

CONSULTANT - RETROFIT

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 Fabrice Leveque, Principal Consultant, 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.

Changeworks Consultancy team is currently seeking an accomplished and dynamic professional to join our esteemed team as a consultant, within our retrofit advice and support consultancy services.

Our Consultancy team is dedicated to delivering innovative solutions that drive decarbonisation in our communities. Our commitment to excellence, paired with a forward-thinking approach, has established us as a trusted partner for a diverse range of clients.

You'll join our technical consultancy team and play an important role in leading, contributing and shaping the delivery of high-quality consultancy services for a variety of clients such as social landlords and local authorities.

At Changeworks, we recognise that our success is driven by the talent and dedication of our team. We offer a dynamic and inclusive work environment that encourages professional growth and development.

If you are a technical consultant with a passion for making a meaningful impact, we invite you to apply for this exciting opportunity.

Kind regards,

Fabrice Leveque

Recruiting Manager

| The application process | |
|------------------------------------|-------------------------------------|
| Application deadline | Midday, Wednesday 10 September 2025 |
| Interview date | Week commencing 15 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 | Fabrice Leveque, Principal Consultant (fleveque@changeworks.org.uk) |

| Job Description | |
|-------------------------|---|
| Job title | Consultant – Retrofit |
| Job reference | C FL |
| Salary and grade | B1 point 31 to 34 (£36,814 - £40,100 per annum) + 8% employer pension contribution |
| Location of job | Hybrid working Edinburgh or Inverness office, but may deliver on a wider geographical basis |
| Hours and terms | 35 hours per week. Full time, permanent |
| Holiday terms | 26 days per annum plus 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 | Principal Consultant / Senior Consultant |
| Responsible for | <ul style="list-style-type: none"> Line management of researcher/analysts when structure requires |

| | |
|----------------------------------|---|
| Purpose of the job | Contribute to the development and delivery of high quality and innovative projects and services that support Changeworks' strategy of acceleration of decarbonising Scottish homes and a just transition to net zero. |
| Main objectives and goals | <ol style="list-style-type: none"> Strategy: Contribute to the identification of opportunities for impact aligned with Changeworks' strategic goals |

| | |
|--|--|
| | <p>2. Development: contribute to the development of impact-focused income-generating services, projects and contracts</p> <p>3. Delivery: manage the on-time delivery of high-quality services, projects and contracts</p> <p>4. Effective management: manage staff in a proactive and supportive manner in line with Changeworks' values</p> <p>5. Clients & Partners: Grow Consultancy / Changeworks' network via partnership development and dissemination activities</p> |
|--|--|

1. Strategy: Contribute to the identification of opportunities for impact aligned with Changeworks' strategic goals.

- Work with the Head of Consultancy and Principal and Consultants to develop Consultancy Team services and projects that make a telling contribution to Changeworks Strategic Plan Goals and Objectives.
- Support the identification of strategic opportunities for service development and impact by maintaining a level of knowledge and insight on relevant Scottish and UK Government strategy and policy as well as predicted market trends relating to decarbonisation of Scotland's homes.
- When pertinent, proactively identify and support the development of cross-Consultancy and cross-Changeworks business opportunities and activities.

2. Development: contribute to the development of impact-focused income-generating services, projects and contracts

- Work effectively with Principal and Senior Consultants and other members of the Consultancy team to identify and pursue opportunities to develop and diversify our portfolio of impact-focused income-generating projects, services and contracts
- Work with the Principal and Senior Consultants to develop services and projects that meet the objectives and needs of existing and future clients and stakeholders (including, among others, households, local government, housing associations, community groups and businesses)
- Support, and lead when required, the development of bids, proposals and funding opportunities in a planned and structured manner and following best-practice methodological approaches to maximize the impact of the investment of Changeworks own and partner resource.
- Support coordination of partnerships with third parties either as bid-partners, subcontracting or to add capacity or complement existing skills sets in support of service development and delivery.

3. Delivery: manage the on-time delivery of high-quality services, projects and contracts

- Manage allocated projects and contracts using historic and forecasted financial and management information to ensure they achieve their aims and objectives and are delivered on time and to budget.
- Effectively support when required other staff, coordinating the delivery based on assigned responsibilities across team members (or sub-contractors).
- Produce deliverables following internal procedures on quality control (inc ISO9001), producing outputs to an excellent standard and with typically accountability for sign-off of work within your portfolio.
- Coordinate and manage relationships with external partners as well as other Changeworks teams as required for the delivery of projects and services.

