

Highland Energy Community Partnership 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 Vicky Walker, Centre Manager - Highland and Islands at Changeworks, and I'm delighted you're considering coming to join us on our mission to decarbonize 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.

We're delighted to be recruiting a Partnership Manager to manage the Highland Energy Community Partnership project. This is a new, ambitious and innovative partnership funded by the National Lottery supporting Highland Communities overcome the barriers to retrofit and improving the energy efficiency of their homes. This role will provide leadership to the partnership and is key to coordinating our work with six community partners, delivering energy efficiency projects, and helping to alleviate fuel poverty across the Highland region.

The partnership area covers Coigach, Ullapool and Loch Broom, Gairloch and Loch Ewe, Garve, Contin and the Black Isle and contains some of the least energy efficient properties in Scotland. The project is ambitious aiming to reach 20,000 households over the 5 years of the project. You will work to improve energy knowledge, support individual households, and play a key role in establishing a local supply chain for domestic retrofit. This is an exciting opportunity to make a real difference in the lives of people across the region.

We're really keen to hear from anyone interested in this role especially if you have experience of managing or coordinating partnerships combined with a passion for supporting rural Highland communities.

Given the focus of this role is providing support to local community partners you will need to reside within the Highland region and be able to travel across the partnership area.

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

Kind regards,

Vicky Walker
Hiring Manager

The application process	
Application deadline	9am, Monday 27 January 2025
Interview date	Thursday 30 January and Friday 31 January
2025	
Interview format and length	Candidates will be asked to deliver a 10-minute presentation followed by interview questions – total length 45 minutes

Contact details	
General enquiries about this job	Vicky Walker, Centre Manager, vwalker@changeworks.org.uk
For an informal discussion about this job	Vicky Walker Centre Manager: Highlands and Islands vwalker@changeworks.org.uk

Job Description	
Job title	Highland Community Energy Partnership Manager
Job reference	HECP Manager
Salary and grade	B1 point 31 - 34 (£35,638 to £38,819) per annum pro rata + 8% employer pension contribution
Location of job	Highland based (remote or hybrid of home and Inverness office based) able to travel across partnership area and attend Inverness office on regular basis. (Partnership area includes: Coigach, Ullapool, Gairloch and Loch Ewe, Garve, Contin and the Black Isle)
Hours and terms	Part Time 17.5 hours per week, fixed term to 30/09/2029
Holiday terms	26 days per annum + 9 public holidays (pro rata)

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	Centre Manager: Highlands and Islands
Responsible for	1 x Highland Energy Partnership Co-ordination and Engagement Officer

Purpose of the job	To oversee the coordination, management and delivery of the Highland Energy Community Partnership To develop and lead a programme of low carbon living-related
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	<p>projects. Working within the Highlands and Islands delivery team and closely with external partners and stakeholders to lead projects throughout all stages, including conception, development, design, delivery and monitoring.</p>
<p>Main objectives and goals</p>	<ol style="list-style-type: none"> 1. Manage, co-ordinate and deliver the Highland Energy Community Partnership 2. Lead the development and design of a programme of projects, using an evidence led approach. 3. Plan, coordinate and deliver projects on time and to budget. 4. Develop and maintain positive and professional relationships with partners and stakeholders, working with them to develop projects. 5. Deliver training, manage workflows and line management of a delivery team. 6. Support the long-term objectives, development and strategic vision of Changeworks and the Low Carbon Communities team

1. Manage, Co-ordinate and Deliver the Highland Energy Community Partnership

- The overall purpose of this role is to manage the Highland Energy Community Partnership. Changeworks is the lead partner for this project which is made up of public sector and community partners.
- Responsibility for the overall governance and day-to-day working of the partnership including ensuring all partners work towards agreed deliverables and outcomes.
- Develop, implement, review and maintain the partnership project plan in collaboration with community partners ensuring delivery across the whole partnership area.
- Support to the partnership board including ensuring all project reporting requirements to funders and partners are delivered timely and accurately, highlighting of any risks or exceptions and making recommendations for project delivery.
- Ensure strong communication across the partnership both internally and externally and work resolve any issues in a timely manner.
- Provide professional support and guidance to the community energy officers within the partnership.
- Responsibility for ensuring learning, research and partnership outcomes are presented and communicated to regional and national networks.
- Management of the overall partnership budget and ensure all payments from the partnership is made in accordance with grant conditions.

