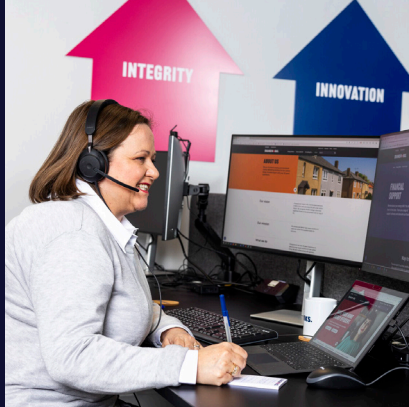




QUALITY ASSURANCE INSPECTOR

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 Ewan Fisher, Technical Support Manager 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. **This role will play a key role in that.**

Based within Changeworks' Delivery Directorate, our industry leading Quality Assurance Team works with local authorities and housing associations to deliver projects to improve the energy efficiency of homes, reduce carbon, and alleviate fuel poverty. The team are site based and play a crucial role in ensuring the projects are delivered in line with the agreed contract specification and current industry standards.

The team support the delivery of projects ranging from the Scottish Borders to the Scottish Highlands so travel is expected within the role, but transportation and accommodation will be provided. **Part-time or flexible working** hours will be considered if you can commit to a minimum of 21 hours per week.

We are looking for someone with a technical background or relevant experience of working in a trade or construction site environment. You will need to be motivated and organised to manage your own workload but training will be provided within the role.

This role offers development with the opportunity to progress within the team to our Technical Assessor role once required training has been completed. Applicants who already have their Retrofit Assessor Training will automatically be considered for our Technical Assessor role.

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

Kind regards,

Ewan Fisher
Hiring Manager

The application process

Application deadline	11am, Monday 10 November, 2025
Interview date	Week commencing Monday 17 November 2025
Interview location	Changeworks, Orchard Brae House, 30 Queensferry Road, Edinburgh, EH4 2HS
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	Ewan Fisher, Technical Support Manager on 07786 365 753 or at efisher@changeworks.org.uk

Job Description

Job title	Quality Assurance Inspector
Job reference	QAI
Salary and grade	A5 Point 21 to 24 (£30,906 to £33,617 per annum) + 8% employer pension contribution. Successful candidates will start on the bottom of the salary scale, except in exceptional circumstances.
Location of job	Remote working and on site at various locations.
Hours and terms	40 hours per week. Full time, permanent (part time hours will be considered)
Holiday terms	26 days per annum + 9 public holidays

General terms and conditions

- Changeworks operates a flexi-time system with core hours. There are no overtime payments for this post.
- You may need to undergo a Disclosure Scotland check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Changeworks reserves the right to terminate employment with or without notice.
- All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

Responsible to	Quality Assurance Manager
Responsible for	None

Purpose of the job	To ensure monitoring and auditing of Energy Efficiency installs that include Internal/External/Cavity and loft insulation. Solar and battery, air and ground source heat pumps. We also manage projects for window door and roof replacements.
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	You will be visiting properties where energy efficiency measures are being installed to ensure the work has been completed to industry standard and ensuring the service delivered is of a high level with focus on customer service, health & safety, and quality of work. This is a field-based role that requires you to be well organised to carry out inspections oversee installations and provide good quality feedback reports.
Main objectives and goals	• To deliver consistent and impartial technical inspections to a high standard. • Reporting and liaising with installers. • Provide excellent customer service.

1. To deliver consistent and impartial Quality Technical inspections

- Carry out technical monitoring inspections of energy efficiency, low carbon heating and renewables projects in progress
- Ensure compliance with current building standards and project specification.
- Ensure quality assurance visits are delivered in line with the contracted number of visits
- Liaise with stakeholders to resolve any issues and ensure information is recorded appropriately
- Complete reporting exercises as necessary using Changeworks templates

2. Reports and liaising with Installers

- Maintain records of inspection findings including photographic documentation.
- Liaising with contractors and householders on site.
- Work closely with the Project Management team
- Attend and contribute to site progress meetings

3. Provide excellent customer service

- Providing a high level of customer service at all times
- Handling and resolving any householder questions that arise during visits
- Have an awareness of energy efficiency to enable you to give advice to householders

Key contacts

- Other Changeworks directorates and teams
- Scottish Government
- Local Authority clients
- Funding bodies
- Householders
- Businesses
- Home Energy Scotland

- Housing Associations
- Community groups
- Other project stakeholders

Mandatory training/qualifications associated with this role:
• Domestic Energy Assessor
• Retrofit Assessor Training

