

PRINCIPAL CONSULTANT

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 Ian Cochran, Head of Consultancy, 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 part in delivering in that.

Changeworks Consultancy team is seeking an accomplished and dynamic professional to join our esteemed team as a Principal Consultant, with a focus on overseeing our relationships with key client groups and our technical energy efficiency and retrofit design 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.

As a Principal Consultant in this team, you would play a strategic and hands-on role in leading the development and delivery of high-impact research and consultancy projects aligned with Changeworks' ambition to decarbonise homes and deliver a just transition to net zero.

You would undertake the following key responsibilities:

1. **Strategy:** Lead the identification and pursuit of opportunities for impact aligned with Changeworks' strategic goals values.
2. **Development:** Lead the development of impact-focused income-generating capabilities¹, services and project pipelines
3. **Delivery:** Oversee the on-time delivery of high-quality services, projects and contracts
4. **Effective leadership:** lead and manage staff in a proactive and supportive manner
5. **Clients & Partners:** Lead the growth of Consultancy / Changeworks' network via partnership development, management and dissemination activities

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,

Ian Cochran

Recruiting Manager

¹ Capabilities may be packaged into services or service bundles by the organisation and delivered in conjunction with other teams.

The application process	
Application deadline	5pm, Friday 9 May 2025
Interview date	Week commencing 19 May 2025
Interview location	In person, Edinburgh Office or Online via Microsoft Teams
Interview format and length	60-minute formal interview

Contact details	
General enquiries about this job	Reception 0131 555 4010
For an informal discussion about this job	Dr. Ian Cochran icochran@changeworks.org.uk

Job Description	
Job title	Principal Consultant
Job reference	PC
Salary and grade	B4 point 41 – 44 (£48,183 - £51,836 per annum) + 8% employer pension contribution
Location of job	Edinburgh or Inverness (hybrid of home and office working), 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	Head of Consultancy
Responsible for	<ul style="list-style-type: none"> Line management of Senior Consultants and Consultants and others where structure requires Responsible for selected client groups and services areas

Purpose of the job	Take a leadership role in the Consultancy Team in delivering high quality and innovative Consultancy capabilities and services that support Changeworks' strategy of acceleration of decarbonising Scottish homes and a just transition to net zero.
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<p>Main objectives and goals</p>	<ol style="list-style-type: none"> 1. Strategy: Lead the identification and pursuit of opportunities for impact aligned with Changeworks' strategic goals values. 2. Development: Lead the development of impact-focused income-generating capabilities¹, services and project pipelines 3. Delivery: Oversee the on-time delivery of high-quality services, projects and contracts 4. Effective leadership: lead and manage staff in a proactive and supportive manner 5. Clients & Partners: Lead the growth of Consultancy / Changeworks' network via partnership development, management and dissemination activities
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<p>1. Strategy: Lead the identification and pursuit of opportunities for impact aligned with Changeworks' strategic goals values.</p> <ul style="list-style-type: none"> • Work with the Head of Consultancy and other Principal Consultants to determine the strategic direction of Consultancy Team services, projects and contracts that make a telling contribution to Changeworks Strategy. • Identify strategic opportunities for service development and broader impact by maintaining a level of knowledge and insight on relevant Scottish and UK Government strategy and policy as well as predicted market trends. • Develop cross-consultancy team and cross-directorate activities and business opportunities and activities. • Strategically support growth and evolution within the Consultancy team to ensure that necessary capabilities and skills are present to contribute to strategic goals.

<p>2. Development: Lead the development of impact-focused income-generating capabilities², services and project pipelines.</p> <ul style="list-style-type: none"> • Work effectively with the Head of Consultancy, Principal and Senior Consultants and other parts of Changeworks to identify opportunities to develop and diversify our portfolio of impact-focused income-generating projects, services and contracts. • Proactively maintain a clear understanding of the objectives and needs existing and potential client and stakeholders in areas of strategic priority (including among others; households, local government, housing associations, community groups and businesses). • Maintain a high level of awareness of the current source of funding (grant, commercial) with regard to areas of strategic priority. • Lead a share of client prospecting and the sourcing and securing of opportunities and contracts in a planned and structured manner to maximize the impact. • Coordinate and support the development of project proposals and funding applications including their presentation to prospective clients. • Proactively identify and pursue opportunities to partner with third parties to add capacity or complement existing skills sets in support of service development.
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<p>3. Delivery: Oversee the on-time delivery of high-quality services, projects and contracts.</p> <ul style="list-style-type: none"> • Oversee the planning and delivery of a set portfolio of impact-focused income-generating projects, services and contracts.
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¹ Capabilities may be packaged into services or service bundles by the organisation and delivered in conjunction with other teams.

