



RETROFIT QUALITY 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 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.

As well as some ad-hoc projects, the team is currently working with a range of local authorities across Scotland and this role will play a key role in leading the team to deliver Changeworks quality assurance service. The service has evolved over Changeworks' 35 years of delivery as the projects have diversified and this is an excellent opportunity for someone to add new experience and skills to the team.

As the industry is constantly evolving and standards are being improved this is an excellent opportunity to join a growing team that is looking to diversify the services that they offer.

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 15 July 2024
Interview location	In person, Edinburgh Office
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, 07786 365 753 / efisher@changeworks.org.uk

Job Description	
Job title	Retrofit Quality Manager
Job reference	RQM
Salary and grade	B2 Point 35 to 38 (£39,601 - £42,996) per annum + 8% employer pension contribution
Location of job	Edinburgh/Remote working – Based on site
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	Technical Support Manager
Responsible for	Quality Assurance Team

Purpose of the job	To support the delivery of the Quality Assurance service within Changeworks Technical Support Team by managing a team of Quality Assurance and Technical Assessors. Lead a team to ensure that measures installed on Changeworks projects are in line with the correct contract specification and industry standards and great customer service is offered on site.
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<p>Main objectives and goals</p>	<ol style="list-style-type: none"> 1. Provide support and leadership to the Quality Assurance team. 2. Liaise with Contractors and clients to ensure the projects are being delivered to the agreed specification. 3. Maintain an expert knowledge of industry standards and government policy influencing retrofit projects. 4. Support the aims and objectives of the Technical Support Team and the wider organisation.
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1. Provide support and leadership to the Quality Assurance Team.

- Provide support and leadership to the quality assurance team.
- Lead, motivate and empower staff to achieve project and internal goals and objectives.
- Carry out regular 1-2-1 meetings with staff and annual appraisals to provide clear direction and support to the team.
- Manage team resources to ensure the quality assurance aspect of projects is delivered in line with the agreed budget.
- Encourage and participate in team and staff development as well as identifying training requirements.
- Support with the delivery of regular team meetings and scheduling of work for the quality assurance team.
- Provide regular on-site shadowing across the team and offer guidance on technical queries.

2. Liaise with contractors and clients to ensure that projects are being delivered to the agreed specification.

- Have an excellent knowledge of the agreed specification across the range of retrofit projects being delivered by the team.
- Support pre-start and on-site meetings to agree the scope of projects being delivered and attend progress meetings when required.
- Build and maintain strong working relationships with clients, contractors, and other key stakeholders.
- Liaise with contractors and householders on site to ensure work is completed to a satisfactory standard and great customer service has been provided.
- Collate and complete regular quality assurance reports for each project and highlight any issues to the relevant project staff.

3. Ensure an expert knowledge of industry standards and government policy influencing retrofit projects.

- Maintain and build an expert knowledge of industry standards for retrofit measures such as insulation, heating systems and renewable technology.
- Ensure an expert knowledge of government policy influencing retrofit projects such as PAS 2035 and disseminate this information within Changeworks.
- Build a strong understanding of CDM legislation and health and safety related regulations to ensure the correct processes are implemented across all our projects.
- Share knowledge with the wider team through presentations and training sessions.
- Identify relevant training for the quality assurance team to ensure they comply with industry standards and maintain a market leading service.
- Attend events and conferences as required to maintain up to date sector knowledge.

- Achieve Retrofit Coordinator status

4. Support the aims and objectives of the Technical Support Team and wider organisation.

- Take the lead in the absence of the Technical Support Manager in covering all required responsibilities.
- Promote and develop the quality assurance service to current and potential stakeholders, attending events and delivering presentations as and when required.
- To carry out business development activities as required.
- Support project audit process checking compliance with standardised project management processes to ensure best practice and retention of ISO9001 certification.
- Propose and support new department initiatives.
- Involvement in organisation wide groups.
- General administrative duties.