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Experience in the inspection of energy efficiency measures.	√	
Wet trades experience		√
Experience of carrying out surveys of properties including borescope inspections		√
ACOPS Certificated		√
Knowledge of BBA approved insulation systems		√
Experience of working with external partners		√
CSCS Certification		√
DEA Accreditation		√
Skills		
The ability to interact with Contractors and householders.	√	
Ability to work independently and as part of a team.	√	
Excellent customer service skills		√
Excellent organisational and administrative skills		√
IT Literacy		√
Good time management	√	
Knowledge		
Must have excellent knowledge of the Insulation & Building industry	√	
Knowledge of both traditional and non-traditional house construction.		√
Possession of practical & relevant knowledge on energy advice, schemes.	√	
Knowledge of low carbon heating systems and renewables		√
Understanding of dealing with and managing complaints		√
Personal Attributes		
An enthusiastic and positive person able to work on their own initiative with high personal standards in respect of the work ethic	√	
Excellent problem-solving attitude		√
Ability to build and maintain business relationships		√
Target orientated		√
Other		
Full valid driving licence or other ways of fulfilling the mobility	√	

requirements of the job		
A commitment to equal opportunities and diversity	√	

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
- Training which will enhance performance and knowledge within 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 360 process
- Adhering to all appropriate Changeworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere and advocate the Changeworks policies, values and competencies
- Demonstrate flexibility and versatility
- Manage and articulate clearly, complex technical information

Creativity

The post holder will be required to:

- Demonstrate good problem-solving ability
- Show a positive attitude towards innovation

Special conditions

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



WHO WE ARE

Changeworks has been leading the way in delivering high impact solutions for lowcarbon living for over 35 years. We work with government, local authorities, housing associations, businesses, community groups and individuals to make it happen.

We work for a positive low-carbon reality for everyone, ensuring a just transition for all towards a green economy and society. This will require a sustainable low-carbon society that seeks to reduce the scourge of fuel poverty. Tackling inequalities is core to this mission, as is addressing high levels of emissions among the most well off.

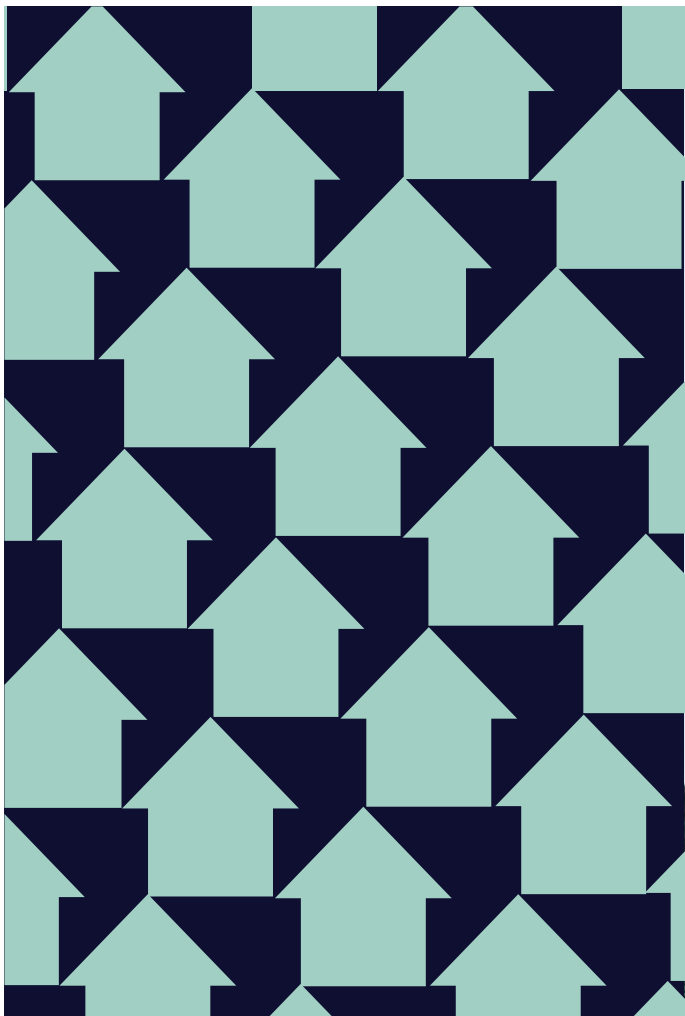
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

Our commitment to a just transition ensures that we are developing and delivering solutions to benefit all sectors of society, including a focus on those who are suffering from fuel poverty.

