

EVENTS AND VOLUNTEER ADMINISTRATOR

Collaboration | Empowerment | Innovation | Integrity | Passion

CHANGEWORKS.



**Collaboration,
empowerment,
innovation, integrity
and passion are the
values which shape
our behaviours
and actions.**



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Dear candidate

I'm Jess Christie, the Events and Outreach Coordinator at Changeworks, and I'm delighted you're considering coming to join us on our mission to decarbonise Scotland's homes.

You would be joining us at 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.

You'll be working in a team that engages individuals, communities, and groups to adopt low-carbon behaviours. We're looking for a motivated and organised person to join our team. You'll help us support individuals and communities to act on climate change.

As part of our team, you'll:

- Provide day-to-day admin support for event outreach activity to keep our project delivery running smoothly, and for our volunteers and volunteer activities.
- Work with colleagues across different teams, and
- Help organise meetings, keep records up to date, and support communication with the people we work with.
- We're looking for someone who is:
 - Friendly, enthusiastic, and enjoys working with people,
 - Well organised and able to manage their time, and
 - A good communicator who works well both independently and as part of a team.

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

Kind regards,

Jess Christie

Recruiting Manager

The application process	
Application deadline	11am, Wednesday 15 July 2026
Interview date	28 and 29 July 2026
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	Jess Christie – jchristie@changeworks.org.uk - 0131 539 8622 (avail 14 and 15 July) Kathleen Vaughn – kvaughn@changeworks.org.uk - 07818 167615 (avail 7 – 9 July and 14 – 15 July)

Job Description	
Job title	Events and Volunteer Administrator
Job reference	EVA
Salary and grade	A3 point 15 to 18 (£24,479 to £25,793 per annum) + 8% employer pension contribution. Successful candidates will start at the bottom of the salary scale, save in exceptional circumstances.
Location of job	Edinburgh (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	
<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	Event and Outreach Coordinator
Responsible for	None

Purpose of the job	To provide administrative support for events and volunteer-related activities, including general support for the post-holders involved in events and volunteer coordination.
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Main objectives and goals	<ol style="list-style-type: none"> 1. Provide administrative support for event outreach activity and coordination 2. Provide administrative support for volunteers and volunteering activities 3. General Administrative Support
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1. Provide administrative support for event outreach activity and coordination
<p>Events and logistics</p> <ul style="list-style-type: none"> • Organise and coordinate internal and external meetings relating to events and training, including making diary appointments, booking meeting rooms, accommodation, and travel • Support and help organise internal and external events, such as work experience for students • Assist team with set up and delivery at events and training sessions • Maintain and prepare advice packs and event resources weekly • Support the Buddy process, and ensure it is followed appropriately by acting as a Buddy for colleagues and volunteers at events <p>Communications and content</p> <ul style="list-style-type: none"> • Support communication within and between teams, circulating key information and tracking deadlines and tasks • Support with the updating of resources, such as presentations, through research and verifying information • Maintain relevant sections of our website and intranet, keeping information complete and up to date (such as events dates and locations) • Support the development and maintenance of events newsletters and reports • Assist the promotion of Low Carbon Living sessions <p>Event data and reporting support</p> <ul style="list-style-type: none"> • Support the creation and maintenance of project contacts and contact records databases • Maintain the database of attendees and respond to event enquires, ensuring information and resources are shared as necessary • Ensure all event information and results are entered and recorded correctly into relevant databases and trackers • Support data entry activities, particularly relating to recording event and client information in the CRM, SharePoint and Teams • Support the management of personal data and communications relating to events and outreach activities, in line with data protection requirements • Assist with project reporting and auditing by helping to collate information and data, and ensuring information is tracked on the CRM • Supporting the collecting of data, particularly pre and post event/outreach data and feedback (B2B and B2C)

2. Provide administrative support for volunteers and volunteering activities
<ul style="list-style-type: none"> • Support volunteer recruitment by processing volunteer applications, scheduling interviews with volunteers • Support and organise volunteer inductions, ensuring all onboarding documentation is completed • Assist and support volunteers in the office, supporting the Volunteer Coordinator and other colleagues as needed • Draft fortnightly e-newsletter for volunteers

- Support coordination and delivery of volunteer events, such as Winter and Summer socials and field trips
- Support the maintenance of accreditations, such as Investors in Volunteers
- Support volunteer engagement with outreach events and activities, liaising between events, outreach and volunteer coordinators
- Support volunteers with arranging travel to events
- Support managing inactive volunteers, including the sharing of necessary information is shared and helping with compliance requirements around training etc