Key interactions

- Other Changeworks directorates and teams
- Scottish Government
- Local authority clients
- Housing associations
- Households
- Community groups
- Other project stakeholders

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Qualified to a degree level in a construction related subject or demonstrate relevant experience	√	
Qualified building surveyor or relevant experience	√	
ACOPS certified		√
Certified domestic energy assessor		√
PAS2035 Retrofit Coordinator		√
Health and safety certification (CDM2015 or equivalent)		√
Management		
Excellent ability to communicate and encourage communication	√	
Ability to listen effectively to staff and colleagues	√	
Commitment to developing people to reach their potential	√	
Experience of coaching staff to empower them within their role	√	
Experience of the recruitment process		√
Experience of budget management		√
Experience		
Experience of working on domestic retrofit projects	√	
Experience of working on projects involving renewable technology		√
Experience in the inspection of energy efficiency measures	√	
Experience of line management	√	
Effective stakeholder management	√	
Knowledge of BBA approved insulation systems		√
Personal qualities and attributes		
An enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of work ethic	√	
Ability to manage and plan own workload	√	
Demonstrable willingness to develop skills	√	
Must have a flexible approach to work	√	
Additional requirements		
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 values and competencies
- Demonstrate flexibility and versatility working with team, clients, funders, utilities, local authorities and housing associations

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects

Special conditions

- Some out-of-hours, overnight stays and weekend working will 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.

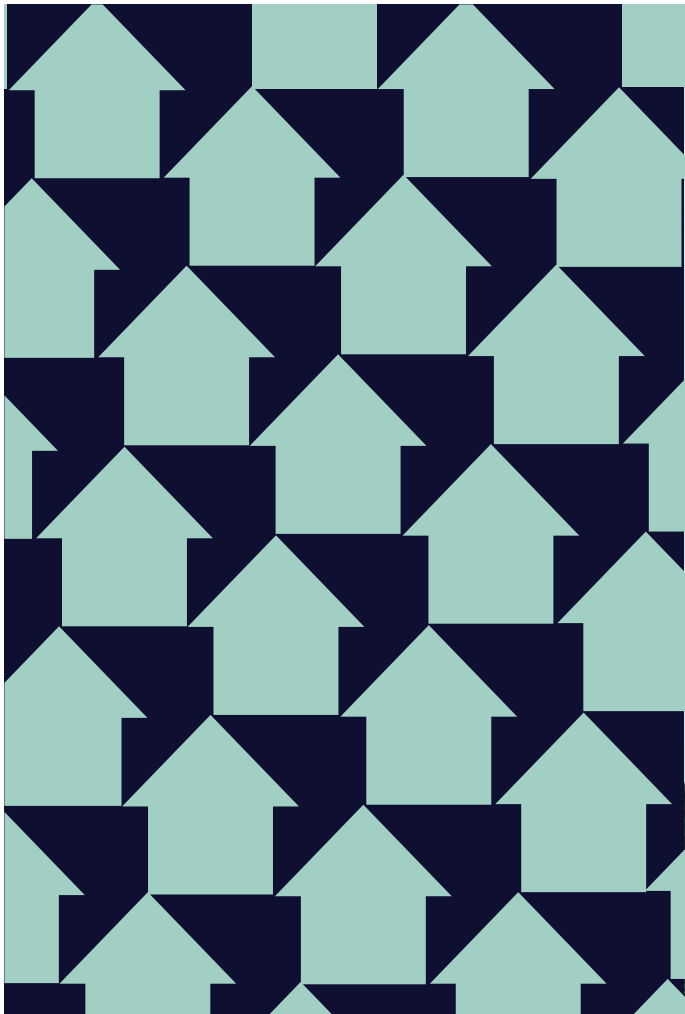
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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 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 [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. ”**