We have a strong track record of:

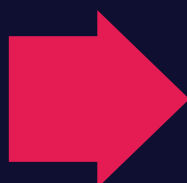
- Working in partnership with others
- Building trust and engagement with communities to inspire action
- Researching and piloting new services
- Scaling delivery to reach more people
- Openly sharing our knowledge and expertise
- Technical and practical experience in the development and delivery of home decarbonisation

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



Bruce Wares
Marketing Manager
Home Energy Scotland
13 years at Changeworks

“Changeworks is large enough to make a real, lasting impact on thousands of people and the communities and organisations we work with across Scotland.”



[Read more about Bruce](#)

OUR PEOPLE

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

Staff wellbeing is a key priority for us, with a dedicated staff group promoting wellbeing and supporting staff across Changeworks and continually improving what we offer. The more supported and happy staff feel, the more successful we can be at achieving our mission. And in our annual staff satisfaction surveys, they tell us they feel it too – the latest survey found that nearly 86% of staff felt supported by the organisation, 89% agreed that they approve of the company culture, and 88% are proud to work for Changeworks.

We also provide good opportunities for progression and development, with a dedicated learning and development strategy to help you meet your personal goals – more on that later. Many of our staff stay at Changeworks for the long term, able to develop their careers and find new avenues for their passion and talents.

In 2021 we achieved Investors in People Platinum, the highest level of that accreditation. Only a handful of other employers in Scotland have this, and only 2% of IIP members worldwide.

[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

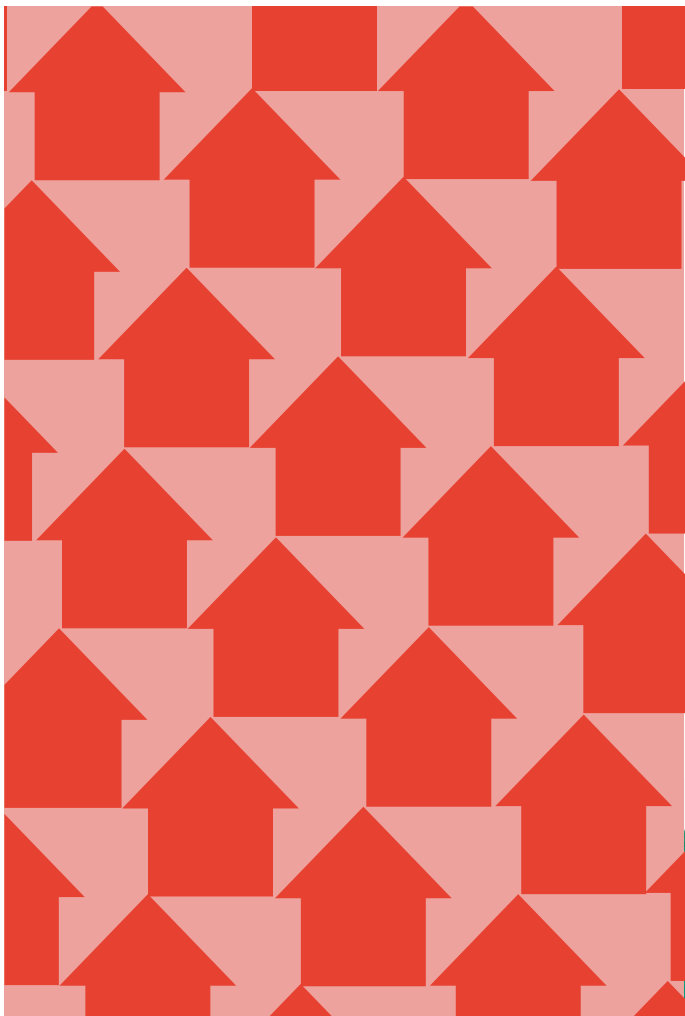
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

