



ASSISTANT OPERATIONS 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 Heather Paton, Operations 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.

Home Energy Scotland (HES) is at the forefront of the energy advice conversation with households in Scotland. Free and impartial advice has never been more crucial to help people make informed decisions about how they can improve the energy efficiency of their property, but also help them to identify behaviour change that can maximise savings on their bills.

More and more households are facing the reality of living in fuel poverty, at the same time as we also address the challenge of decarbonizing heat in Scotland's homes. The role of Assistant Operations Manager is more vital than ever at this time to provide training to frontline advisors and support a growing team to deliver ambitious goals.

I am looking for an Assistant Operations Manager that is organized, proactive and solutions focused, has great attention to detail, the ability to train and coach staff to deliver their best across varied roles. If this sounds like you and you have a passion for working in an organization that makes a real difference to customers lives, then this role is for you!

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

Kind regards,

Heather
Hiring Manager

The application process	
Application deadline	11am, Monday 15 July 2024
Interview date	1 st stage interview Friday 19 July 2024 2 nd stage interview week commencing 22 nd July
Interview location	In person, Edinburgh Office
Interview format and length	10minute presentation followed by 45-minute formal interview

Contact details	
General enquiries about this job	Reception 0131 555 4010
For an informal discussion about this job	Heather Paton (heather.paton@se.homeenergyscotland.org)

Job Description	
Job title	Assistant Operations Manager
Job reference	AOM
Salary and grade	B1 Point 31 to 34 (£35,638 to £38,819) per annum + 8% employer pension contribution
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	Operations Manager
Responsible for	Administrative Assistant Digital and Administrative Advisor, Senior Advisor, Energy Efficiency Business Advisor. Training and development of all advisory staff

Purpose of the job	The Assistant Operations Manager supports the delivery of our key performance indicators, and is responsible for training delivery and monitoring performance, as well as line management responsibility for the Administrative Assistant,
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	<p>Digital and Administrative Advisor, Senior Advisor and Energy Efficiency Business Advisor.</p> <p>Provide operational support across the advice centre including monitoring effectiveness of processes, creating customer journeys, providing support to enhance staff skill sets and producing day to day analysis of our performance to enable the team to meet targets efficiently and effectively.</p>
Main objectives and goals	<ol style="list-style-type: none"> 1. Support the operational delivery of the advice centre 2. Develop and deliver training to support all advisory staff to deliver excellent service, providing bespoke support to all advisory staff 3. Create and provide key qualitative and quantitative reporting information both internally and for external audiences 4. Map, review and improve processes to enhance performance within the centre. 5. Provide performance management to the Digital And Administrative Advisor, Senior Advisor, Energy Efficiency

1. Support the operational delivery of the advice centre

- Support the Operations Manager in coordinating and planning activity within the advice centre including meetings, training and communication updates.
- Assist in the smooth implementation of new processes and procedures.
- Support communication with third parties, particularly our managing agent EST to ensure a consistent message is delivered.
- Support the delivery of key messages as required, and identify efficiencies where possible.
- Co-ordinate the delivery of daily advice huddles.
- Act as supervisory cover for the Advice Team as required.

2. Develop and deliver training to support all advisory staff to deliver excellent service, providing bespoke support to all advisory staff

- Provide and coordinate training for new staff members delivering advice services
- Provide 6 week review and 3 month review data for new Energy Advisors to the advice team manager
- Support advisors who require performance support with coaching and training
- Support new staff on technical information, processes and systems
- Maintain energy advisor training records
- Provide training on changes and updates to schemes and programs to all staff as required
- Monitor version control of material used by advisors and feedback to Marketing Manager and advice team manager if updates are required

3. Create and provide key qualitative and quantitative reporting information both internally and for external audiences

- Act as CRM 'superuser' to provide training and support for all staff.