2. Lead the development and design of a programme of projects, using an evidence led approach

- Work closely with Changeworks teams and external partners/stakeholders to manage and deliver projects throughout all stages, including development, design, delivery and monitoring
- Work as part of a team to identify and develop project and funding opportunities.
- Carry out feasibility work and surveys to inform and develop new services
- Take responsibility for assigned projects to maximise impact and overall success.

- Coordinate delivery of high-quality engagement activities to ensure participation in low carbon community projects meets or exceeds targets
- Liaise with other Changeworks teams to plan and deliver project activity ensuring projects are managed and delivered to a high standard.
- Lead and manage both internal and external input of specialist/technical advice as required for project design.
- Work with Changeworks Marketing to promote and publicise projects and ensure that messaging supports the projects' core values while establishing a sustainable legacy for the projects.
- Any other tasks as required to support the Low Carbon Communities team projects.

3. Plan, coordinate and deliver projects on time and to budget

- Develop project aims and objectives in line with funding guidelines
- Produce detailed and measurable project plans for existing and new projects, assigning responsibilities and monitoring progress across the team
- Manage projects and services to high quality and time standard, from inception to completion.
- Maintain and utilise methodologies for collating, monitoring and evaluating project impact
- Monitor and evaluate projects and services as they progress and upon completion, ensure evidence is provided of impact and that funder requirements / service level agreements are achieved.
- Manage projects and direct reports to ensure project and service outcomes are achieved.
- Ensure projects are delivered on time and within budget through good planning and project management
- Report to Centre Manager (and stakeholders where appropriate) on progress against plan and agreed budget
- Ensure timely invoicing and financial reporting for clients and funders and prepare sales invoice request forms for sign off
- Monitor internal and external KPIs and objectives and implement interventions to maximise impact.
- Development and regular review of processes and procedures to ensure the smooth running of the team and to support ISO 9001 accreditation.
- Prioritise multiple workstreams to achieve key project objectives and deadlines.
- Ensure high quality written and oral reports (as required) are provided to funders, clients and management on the progress and performance of individual projects.
- Take responsibility for assigned projects to maximise impact and overall success.
- Provide oversight, management and coordination of the monitoring and evaluation of projects.
- Take responsibility for the collation and analysis of data.
- Organise and chair regular progress meetings with clients and funders and produce and distribute minutes and actions.
- Follow up on outstanding actions both internally and externally.
- Liaise and work closely with other Changeworks staff and team members to ensure progress data is available to demonstrate targets are achieved.
- Work with IT teams to ensure Power Platform and Power BI are utilised where possible to provide accurate project reporting.

4. Develop and maintain positive and professional relationships with partners and stakeholders, working with them to develop projects

- Build relationships with key stakeholders including Local Authorities, funders, Home Energy Scotland, other Changeworks departments and community groups.
- Identify and engage with relevant partners to enable joint working and business development.
- Facilitate and manage events with the public and stakeholders.
- Actively work with communities to help them assess their needs, identify opportunities and help plan low carbon projects that bring about change.
- Actively look for opportunities to ensure a joined-up approach with other Changeworks services and ensure opportunities are driven forward.
- Represent Changeworks at external meetings with stakeholders and clients.
- Identify new business opportunities and work to design and develop new projects to meet funder and stakeholder expectations.
- Ensure the design of projects are developed, where possible, with communities and are at all times responsive to community needs, delivering clear outcomes, demonstrating impact, and evidencing positive change.
- Ensure the objectives of different funders are met to the highest standard.