4. Effective management: manage staff in a proactive and supportive manner in line with Changeworks' values

- Lead by example in line with Changeworks' values and adhering to the Changeworks manager values and competencies.
- When required, line manage and support the development of allocated staff to ensure they carry out their roles effectively and enabling them to develop specialist knowledge and expertise in relevant areas
- Support staff development and training needs are determined and met in line with the Consultancy Team's needs and Changeworks' Learning & Development policy.
- Ensure the team works closely with Changeworks staff and other relevant organisations to share good practice and facilitate project outcomes

5. Clients & Partners: Grow Consultancy / Changeworks' network via partnership development and dissemination activities

- Develop excellent client, account, partner or funder relationships via a range of channels and activities (meetings, conference/ seminar participation and presentations, thought leadership, among others) to support the achievement of Changeworks' strategic goals.
- Support the proactive dissemination of outputs and related derivatives (e.g. reports, webinars, blogposts) to a wide audience of relevant stakeholders and using a range of media.
- Develop a network of contacts and relationships with and across Changeworks directorates to foster organization-wide exchanges, business development, and dissemination of work.
- Support Changeworks' influencing of the policy agenda where relevant and appropriate by informing consultations, attending events, participating in press and public relations activity.

Key contacts

- Internally: Business Development officers; peers across Changeworks directorates.
- Externally: Regular contact with existing and prospective partners and funders at decision making level, including Scottish Government, local authorities, social landlords, utilities, DNOs, installers, Energy Saving Trust, charitable organisations, national organisations, private companies and others.

Mandatory training/qualifications associated with this role:

- None

| Person specification | | |
|---|-----------|-----------|
| Please explain how you meet the following criteria in your job application | | |
| | Essential | Desirable |
| Qualifications | | |
| Relevant degree, other higher qualification or the ability to operate at this level or commensurate professional experience. | * | |
| Experience | | |
| Delivering excellence in project management in a professional, research or consultancy role | | * |
| Analysis and presentation of qual/quant data outputs in reports and presentations | * | |
| Developing partnerships and partnership working | | * |
| Developing and maintaining excellent client relations | | * |
| Track record of securing funding including writing and developing successful tenders and project or research proposals | | * |
| Involvement in the development and/or deployment of building decarbonisation or local energy economy-related projects | | * |
| Knowledge | | |
| Understanding of the opportunities and challenges in the whole house retrofit approach | | * |
| Estimation of building energy ratings and home energy modelling packages (e.g. SAP, PHPP) | * | |
| Technical and sectoral knowledge and insight on building services (e.g. heating and cooling), energy efficiency and micro renewables | * | |
| Knowledge and insight on sustainability, building energy, fuel poverty and decarbonisation-related strategy and policy | | * |
| Knowledge of adaptation to climate change in buildings | | * |
| Building decarbonisation economics, financial structures and models | | * |
| Management | | |
| Inspired to lead by example and motivate colleagues | | * |
| Excellent interpersonal communication, set a positive and enthusiastic tone, and encourage similar communication | * | |
| Ability to listen effectively to staff and colleagues, with a commitment to supporting the development of people to reach their potential | | * |
| Skills | | |
| Time management and implementation to achieve deadline | | * |
| Excellent ability to communicate (verbal and written) and encourage communication at all levels | * | |
| Excellent IT skills, in particular Microsoft excel | * | |
| Networking, negotiating and influencing skills | | * |
| Personal qualities and attributes | | |
| Client-focused with the ability to identify needs and maintain a positive working relationship | | * |

| | | |
|---|---|---|
| An enthusiastic team player and supportive of colleagues | * | |
| Additional requirements | | |
| Full valid driving 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 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:

- Instil Changeworks values within the delivery of your role and wider team
- Demonstrate flexibility and versatility working with a range of different stakeholders and organisations
- Adhere and advocate the Changeworks manager values and competencies
- Communicate effectively with key stakeholders and manage relationships
- Keep up to date with the latest developments in sustainable energy, fuel poverty and related areas

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
- Produce a wide range of written and verbal communication
- Problem solving to ensure that any issues arising are resolved satisfactorily

Special conditions

- Some out-of-hours, overnight stays and weekend working may 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.

