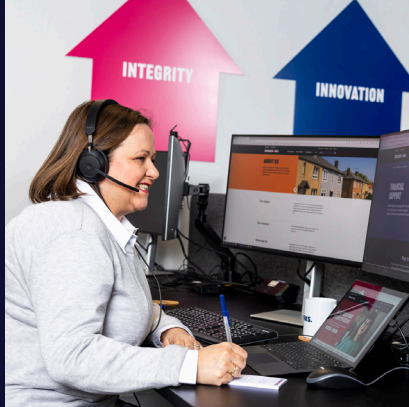




NPMH CAR MDDGACP

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 Kenneth Fraser, a Programme 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.

The Retrofit Delivery team is based within Changeworks' Delivery Directorate. We act as a managing agent for local authorities and housing associations delivering a range of energy efficiency and decarbonisation projects, working in homes across Scotland. We aim to tackle fuel poverty and reduce carbon emissions in the energy efficiency improvements we oversee.

We are looking for an enthusiastic Project Officer to join our team. You will lead on and support the delivery of energy efficiency schemes, working with a number of internal and external stakeholders from installers to local authority clients. You will be adept at developing relationships and working in partnerships, a skilled communicator and team player. Being an excellent communicator is key to this role, as you will be the main point of contact for your projects, chairing regular project progress meetings and dealing with householder queries.

I look forward to meeting you and talking more about our vision, and how we can work together to decarbonise homes in Scotland.

Kind regards,

Kenneth Fraser
Hiring Manager



The application process

Application deadline	11am, Friday 06 November 2026
Interview date	From week commencing 09 November 2026
Interview location	Online via Microsoft Teams
Interview format and length	1-hour formal interview

Contact details

General enquiries about this job	Reception 0131 555 4010
For an informal discussion about this job	Kenneth Fraser – kfraser@changeworks.org.uk

Job Description

Job title	Project Officer
Job reference	PO – RD
Salary and grade	A7 point 27 to 30 (£33,302 to £36,872) 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. Part time and flexible 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	Senior Project Manager
Responsible for	N/A

Purpose of the job	1. To lead and support project delivery of energy efficiency schemes across Scotland. 2. To coordinate householder engagement and encourage participation in Area-Based Schemes and capital works projects. 3. Preparation of reports to support monitoring and control of
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	project performance. 4. To build and maintain positive working relationships with project stakeholders through effective communication.
Main objectives and goals	1. Lead energy efficient project delivery, including coordination of contractor management, householder engagement, administrative needs and quality assurance. 2. Stakeholder Engagement and Management. 3. Responsible for project reporting to meet the agreed delivery schedules for services both internally and externally. 4. Plan, coordinate and deliver engagement activities to maximise household participation in schemes.

1. Lead energy efficient project delivery, including coordination of contractor management, householder engagement, administrative needs and quality assurance

- Coordinator and main contact for the delivery of energy efficiency retrofit projects.
- Support Project Manager's and Senior Project Manager's on larger or more complex projects
- Organise and chair regular progress meetings; produce and follow up on internal and external actions that materialise
- Monitor project KPIs and objectives, analyse and disseminate information to clients and contractors
- Build relationships with key stakeholders including contractors, householders, Home Energy Scotland, Local Authorities, Housing Associations, other Changeworks departments and community groups
- Work and coordinate activity with Quality Assurance inspectors to ensure high quality of work
- Liaise with contractors to resolve any issues and ensure information is recorded appropriately and acted upon
- Work with Changeworks project administration, household support and commercial resource to ensure projects are completed on time and to a high standard
- Liaise with Changeworks Impact and Evaluation colleagues on the monitoring and evaluation of projects

2. Stakeholder Engagement and Management

- Build and maintain strong working relationships with clients, contractors and other key stakeholders
- Act as client and contractor main point of contact for project delivery
- Manage client/stakeholder communication requirements ensuring the frequency and content of any reporting and meeting schedules incorporates their needs
- Investigation, identification and implementation of solutions for any householder, contractor, Local Authority and Housing Association queries and complaints
- Provide support to Household Support Officer's on escalated complaints

3. Responsible for carrying out project reporting to meet the agreed delivery schedules for services both internally and externally

- Analyse multiple reporting formats and collate various project progress items.
- Produce reports which provide stakeholders with an update on progress and performance of projects
- Responsibility for the collation and analysing of data relating to project delivery
- Input into Scottish Government quarterly reporting

- Liaise and work closely with other Changeworks staff and team members to ensure targets and service outcomes are achieved
- Evaluate data and ensure regular written and oral reports (as required) are provided to clients, line managers and contractors
- Support the contract management and commercial aspects of energy efficiency projects to ensure that these are carried out in a sustainable, accurate and budget conscious manner

