and in writing	*	
Proficient networker with a wide range of stakeholders with the ability to represent the organisation at senior level	*	
First class organisational skills and proven ability to manage own time, including priority setting, multi-tasking and problem solving	*	
Proactive team player with ability to motivate and support colleagues and partners to contribute ideas, skills and time to new project development		*
Excellent IT skills including MS Word and Excel	*	
Analytical with a good eye for detail	*	
Strong decision-making skills	*	
Knowledge		
A good and up to date knowledge of sustainable energy, climate change and fuel poverty	*	
Demonstrable knowledge of funding sources including Scottish Government, charitable trust and grant giving organisations and fundraising best practice	*	
Personal qualities and attributes		
Enthusiastic and self-motivated	*	
Ability to work to deadlines	*	
Can do attitude with a positive problem solving approach	*	
High personal standards with a mature and responsible attitude to work	*	
Demonstrable alignment with Changeworks' values	*	



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
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 Bruce](#)

OUR PEOPLE

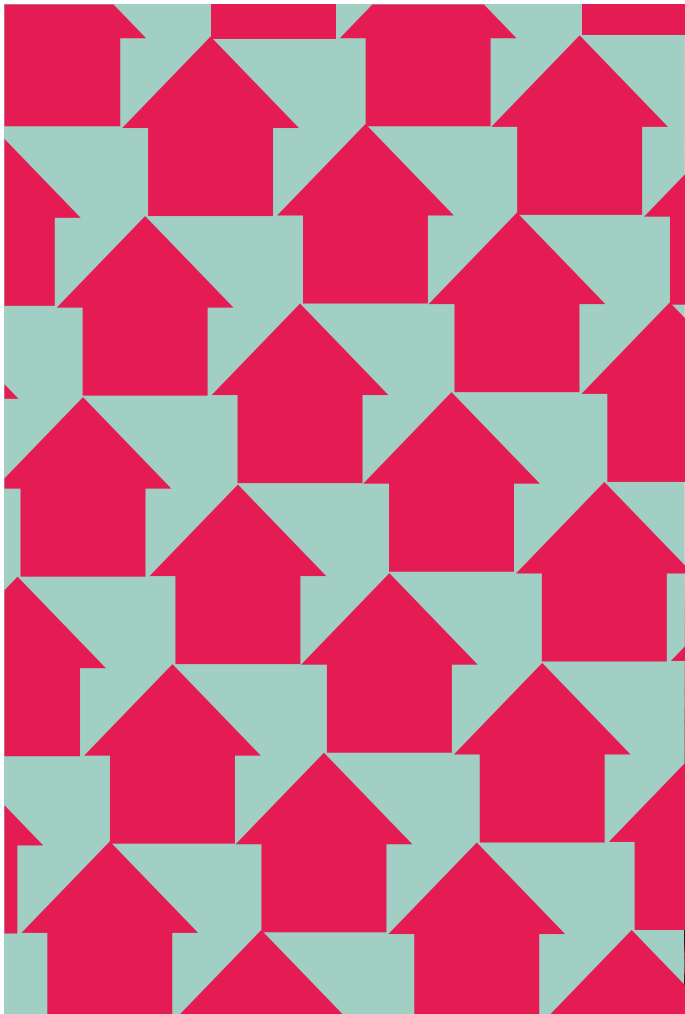
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

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. ”**

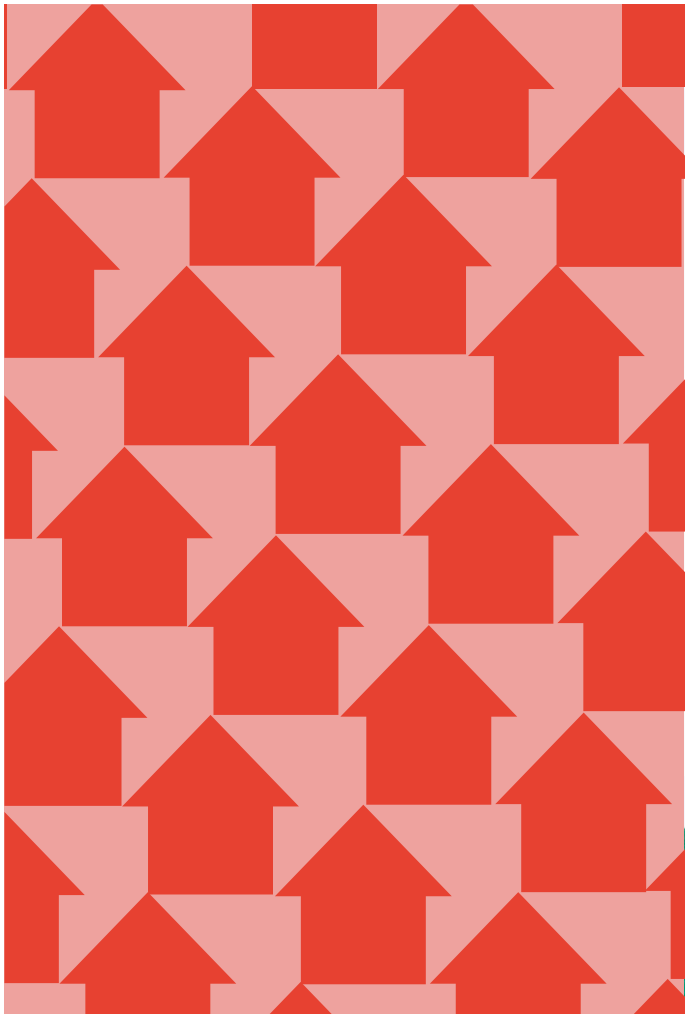


[Read more about Cat](#)

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.