² Capabilities may be packaged into services or service bundles by the organisation and delivered in conjunction with other teams.

- Effectively support Senior Consultants, Consultants and other staff in the delivery of high-quality projects and services, coordinating the allocation of appropriate responsibilities across team members (or sub-contractors) using management information to full effect.
- Oversee forecasting and workforce planning for teams and projects to ensure the delivery of both existing and new projects and services.
- Ensure that projects and services achieve their aims and objectives and are delivered on time and to budget.
- Manage projects and research in line with departmental procedures on quality control (inc ISO9001) with final accountability for sign-off of work within your portfolio.

4. Effective leadership: lead and 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.
- Line manage and develop the staff to ensure they carry out their roles effectively, enabling them to develop specialist knowledge and expertise in relevant areas.
- Provide sound operational and financial performance monitoring.
- Ensure 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: Lead the growth of Consultancy / Changeworks' network via partnership development, management and dissemination activities.

- Represent the Consultancy team, engaging internally and externally on what we do, what our impact is, and enabling opportunities for collaboration.
- Maintain excellent client, account, partner or funder relationships via a range of channels and activities (meetings, conference/ seminar participation and presentations, thought-leadership, among others) in coordination with the development goals of the broader Consultancy team and the wider organisation.
- Maintain a network of contacts and relationships with and across Changeworks directorates to foster organization-wide exchanges, business development, and dissemination of work.
- Support 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 team and peers across Changeworks directorates in relation to both external-facing delivery and internal support.
- 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 at this time

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.	*	
Management		
Inspired to lead by example and motivate a team	*	
Ability and understanding of setting a positive and enthusiastic tone	*	
Excellent ability to communicate 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	*	
Experiencing of coaching staff to empower them within their role	*	
Ability to deal with challenging behaviour to prevent further incidences occurring	*	
Experience		
Demonstrable ability to provide strategic insights and direction	*	
Extensive of experience in delivering excellence in professional, research or a consultancy role	*	
Demonstrable experience of developing and applying robust technical, analytical, research or monitoring and evaluation methodologies/ frameworks		*
Experience in developing partnerships and partnership working	*	
Experience in developing and maintaining excellent client relations		*
Track record of securing funding including writing and developing successful tenders and project or research proposals		*
Experience in providing strategic insights and direction to clients and partners		*
Budget setting and providing oversight or delivering projects to budget	*	
Knowledge		
Understanding of the decarbonisation-related opportunities and challenges faced by the owners of homes in Scotland (individuals, social landlords, private landlords).	*	
Understanding of the opportunities and challenges in the decarbonisation of buildings in Scotland and broader UK.	*	
Best practice in desk-based research/ literature reviews and qualitative and quantitative research techniques		*
Technical and sectoral knowledge and insight on whole energy system strategies, low-carbon heating and cooling, energy efficiency, and micro renewables		*
Building decarbonisation economics, financial structures and models		*
Estimation of building energy ratings and home energy modelling packages		*

Knowledge and insight on sustainability, building energy, fuel poverty and decarbonisation-related strategy and policy		*
Knowledge of adaptation to climate change in buildings		*
Established contacts across a range of relevant sectors especially public and third sector		*
Skills		
Excellent ability to communicate (verbal and written) and encourage communication at all levels	*	
Excellent networking, negotiating and influencing skills	*	
Time management and implementation to achieve deadline	*	
Excellent IT skills	*	
Analytical with excellent attention to detail	*	
Client prospecting and services sales cycle		*
Personal qualities and attributes		
Client-focused with the ability to identify needs and maintain a positive working relationship	*	
A team player and supportive of colleagues	*	
Enthusiastic and interested in helping people	*	
Additional requirements		
Full valid driving license or other ways of fulfilling the mobility requirements of the job		*

Staff Expectations of Management Experience
<p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> • 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
<p>The post holder must be able to:</p> <ul style="list-style-type: none"> • 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.