3. General Administrative Support

- Provide support to other administrative roles on an ad hoc basis, such as during periods of high activity or providing cover
- Support internal projects and continuous improvement activities
- Liaise with partner organisations as required
- Work with internal teams to maintain and manage the designated storage space and equipment for events in our offices
- Ensure appropriate stock and resources are available for event, outreach and volunteer activities
- Work with external suppliers involved in resources or supporting projects
- Respond to calls and email queries
- Monitor and support mailboxes for events, outreach and volunteering
- Making purchases using company credit card to support event and volunteering activities

Key contacts

- Community Engagement and Energy Advice Services teams (including Affordable Warmth Service and Low Carbon Communities)
- Facilities & ICT teams
- Other Changeworks teams
- Changeworks volunteers and work experience students
- Project and event partners
- Residents and visitors

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

- None

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Experience of working in a busy office environment	✓	
Experience of working with internal and external partners		✓
Experience coordinating events and outreach activity		✓
Skills		
Strong communication and customer service skills	✓	
Strong organisational and administrative skills	✓	
IT Literacy – Microsoft Office and CRMs		✓
Capable multi-tasker	✓	
Personal Attributes		
Positive problem-solving mindset	✓	
Independent and self-motivated approach	✓	
Enthusiastic and people-orientated attitude	✓	
Good attention to detail	✓	

Staff Expectations of Management Experience
<p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> • Effective management • A positive, honest and enthusiastic working environment • Regular and open communications • Being empowered to effectively achieve objectives and goals within the role • Be treated fairly and with respect • Regular and appropriate feedback through 1-2-1 meetings and annual appraisal and associated processes. • Having the opportunity to feedback to their manager regularly, and through the annual 360 process and staff survey • 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 the Changeworks values and competencies • Demonstrate flexibility and versatility in working with a range of different interest groups, environments and individuals

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- Show an understanding of the importance of excellent customer service, and deliver a quality service both from a customer's perspective and as per funder and client expectations
- Be willing to work outside as well as in an office

Special conditions

- Occasional out-of-hours, 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

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.

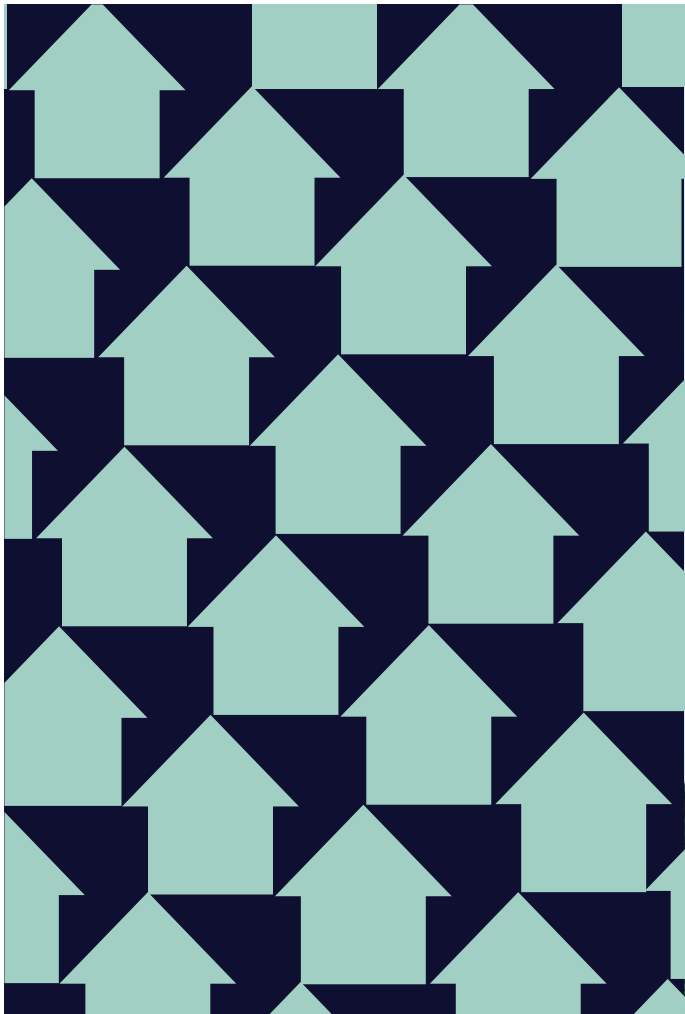
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