- Schedule regular training for management staff to maintain skills to pull reporting information from CRM.
- Support colleagues across the team with reporting and CRM support
- Provide reports that support KPIs from the CRM
- Create reports and provide support to advisors to ensure data entered into the CRM is accurate
- Provide support to Marketing Manager to create customer marketing lists
- Provide regular reports to the HES management team to provide insight into progress and performance to targets

4. Map, review and improve processes to enhance performance within the centre.

- Document key processes and customer journeys
- Provide training to staff on changes to customer journeys and monitor adherence.
- Work with the Facilitation team to identify processes and journeys for improvement, seek to implement efficiencies and improvements where possible.
- Manage the customer satisfaction feedback process, producing meaningful reporting, trend analysis and create a feedback loop involving staff and generating actions which improve the customer experience.
- Provide analysis of call metrics and provide regular reporting of telephony stats.
- Provide regular feedback to the management team on complaints and complaint trends

5. Provide performance management to the Administrative Assistant, Digital And Administrative Advisor, Senior Advisor, Energy Efficiency Business Advisor and associated work.

- Manage the Digital and Administrative advisor, with responsibility for the 'Contact Us' email route from the EST website, ensuring responses are sent in line with SLA and quality.
- Manage the Administrative Assistant and support across team events work
- Maintain responsibility for the timely processing of data from events.
- Manage the Energy Efficiency Business Advisor and supporting the delivery of that programme, including maximizing opportunities for cross-referral from the Advice Centre and to other business programmes.

Key contacts

- Home Energy Scotland staff
- The Energy Saving Trust
- Advice centre network
- Changeworks Operations Directorate Teams
- Third Party contacts
- Warmworks

Mandatory training/qualifications associated with this role:

- **City and Guilds Energy Awareness**
- **HES Advisor Induction Programme**
- **SEA Management development programme**

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Relevant degree or other higher qualification	√	
City and Guilds in Energy Awareness or equivalent	√	
Experience of delivering training	√	
In-depth understanding of energy efficiency and grants supported by Home Energy Scotland	√	
Experience of working with external partners	√	
Experience of managing complaints	√	
Skills		
Excellent Interpersonal skills	√	
Excellent presentation skills	√	
Excellent organisational and administrative skills	√	
Excellent CRM and IT skills	√	
Confident Self Starter	√	
Excellent Team Working skills	√	
Excellent communicator	√	
Ability to provide meaningful feedback		
Knowledge		
Possession of practical & relevant knowledge on energy advice, fuel poverty, behaviour change, water efficiency, renewables and transport advice	√	
Understanding of complaints management		√
Personal Attributes		
Excellent problem solving attitude	√	
Ability to build and maintain business relationships	√	
Target orientated	√	
An ability to work with minimum supervision	√	
An ability to communicate and listen	√	
Other		
Problem Solving attitude	√	
Full valid driving licence	√	
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
- Regular and open communications
- Being empowered to effectively achieve objectives and goals within your 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 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

The post holder must be able to:

- Adhere and advocate the Changeworks values and competencies
- Communicate complex information in a straightforward and accessible manner
- Demonstrate flexibility and versatility
- Ability to manage difficult customers
- Communicate effectively with key stakeholders and manage relationships
- Keep up to date with the latest developments in sustainable energy, fuel poverty and sustainable transport

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of complaints
- Engage with third parties to get the best resolution for the customer
- Design and run interactive training sessions
- Produce a wide range of written and verbal communication
- Use their own initiative to provide the best possible outcomes
- Using own initiative to provide best possible service
- Problem solving to ensure that any issues arising are resolved satisfactorily
- Provide a first class service that meets the requirements of the Energy Saving Scotland advice centre

Special conditions

- Occasional 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.