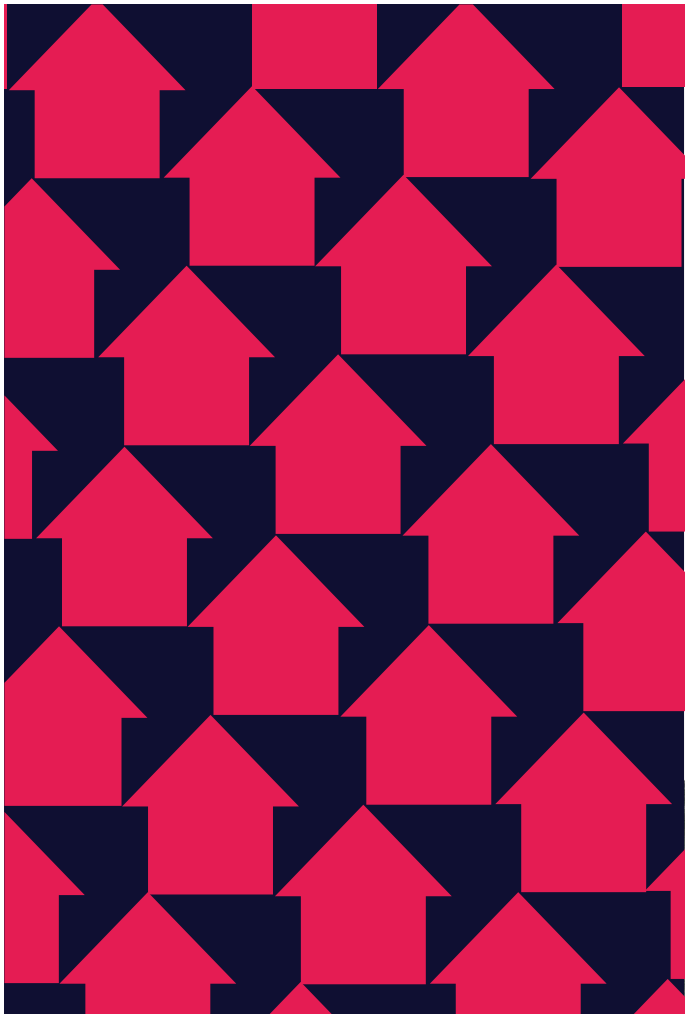
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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 project 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.

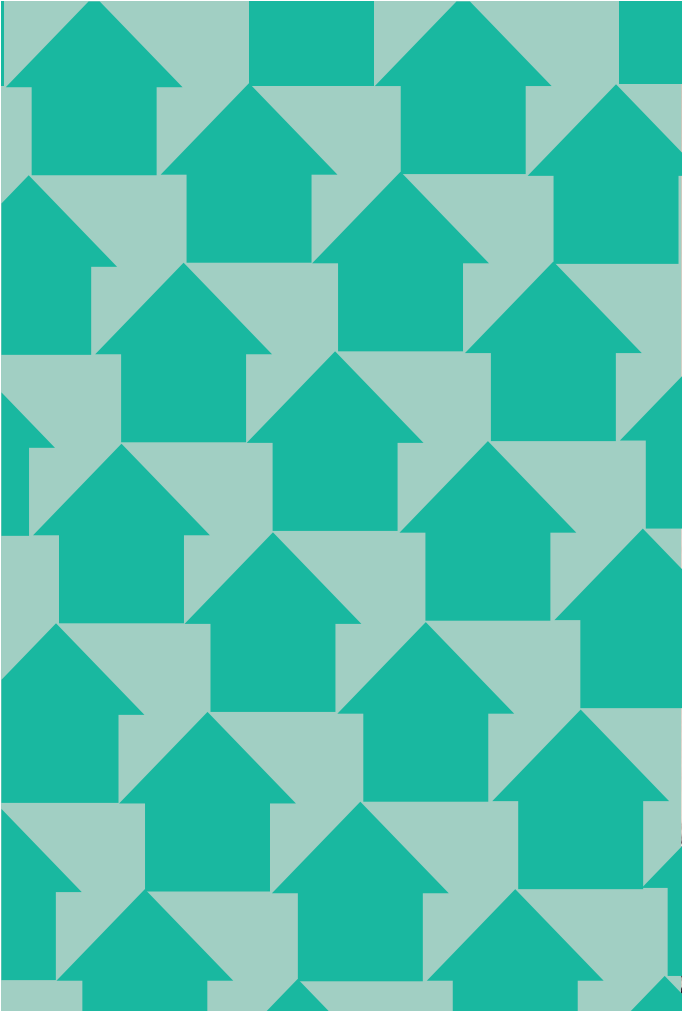
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

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