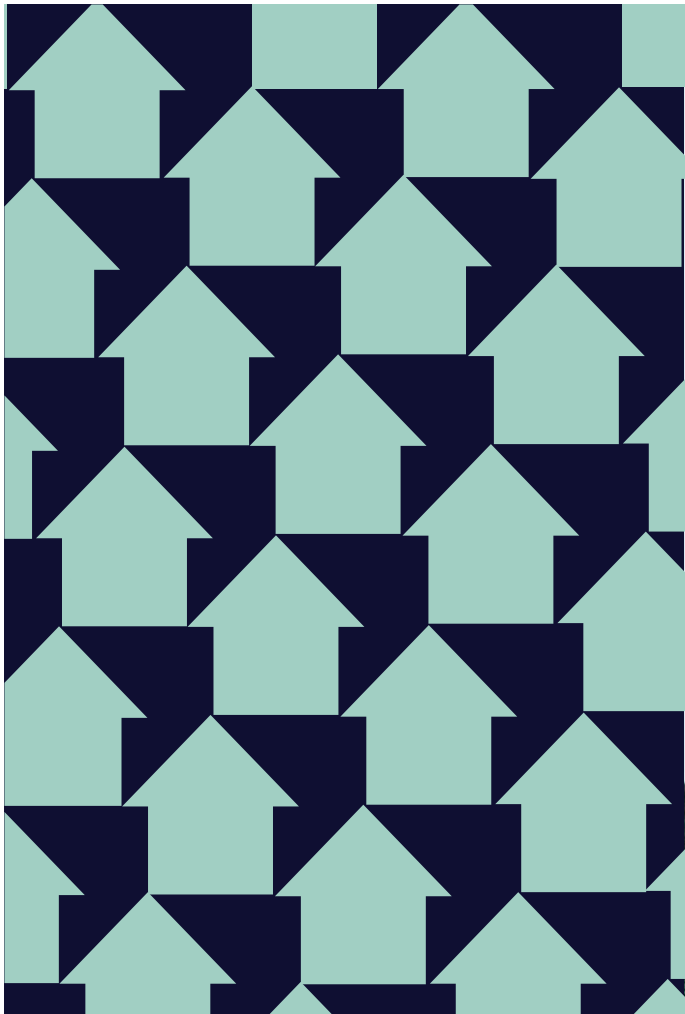
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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.

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

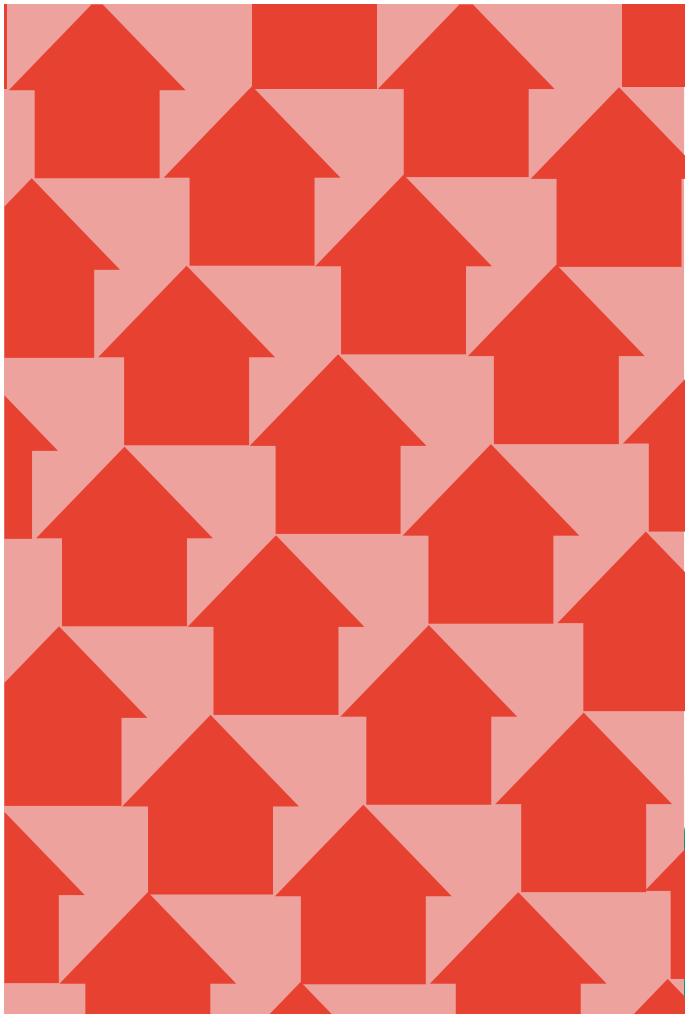
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