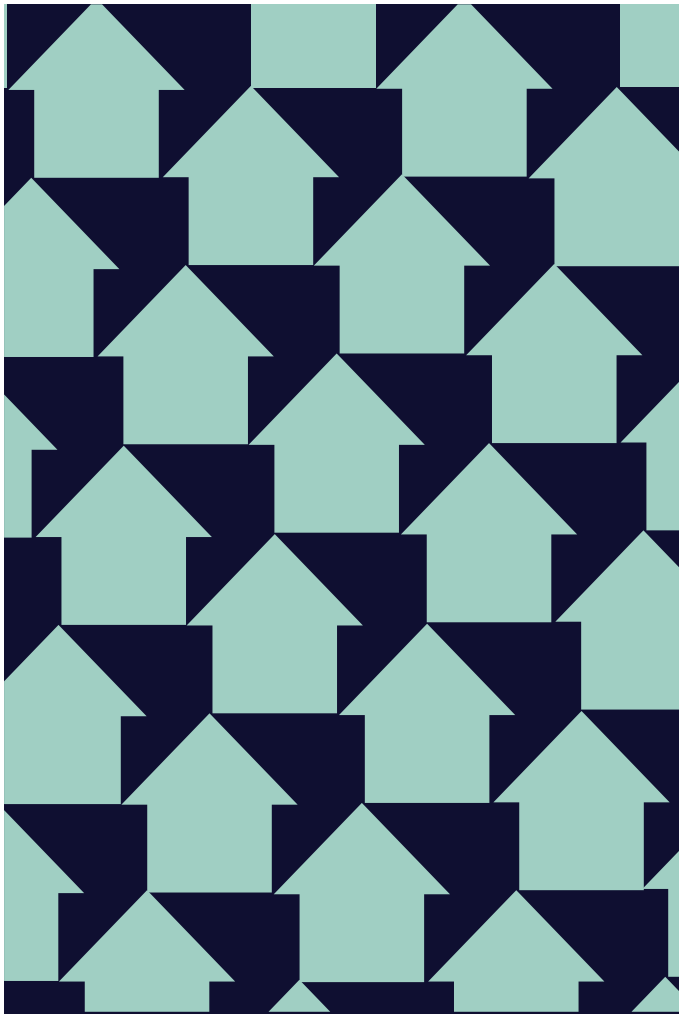
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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.”

[CLICK HERE](#)

to read more

Our people

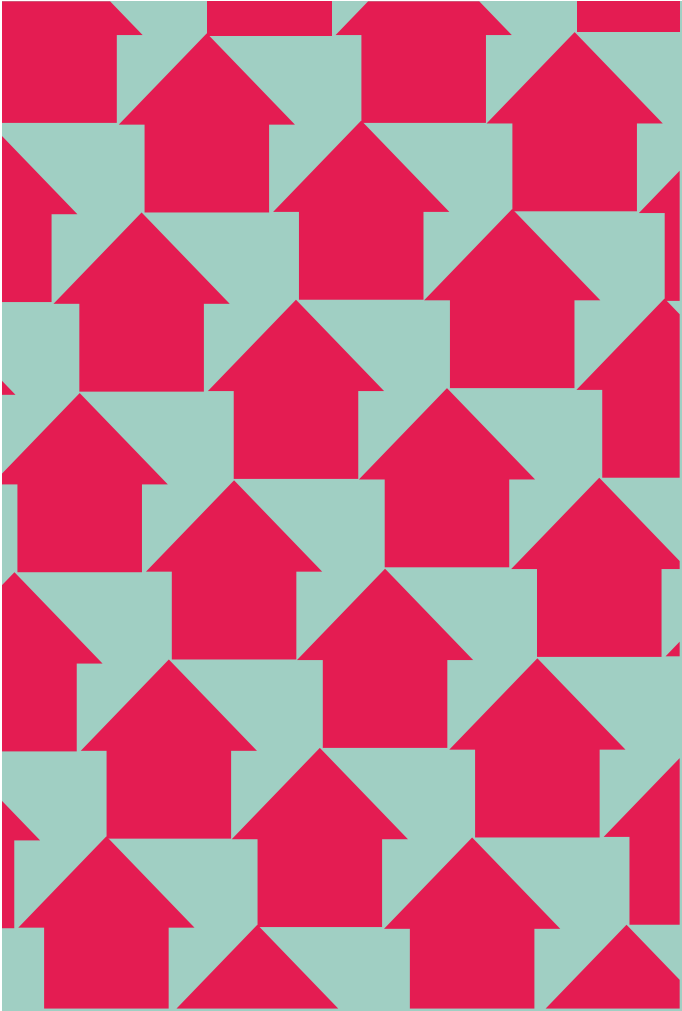
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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



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.”