5. Deliver training, manage workflows and line management of a delivery team

- Prepare work plans and delegate tasks across the team.
- Provide day-to-day support and supervision to direct reports.
- Provide clear guidance, feedback and support to direct reports in achieving departmental aims and managing individual and team workloads.
- Ensure direct reports are effective at planning, documenting and monitoring project progress.
- Communicate upcoming deadlines and Changeworks organisational updates to the team.
- Manage staff in line with policies and expectations of Changeworks.
- Regularly meet with staff and develop staff including 1:1s and appraisals.
- Manage workloads and team performance.
- Manage general issues such as staff sickness and holidays.
- Support staff in line with Changeworks Investors in People policy.
- Attend relevant training courses, seminars, forums and conferences.
- Ensure compliance with Changeworks Data Protection Policy and carry out regular checks to ensure these are being adhered to.
- Take part in recruitment process, shortlisting, interviewing and decision panels.
- Ensure that team processes are clear, logical and effective.
- Provide support and input into the development of the department's services and to Changeworks-wide development activities.

6. Support the long-term objectives, development and strategic vision of Programme Management and Changeworks

- Retain a high level of awareness of other projects and services being delivered in Changeworks and pursue opportunities for assisting/complementing these.
- Provide support and input as required into the development of services funding bids and to Changeworks wide development activities.
- Promote the Vision, Mission and Values of Changeworks both externally and within the organisation.
- Attend relevant training courses, industry seminars, forums and conferences.
- On occasion, deliver training sessions, workshops, presentations or briefings on specific areas of knowledge and experience.
- Maintain up to date knowledge on low carbon living agendas.
- Support the development and delivery of the goals and objectives of the Changeworks strategic plan.

Key contacts

- Current and potential clients and funders
- Changeworks teams
- Volunteers
- Local authorities and housing associations
- Home Energy Scotland and Changeworks Affordable Warmth Team
- Community groups, event organisations and local media
- School pupils, teachers and parents
- Local businesses in project areas
- Third sector organisations

Mandatory training/qualifications associated with this role

- The successful candidate will undertake City & Guilds Level 3 Award in Energy Awareness.

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Experience in a project delivery and coordination role	R	
Experience of managing staff or volunteers	R	
Experience of building relationships with external partners	R	
Experience of community engagement	R	
Experience of engaging with a range of public, private and third	R	
Skills		
Excellent communicator, both verbally and in writing and ability to engage people at all levels and ages	R	
Confidence and ability to speak in public, to deliver presentations,	R	
Excellent written and numeric skills, including writing reports	R	
Excellent IT skills	R	
Ability to motivate and inspire a team	R	
Excellent organisational skills	R	
Excellent customer service skills	R	
The ability to prioritise tasks within a demanding work environment	R	
Knowledge		
Knowledge of low carbon issues	R	
Knowledge of behaviour change theory and practice		R
Knowledge of community engagement and community participation techniques	R	
Personal qualities and attributes		
Organised, mature and responsible attitude to work	R	
Strong team player as well as ability to work independently	R	
Target orientated	R	
Ability to take initiative and problem solve	R	
Positive and flexible team working attitude	R	
Inspired to lead by example and motivate a team	R	
Commitment to developing people to reach their potential	R	
Experiencing of coaching staff to empower them within their role		R

Additional requirements		
Ability to meet the transport requirements of the role/full driving	R	
A passion for working in the field of climate change		R
A commitment to equal opportunities and diversity	R	

Supervisory Requirements
<p>The post holder must be able to:</p> <ul style="list-style-type: none"> • Effectively lead a team to work cohesively to achieve desired outcomes • Through example set a positive, honest and enthusiastic working environment • Empower and motivate staff and volunteers to achieve their potential within their role • Encourage and enable excellent communication within the team and with all Changeworks colleagues and external organisations • Meet regularly with staff and volunteers and be accessible to supporting staff • Provide an understanding and context for all Changeworks policies ensuring that staff follows these to support their role with Changeworks and to ensure their health and safety • Take responsibility for staff actions ensuring learning opportunities are maximised • Be open to staff feedback and strive to develop as a manager

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 the role • To be treated fairly and with respect • Training which will enhance performance and knowledge within their role • Regular and appropriate feedback through 1-2-1 meetings and annual appraisal and associated processes. • Having the opportunity to feedback to your 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"> • Adhere and advocate Changeworks values and competencies • Demonstrate flexibility and versatility in working with a range of different interest groups and individuals • Identify a range of solutions to enable the service to meet its targets and outcomes • Show an understanding of the importance of excellent customer service, and deliver a quality service both from a customer's perspective and from funders' expectations

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects
- Solve problems to ensure that any issues arising are resolved satisfactorily
- Prepare marketing and communication materials, such as newsletter articles, case studies and presentations
- Prepare engaging workshops and training sessions

Special conditions

- Some out-of-hours, travel with overnight stays and weekend working may be required, for which time off in lieu will be given
- An element of lone working may be required



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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.