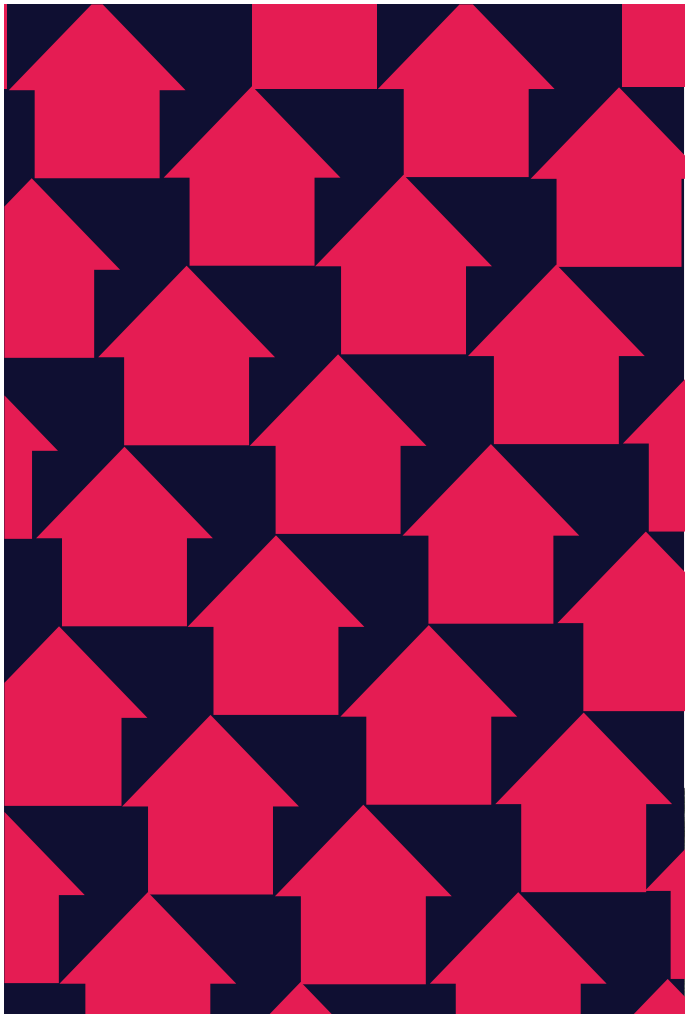
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

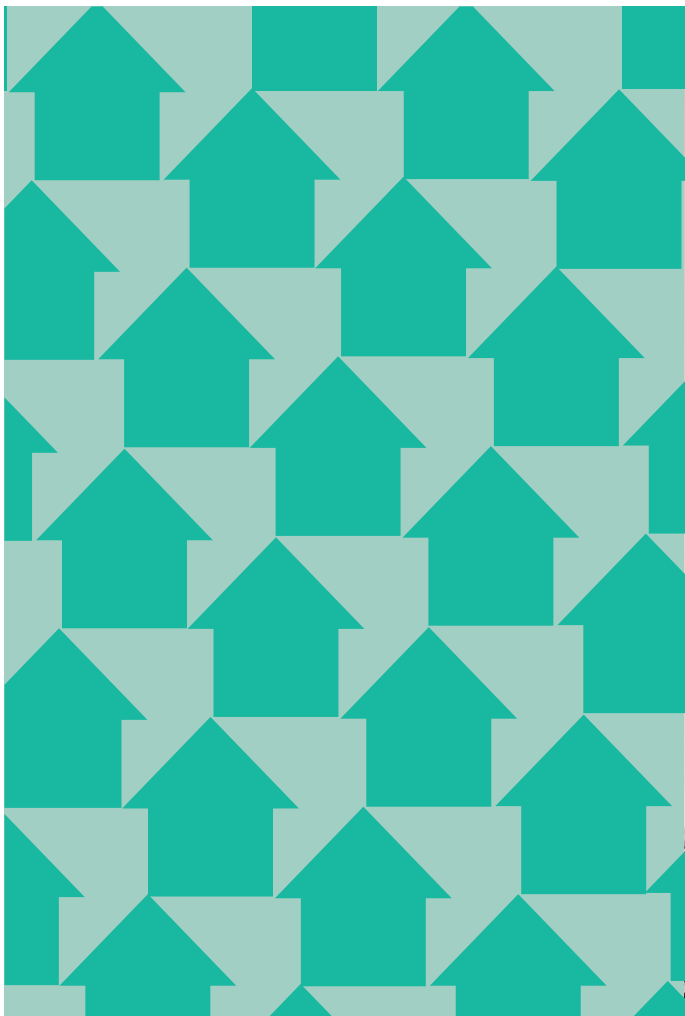
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

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