

PROJECT MANAGER

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 Fiona Boyd Senior Project Manager at Changeworks, and I'm delighted you're considering coming to join us on our mission to decarbonise Scotland's homes.

Our Retrofit Delivery team delivers a range of retrofit projects across Scotland to work towards our goal of decarbonising our homes. Our clients include Local Authorities and Housing Associations across Scotland and range from working with private homeowners to social tenants. Our retrofit projects cover a wide array of intervention measures from wall insulation to heating upgrades to renewable technology.

As a Project Manager you will play a critical role in managing these projects on behalf of our clients. You will lead a project team which includes external contractors and internal staff to successfully deliver projects to budget and to high standards. Building relationships with these stakeholders and working to drive the project forward together will be a key component of this role.

This Project Manager role will be focused on projects in the North East of Scotland, working to deliver warmer, more efficient homes in the area. You will be based out of our Inverness office and expected to meet with colleagues in-person regularly and will be required to visit project sites in the North East as required. We do offer flexible working arrangements that support your work/life balance.

As you will read about in this job pack, we are committed to equality, diversity and inclusion and this is reflected in our values as an organization. I hope if you join us, you will be equally committed to these values. At Changeworks we welcome candidates from all backgrounds and walks of life. So, while we are looking for a candidate with project management experience in the retrofit or construction sector, if you feel you meet the criteria, are passionate about decarbonising homes and are willing to learn then we are happy to hear from you.

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

Kind regards,

Fiona Boyd
Hiring Manager

The application process

| | |
|------------------------------------|--|
| Application deadline | 11am, Monday 25 th August 2025 |
| Interview date | Week commencing 1 st 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 | Fiona Boyd fboyd@changeworks.org.uk |

Job Description

| | |
|-------------------------|---|
| Job title | Project Manager |
| Job reference | PM |
| Salary and grade | B1 point 31 – 34 (£36,814 - £40,100 per annum) + 8% employer pension contribution. Successful candidates will start at the bottom of the salary scale, save in exceptional circumstances. |
| Location of job | Inverness (hybrid of home and office working) |
| Hours and terms | 35 hours per week. Full time, permanent |
| Holiday terms | 26 days per annum + 9 public holidays |

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 | Senior Project Manager/Programme Manager |
| Responsible for | Project Delivery Staff |
| Purpose of the job | Provide effective project management of large scale retrofit energy efficiency projects and programmes ensuring projects are successfully delivered and ensuring a commercially viable, high-quality service to our clients |

| | |
|----------------------------------|--|
| | <p>Manage a team of project delivery staff to deliver projects on time, within budget, and to a high-quality standard.</p> <p>Support the management, and growth of the Retrofit Delivery Team</p> |
| Main objectives and goals | <ol style="list-style-type: none"> 1. Project and Programme Management 2. Budget Management 3. Line Management 4. Stakeholder Engagement & management 5. Support the management and growth of the Project Management Team |

1. Project and Programme Delivery

- Manage retrofit projects of domestic properties from initiation to close down
- Coordinate and lead a project team which includes external stakeholders and internal Changeworks colleagues
- Create and maintain a project plan and schedule
- Agree and monitor milestones, targets and KPIs
- Deliver project reporting for clients, project funders and internal use
- Manage and facilitate communication of project progress with stakeholders
- Manage contractor performance to ensure contracts are delivered to agreed timescales, costs and quality
- Manage and document project risks, taking action and/or escalating where necessary
- Ensure project documentation is maintained and agreed processes are followed
- Visit project sites as necessary to monitor progress and quality/technical matters
- Assist client with carrying out CDM issues and ensure H&S processes are followed
- Manage GDPR compliance on projects

2. Budget Management

- Agree scope of works and distribute to all relevant parties
- Manage development of the project cost plan alongside Changeworks Quantity Surveyor team
- Manage and document project costs in relation to budget, investigating any significant deviations from project forecasting
- Work with project team to identify and manage any change requests required
- Work with Changeworks Quantity Surveyors to develop project forecasting for reporting and budget monitoring
- Assist clients with preparing documents and submitting for grant draw downs from funders

3. Line Management

- Responsibility for performance and development of project staff, in line with delivering a quality project management service.
- Lead, motivate and empower staff to achieve project and internal goals and objectives
- Regularly meet with staff to provide ongoing constructive feedback about performance.
- Support staff to understand their individual contribution towards Changeworks, Delivery Directorate and Project Management Team targets and objectives
- Ensure that staff have the resources and training to do their jobs effectively.