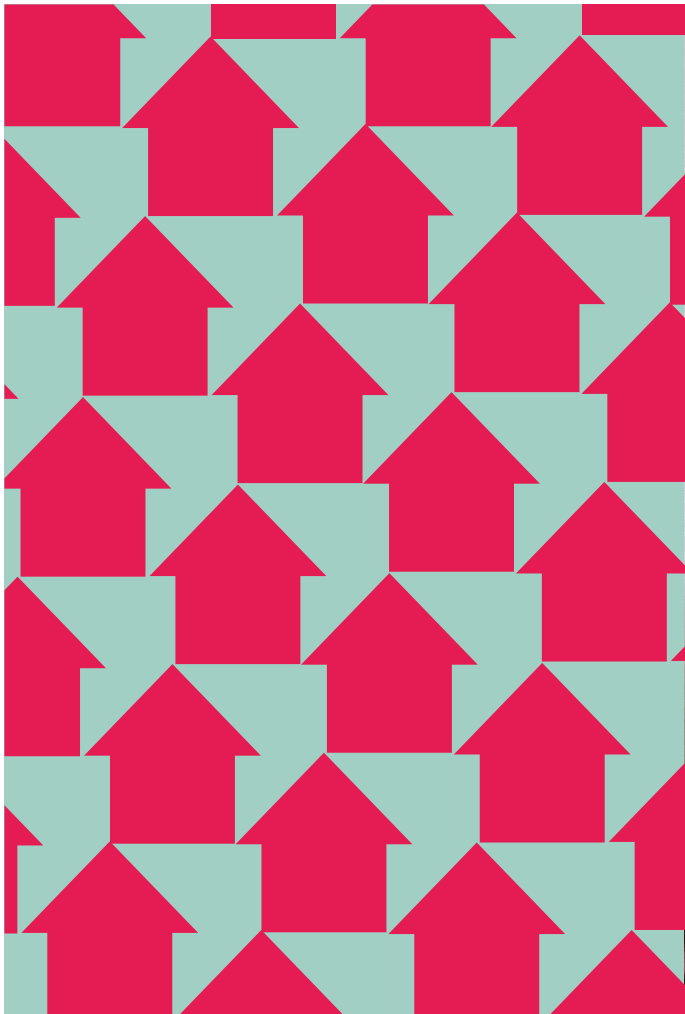
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

Read 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. ”**

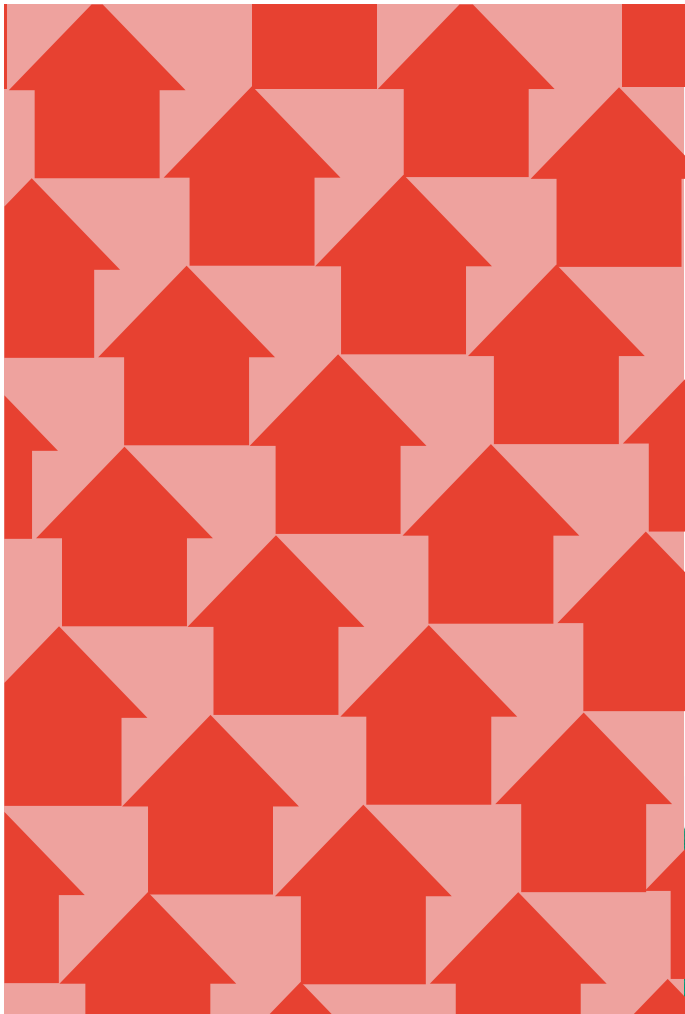


[Read more about Cat](#)

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.