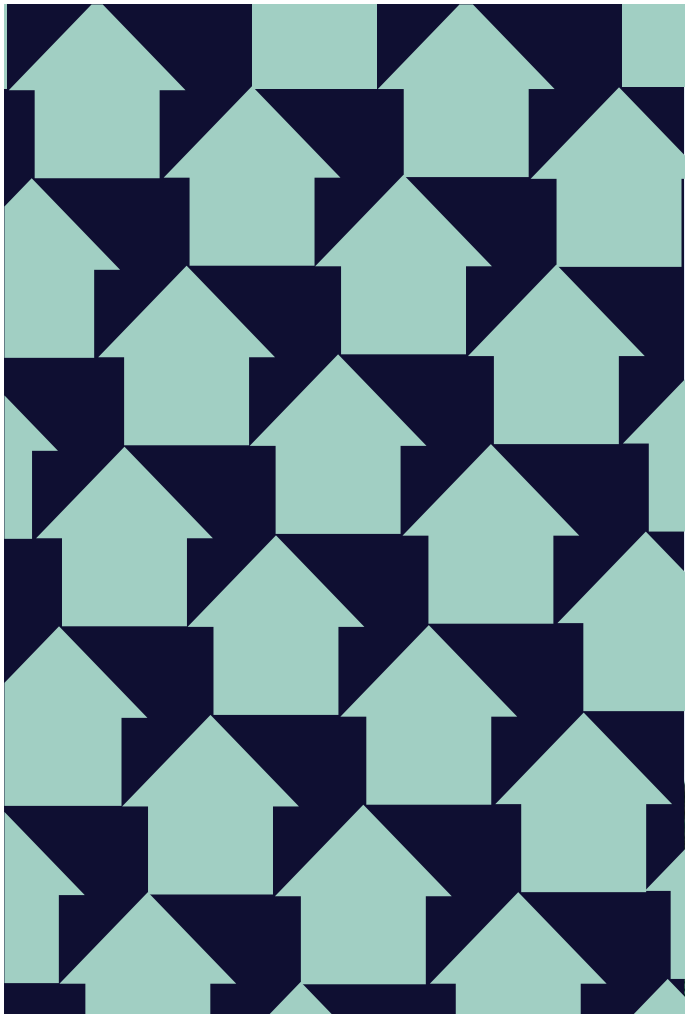
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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
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.

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

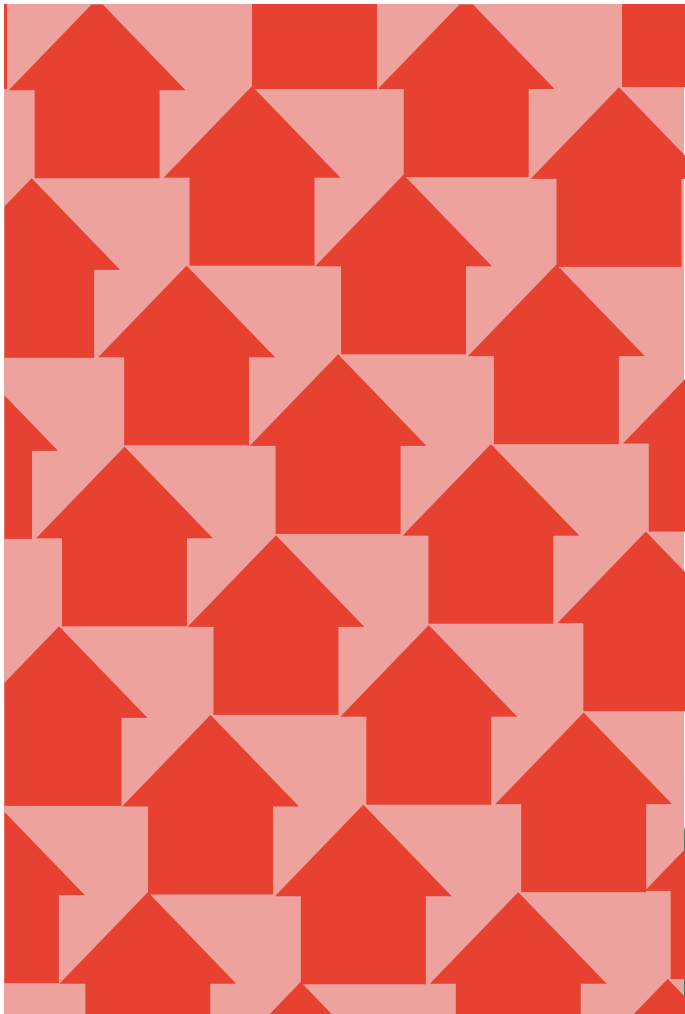
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