- Ensure staff have the opportunity to undertake personal development.
- Empower those closest to processes to contribute to their continual improvement

4. Stakeholder Engagement and Management

- Build and maintain strong working relationships with clients, contractors and other key stakeholders
- Act as main point for contact for contract delivery and ensure communication meets the needs of all
- Regularly attend and/or chair meetings with clients and stakeholders
- Be an escalation point for householder complaints
- Manage client/stakeholder expectations of service provided by Changeworks and ensure scope of service is documented
- Seek feedback from client/stakeholders and incorporate into lessons learned and continual service improvement
- Work with Programme Manager/Senior Project Manager to develop commercial opportunities with new and existing clients

5. Support the management & growth of the Retrofit Delivery Team

- Participate in continuous professional development both individually and as a team
- Support project audit process checking compliance with standardised project management processes to ensure best practice and retention of ISO9001 certification
- Develop and support individual and team performance targets.
- Support funding applications and proposals for new and existing clients and/or funds
- Attend conferences and events to promote Changeworks service and develop relationships with new and existing clients
- Support and contribute to the Delivery Directorate and Changeworks wider Strategic Goals
- Other duties as commensurate with the role.

Key contacts

- Contractors
- Scottish Government
- Home Energy Scotland
- Local Authority clients
- Housing Associations clients
- Householders and tenants
- Community groups
- Supply Chain
- Other Changeworks departments
- Other stakeholder as required

Mandatory training/qualifications associated with this role which will be carried out during employment.

- None

| Person specification | | |
|--|-----------|-----------|
| | Essential | Desirable |
| Experience | | |
| Extensive Project and Programme Management Experience | * | |
| Effective stakeholder management | * | |
| Experience of budget management | * | |
| Qualified to degree level in a construction/retrofit related subject or demonstrate relevant experience in these sectors | | * |
| | | |
| Skills | | |
| Excellent communication skills and ability to prepare clear and concise reports | * | |
| Ability to appropriately communicate feedback to motivate and encourage staff | | * |
| Ability to build and maintain professional relationships | | * |
| Ability to work autonomously and within a team of both internal and external members | * | |
| Creative, innovative approach to problem solving | * | |
| | | |
| Knowledge | | |
| Knowledge of Scottish Government domestic retrofit programmes (such as Energy Efficient Scotland, Social House Net Zero Fund, etc.). | | * |
| Fully proficient in relevant I.T. literacy | | * |
| Project Management Qualification (e.g. PRINCE2, PMP) | | * |
| Membership of a Professional Body (e.g. CIOB, IEMA, ICE, RICS, APM) | | * |
| Full valid drivers license or other ways of fulfilling the mobility requirements of the job | * | |

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.
- Understanding of project and program management principles, methods and techniques.
- Understand interdependencies between technology, operations and business needs.
- Communicate effectively with key stakeholders and manage relationships.
- Keep up to date with the latest developments in sustainable energy, fuel poverty.

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects.
- Continue professional development in order to keep abreast of emerging technologies, methods and best practices.
- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence.

Special conditions

- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given
- Travel to sites across Scotland



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.