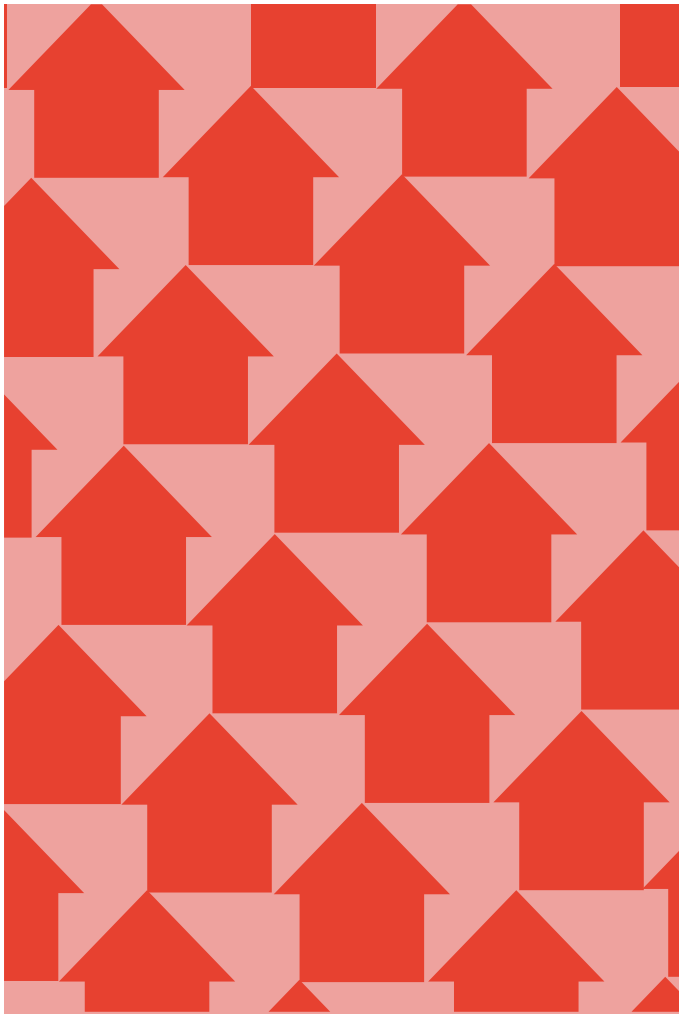
[CLICK HERE](#)

to read more

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 HERE



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!”

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to read more

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 [HERE](#)



Jay Scott
Project Administrator
5 years at Changeworks

“The unique thing is that most of the work we are doing makes a difference to people’s lives. Helping someone go through our schemes can feel very rewarding when it is a vulnerable householder receiving our ”



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to read more

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.

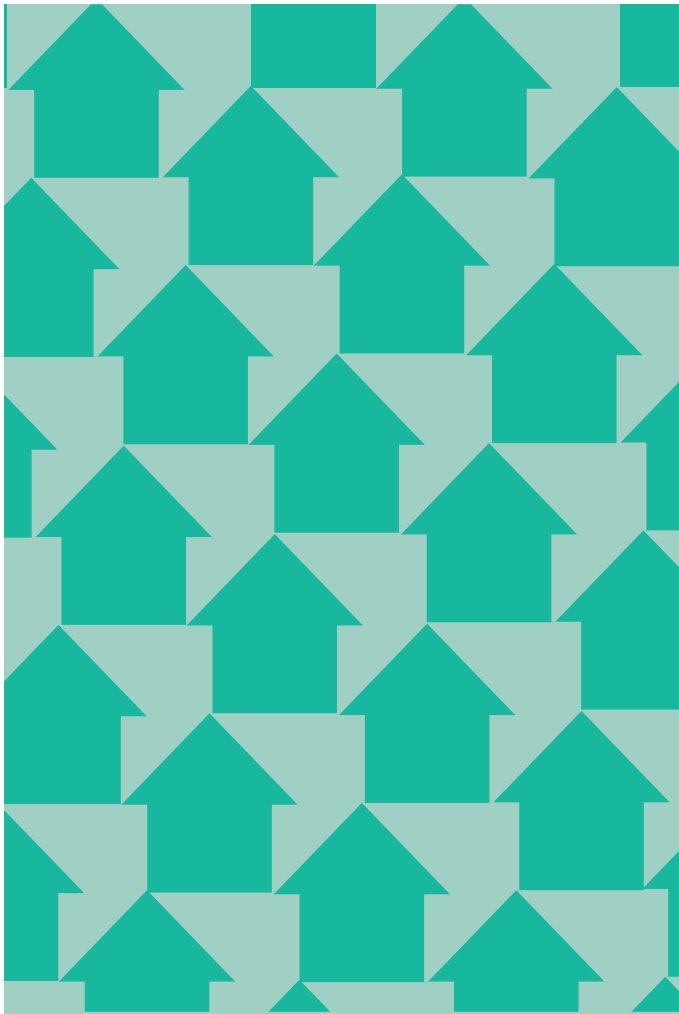
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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 [HERE](#)



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”



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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