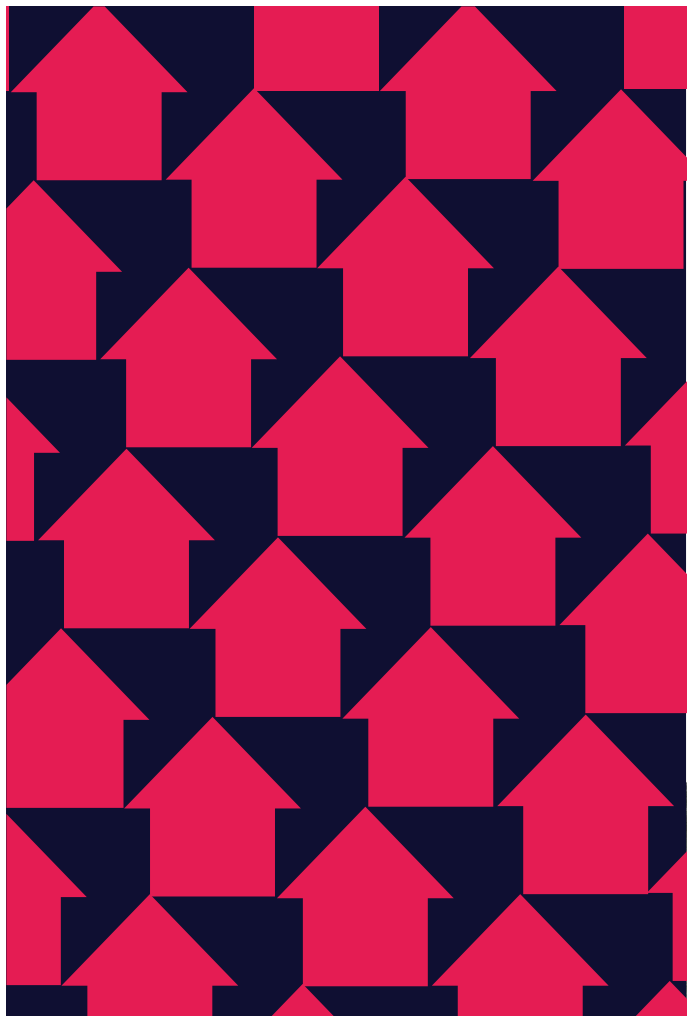
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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 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.

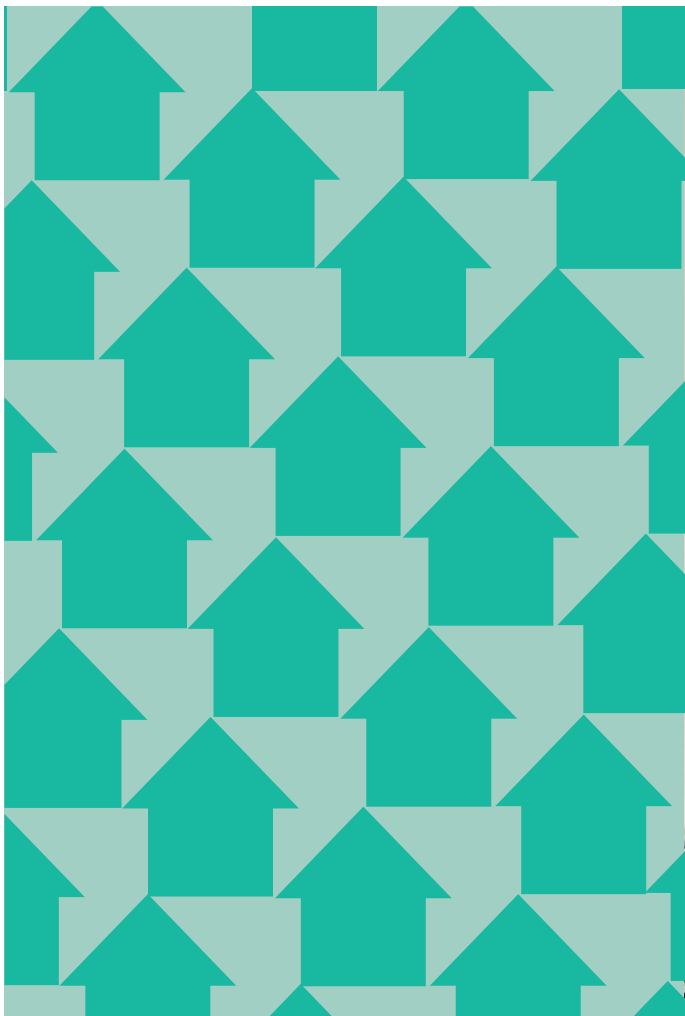
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

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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