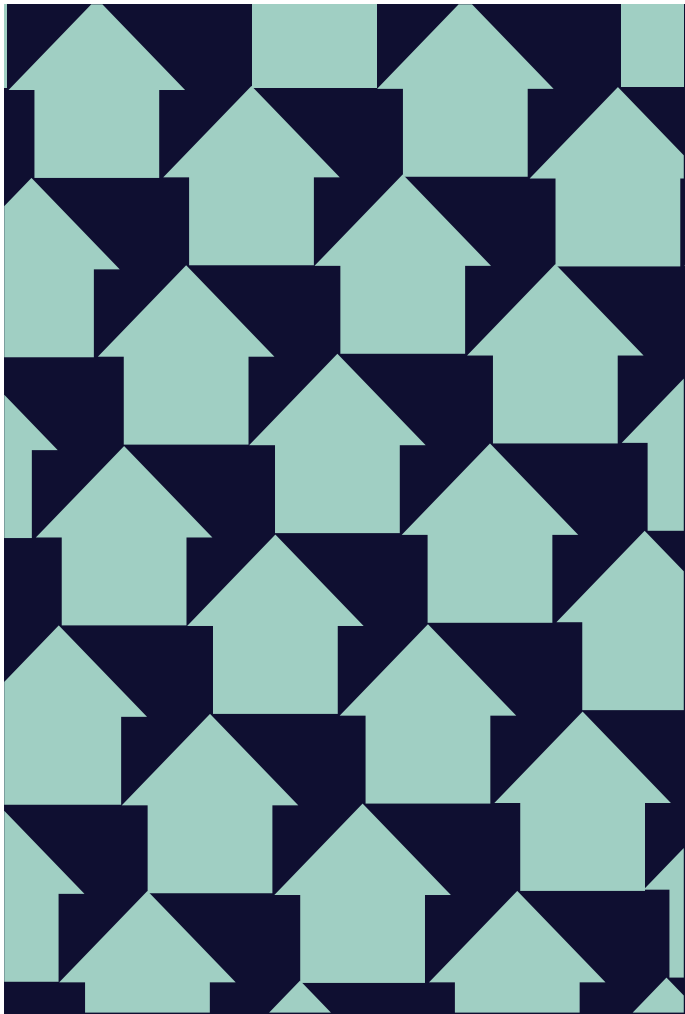
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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](#)

Our people

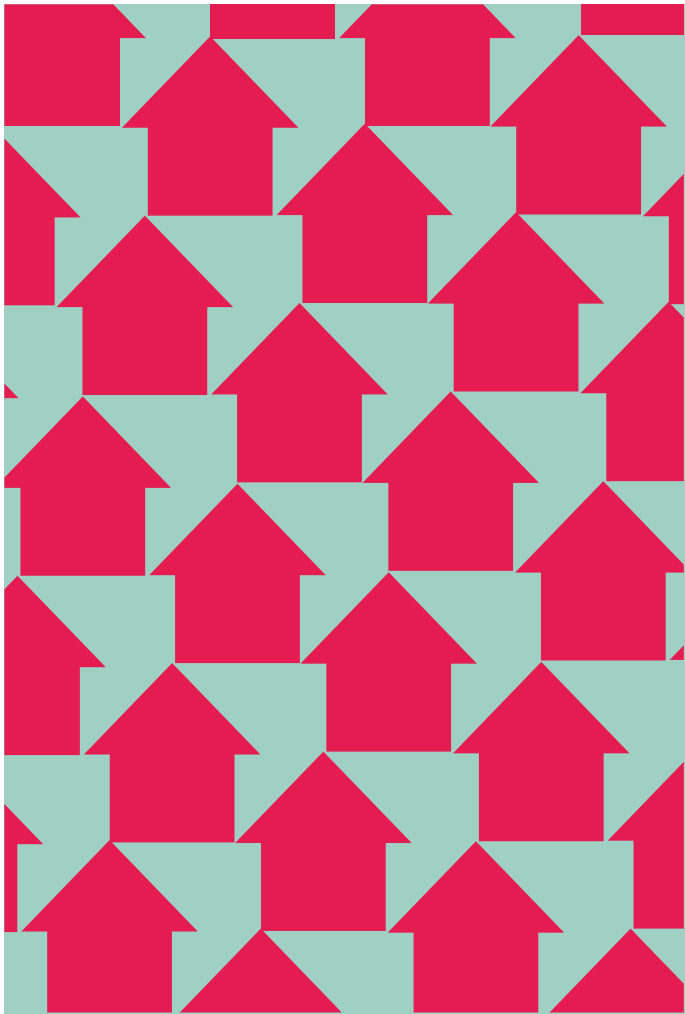
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