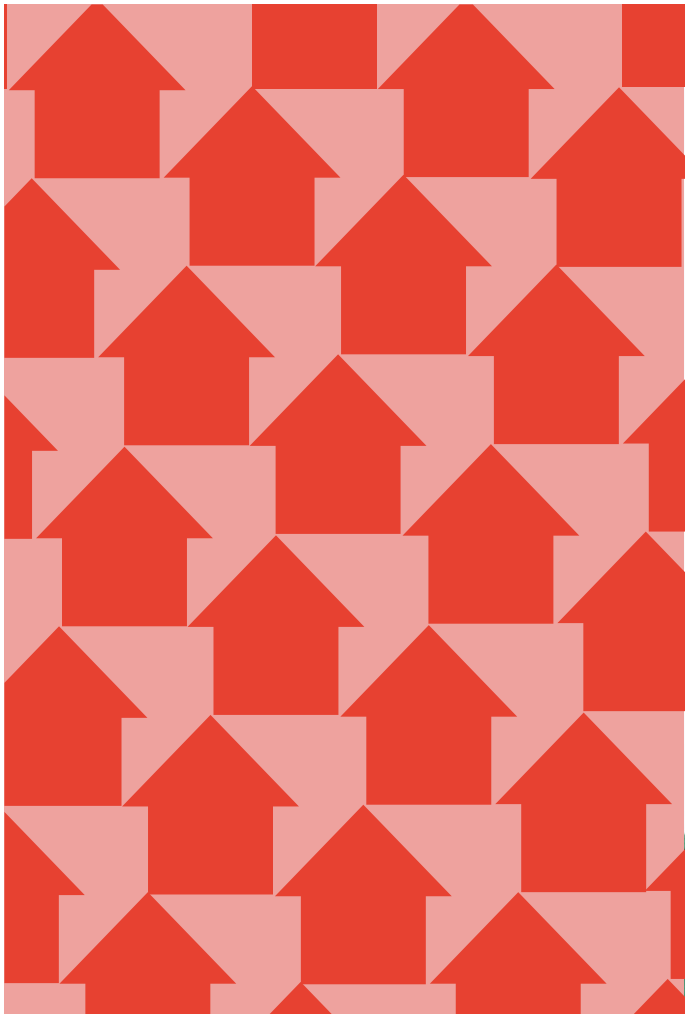


to read more about Cat

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.

<p>35 days leave per year (26 days plus 9 public holidays)</p>	<p>8% employer pension contribution</p>	<p>Volunteering days</p>	<p>Allowances for home office furniture</p>
<p>Driving licence support programme for staff who require this skill for their post</p>	<p>Employee counselling service</p>	<p>Eye care vouchers</p>	<p>Annual flu vaccinations</p>
<p>Travel season ticket loans</p>	<p>Paid leave for childcare emergencies</p>	<p>Death in service</p>	<p>Bike to work scheme that covers e-bikes too, up to the value of £3,000</p>
<p>Enhanced maternity, paternity and adoption leave pay</p>	<p>Shared parental leave</p>	<p>And even more policies to support your health and wellbeing</p>	<p>Find out more about why you should work for Changeworks HERE</p>



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! ”



CLICK HERE to 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.