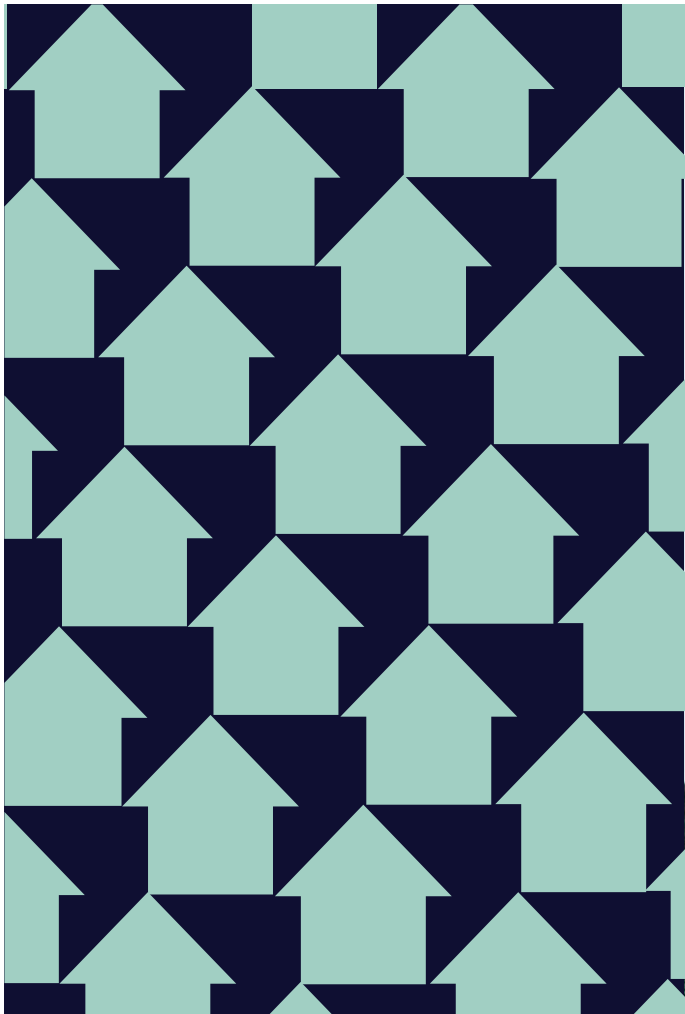
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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.

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.

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

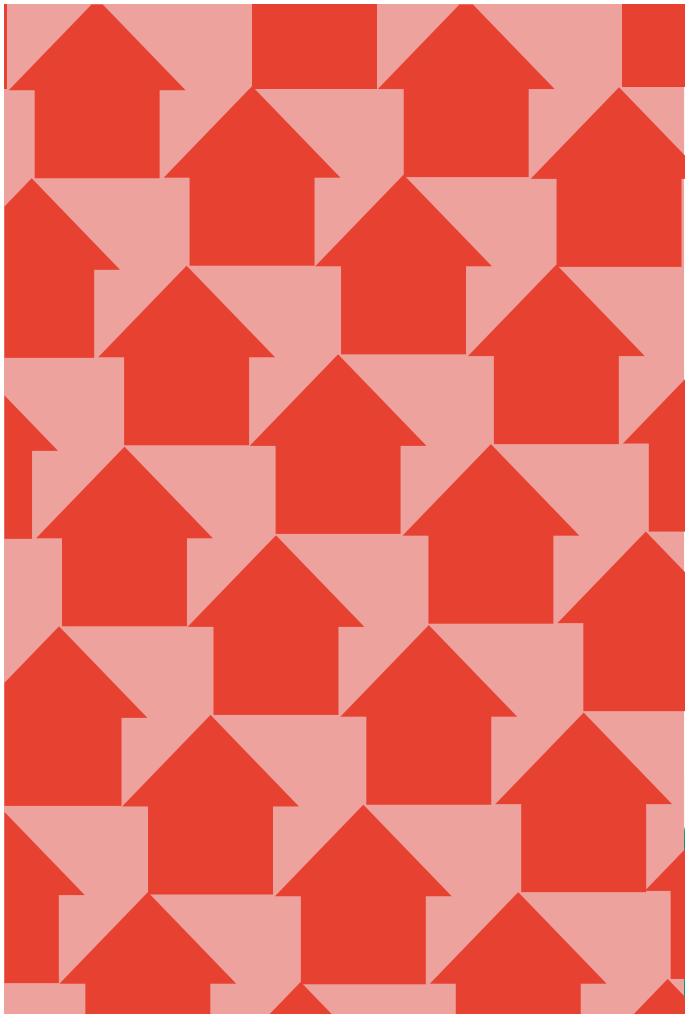
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