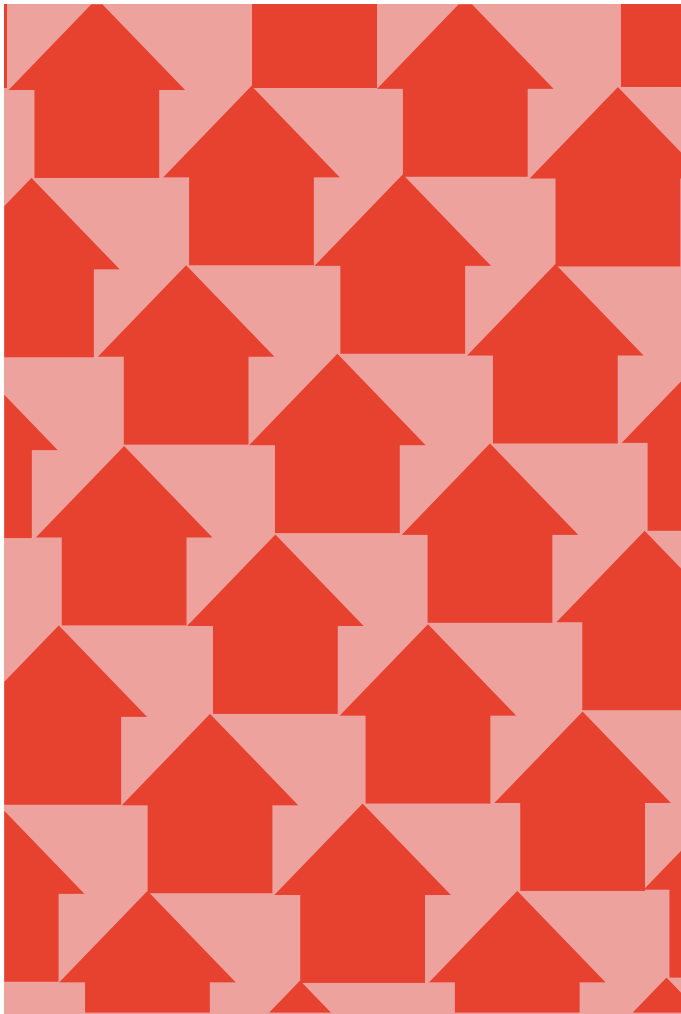


[Read more about](#)

Our benefits

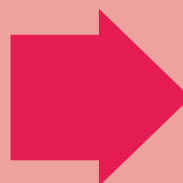
Working at Changeworks isn't just about culture, it's also about a great package of benefits and policies designed to support you in being the best that you can be. These policies allow you to be flexible and do your best at work, while supporting you to manage any challenges that might come along.

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](#)

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.