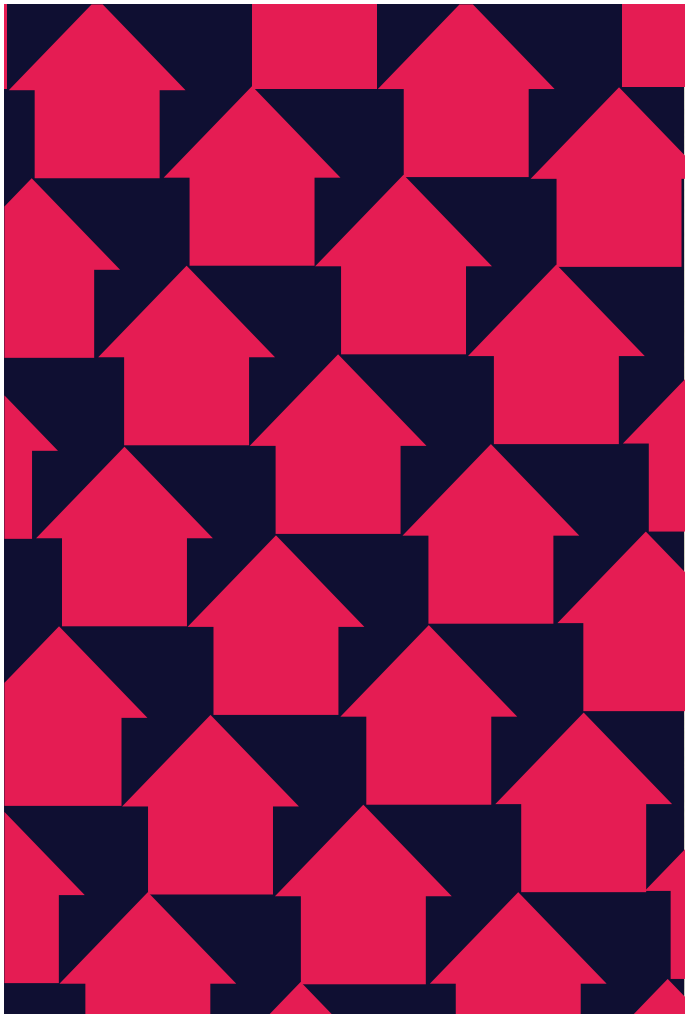
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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 [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 help. ”

[CLICK HERE](#) to 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.

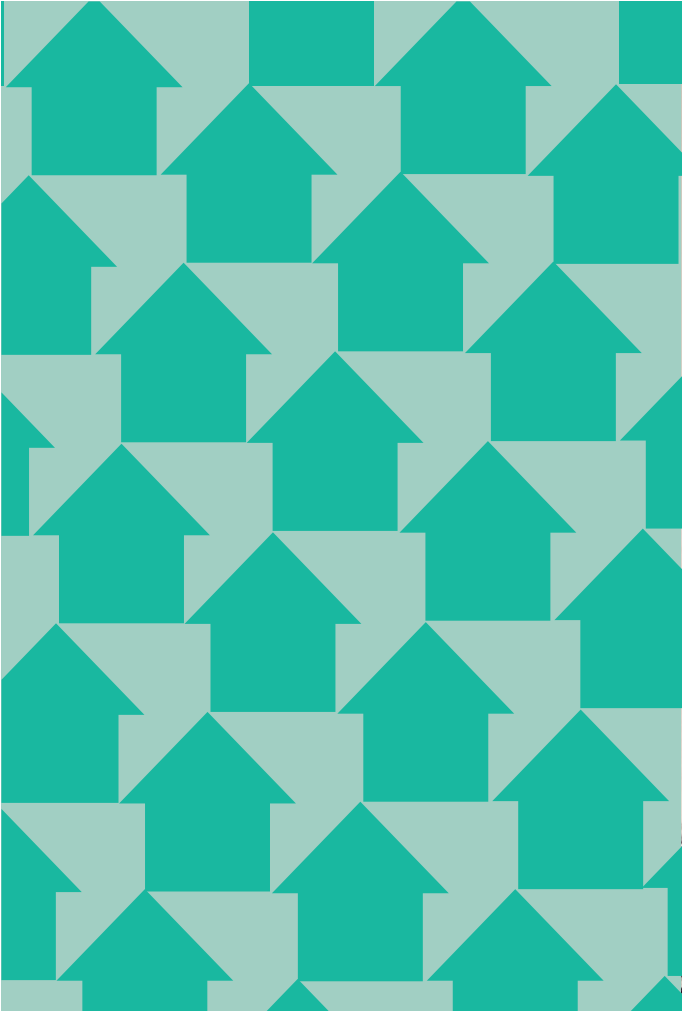
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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 [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 change. ”

CLICK HERE

to 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