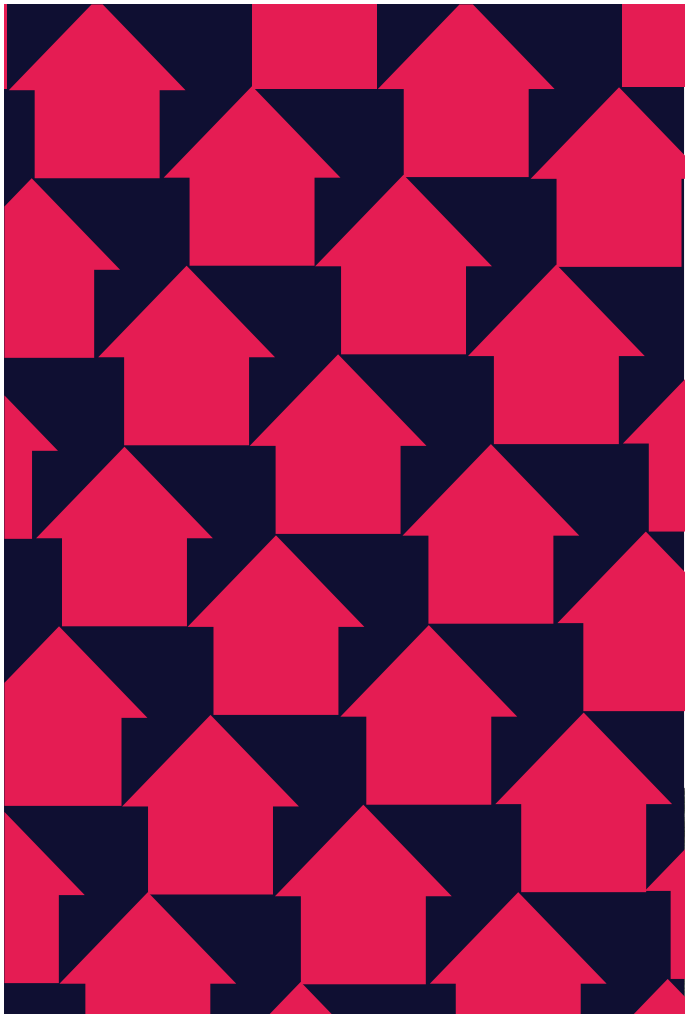
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

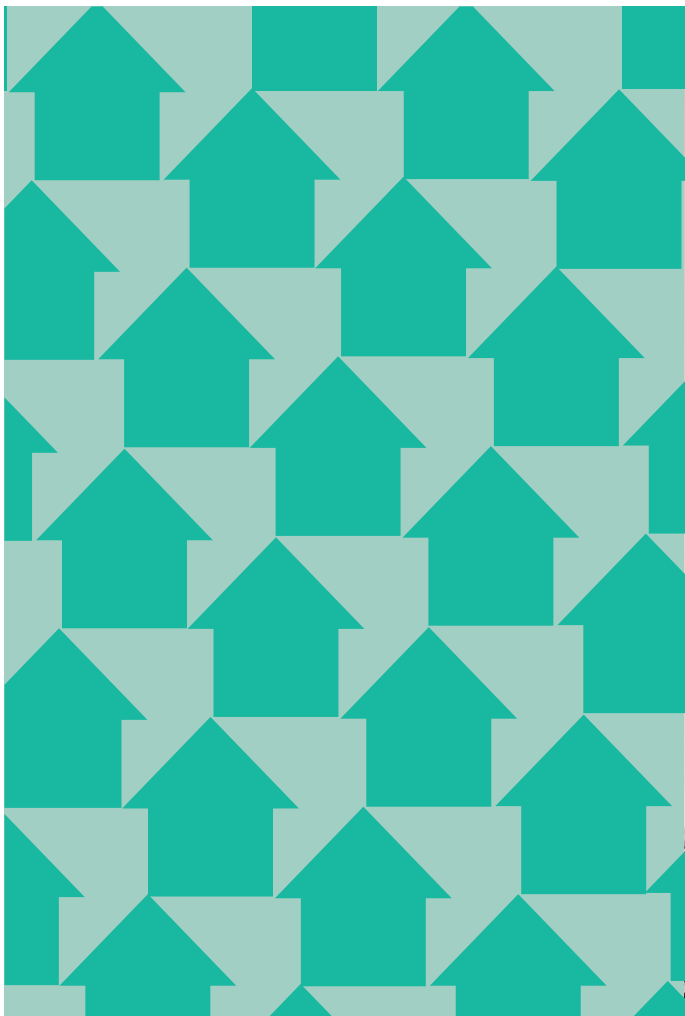
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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 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