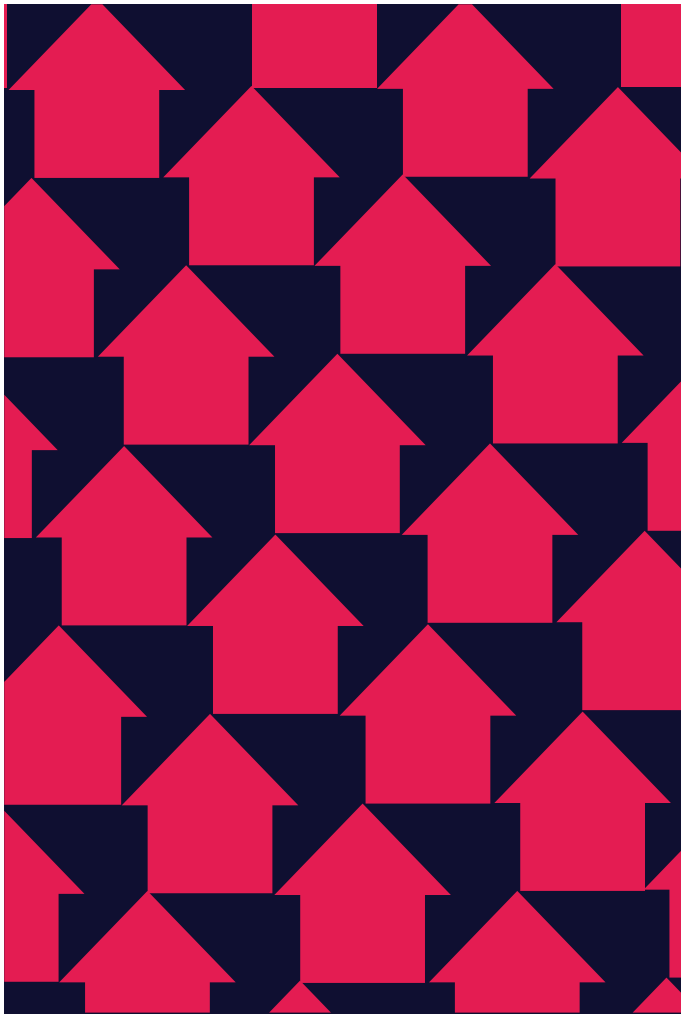
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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](#)

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.

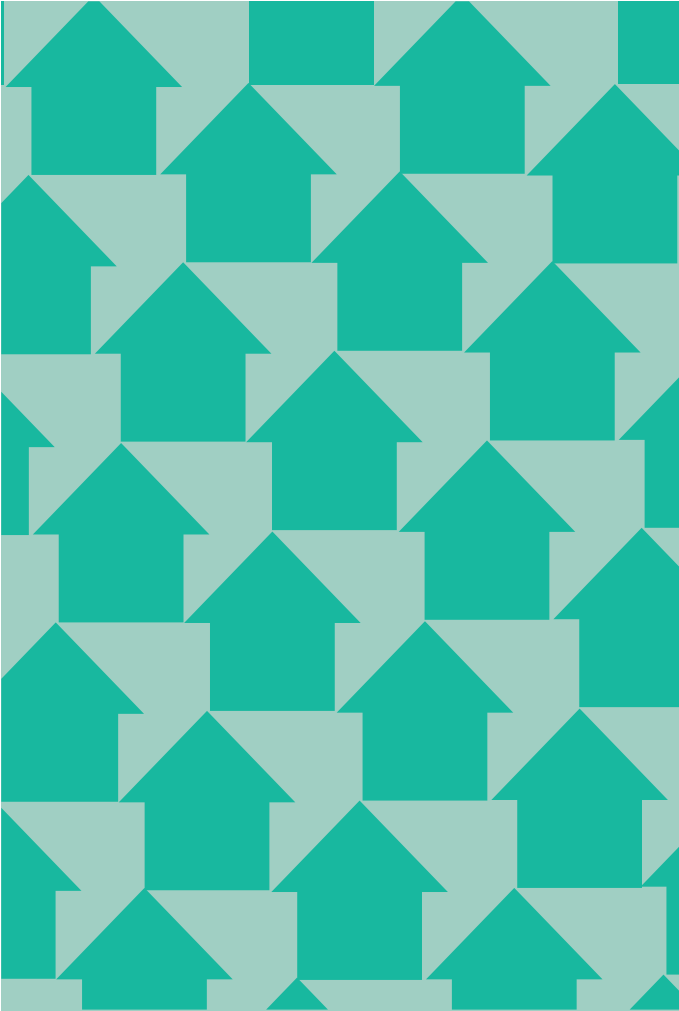
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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”



[Read more about](#)

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