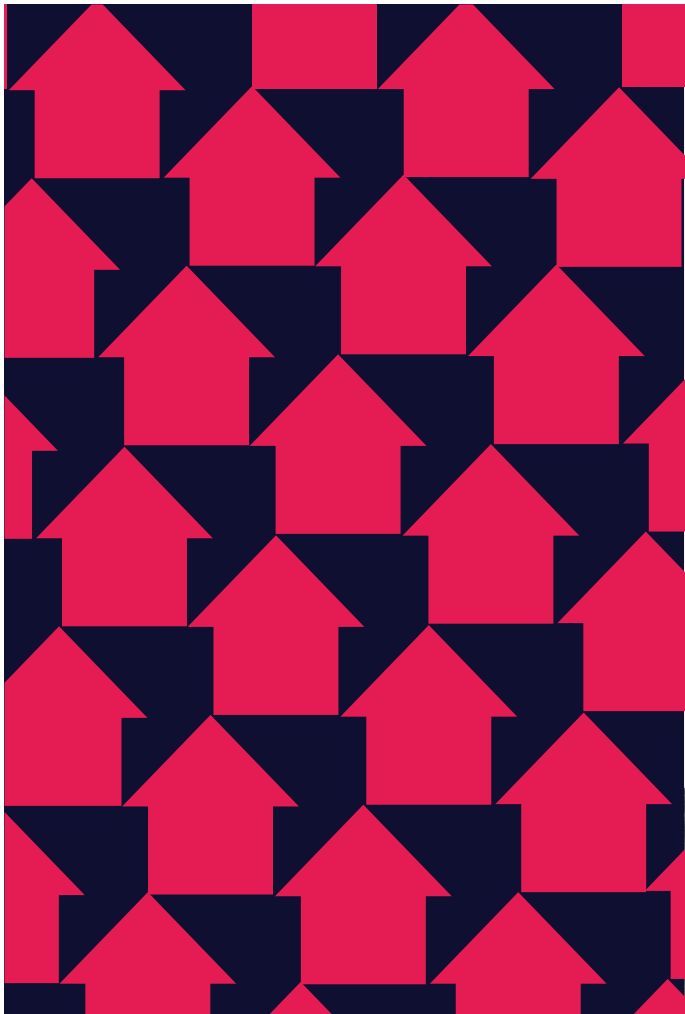
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

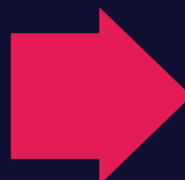
Hear more about the difference we make.



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.

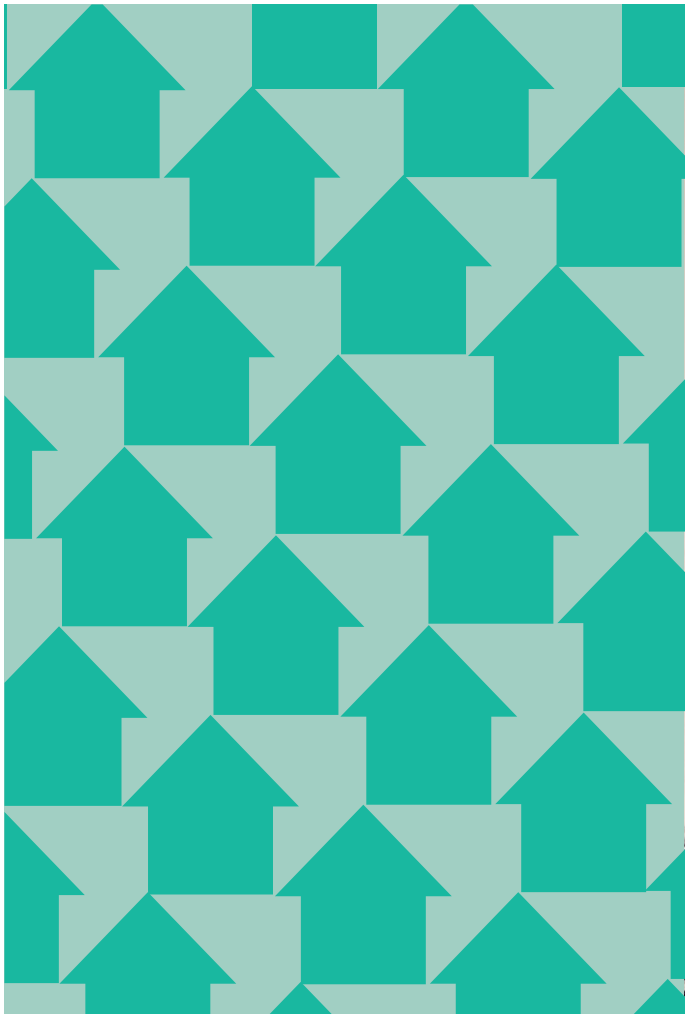
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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

Orchard Brae House
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Edinburgh
EH4 2HS

0131 555 4010



Investors
in Diversity
Silver UK

Until
April
2027



INVESTORS IN PEOPLE™
We invest in people Platinum