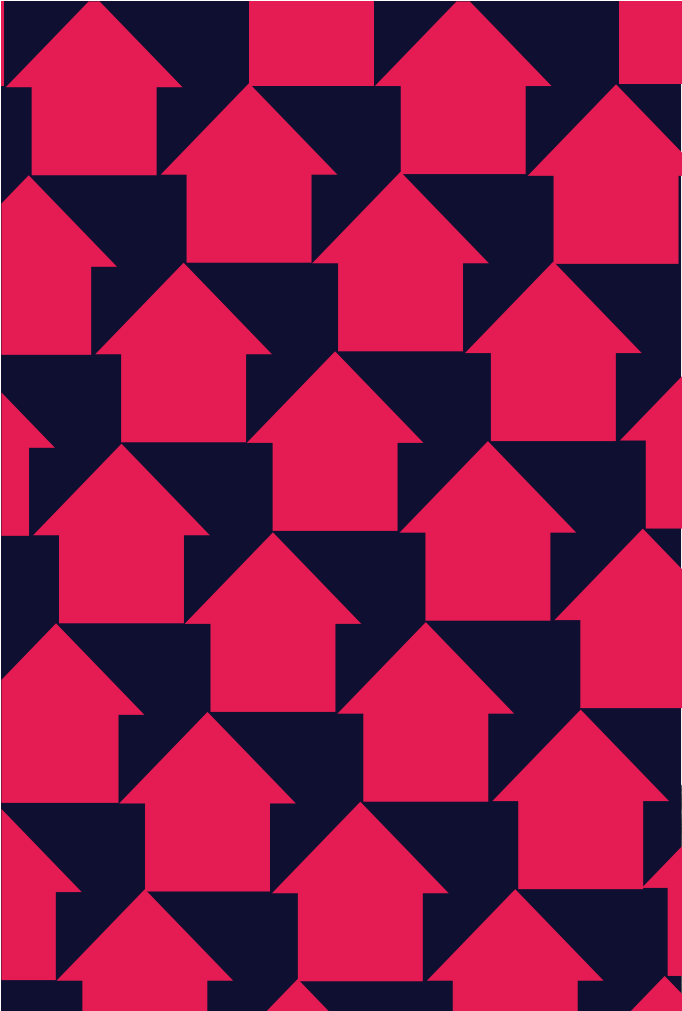
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

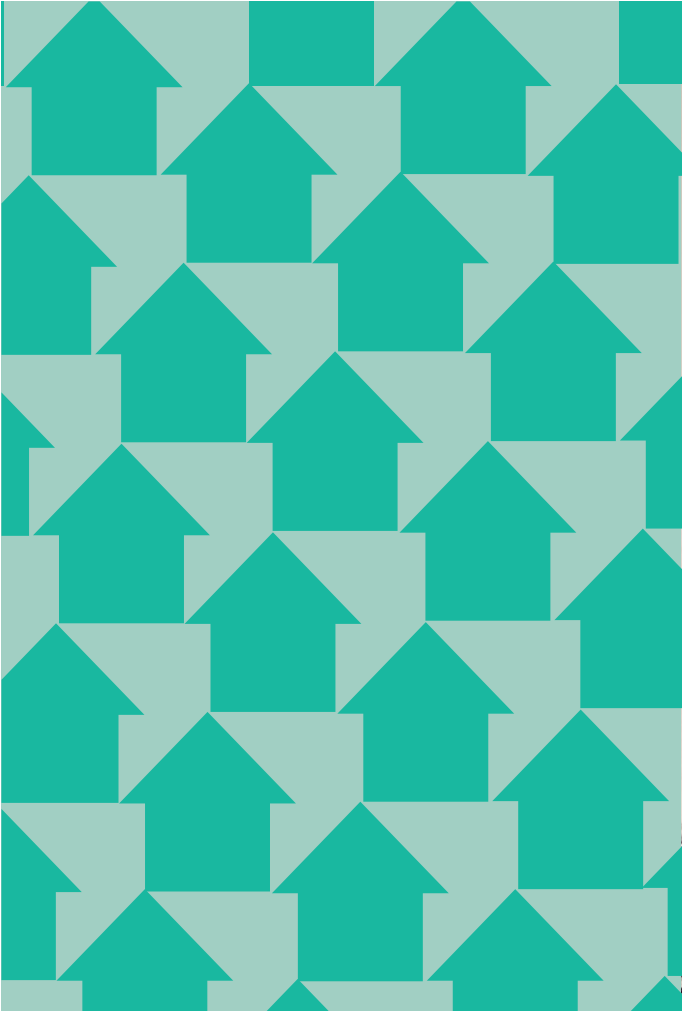
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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 Diversity
Silver UK

Until
April
2027



INVESTORS IN PEOPLE™
We invest in people Platinum