4. Plan, coordinate and deliver engagement activities to maximise household participation in schemes and quality assurance services

- Planning and coordination of the delivery of engagement and promotional activity for retrofit projects
- Liaise with marketing and community engagement colleagues and Home Energy Scotland teams to implement promotional materials and events, householder engagement, briefings, FAQs, and other materials such as online posts or ads
- Event coordination – manage and deliver community information events to support project sign-up
- Assess and advise on contractor community benefits
- Monitor the distribution and completion of data processing agreements in line with Changeworks Data Protection Policy and ensure GDPR compliance between contractors, Local Authorities and householders
- Use householder feedback to allow potential issues to be identified and potential solutions implemented on future projects and to feed into, as an organisation, future funding streams
- Work with marketing to develop post-project case studies to showcase delivery success, collaborative working and technical innovations to support with business development

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Experience of talking to customers		√
Experience of working with external partners	√	
Experience of handling complaints		√
Skills and Knowledge		
Excellent interpersonal skills	√	
Excellent organisational and administrative skills	√	
Excellent customer service skills	√	
Ability to chair meetings	√	
IT literacy		√
Confident self-starter		√
Possession of practical & relevant knowledge on domestic energy efficiency, insulation and funding programmes		√
Confident in dealing with external stakeholders		√
Excellent presentation skills		√
Personal qualities and attributes		
An enthusiastic and positive person able to work on their own initiative with high personal standards in respect of the work ethic	√	
Excellent approach to problem solving	√	
Ability to build and maintain business relationships		√
Target orientated		√
An ability to communicate and listen	√	
Other		
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. • Being supported empowered to effectively achieve objectives and goals within your role. • To be treated fairly and with respect. • To be provided with appropriate training to ensure ability to effectively carry out 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 annual 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.

Creativity

The post holder will be required to:

- Ability to act on own initiative, problem solve and provide feedback.
- Proactive outlook, open to new challenges and ways of working.

Special conditions

- Some 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.

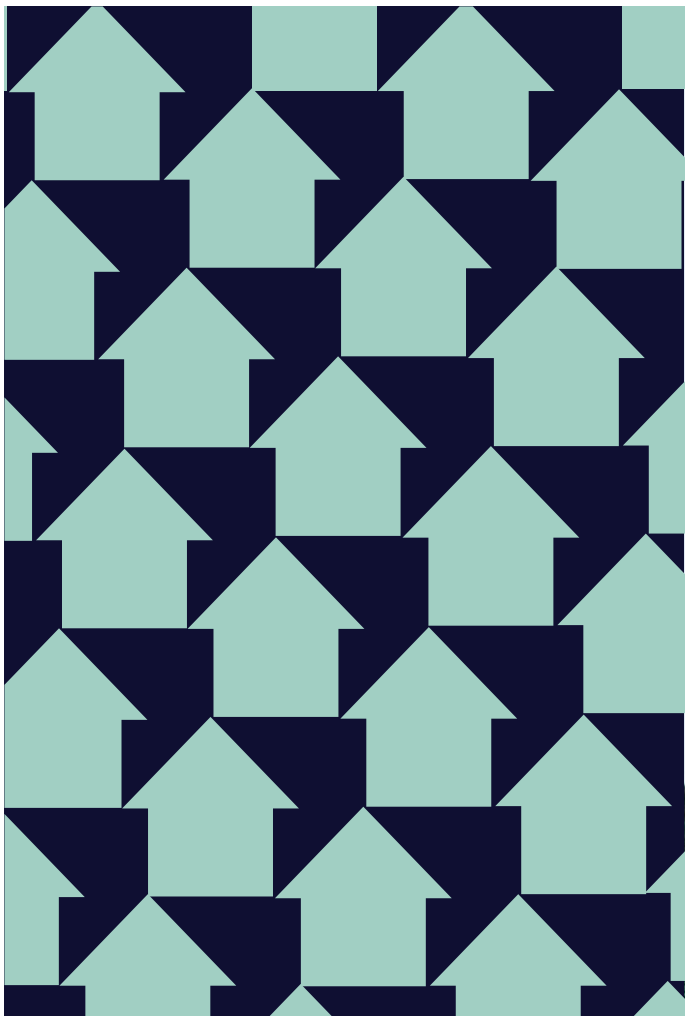
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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:

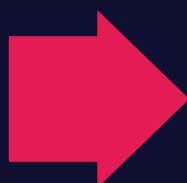
- ➡ Working in partnership with others
- ➡ Building trust and engagement with communities to inspire action
- ➡ Researching and piloting new services
- ➡ Scaling delivery to reach more people
- ➡ Openly sharing our knowledge and expertise
- ➡ Technical and practical experience in the development and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



[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

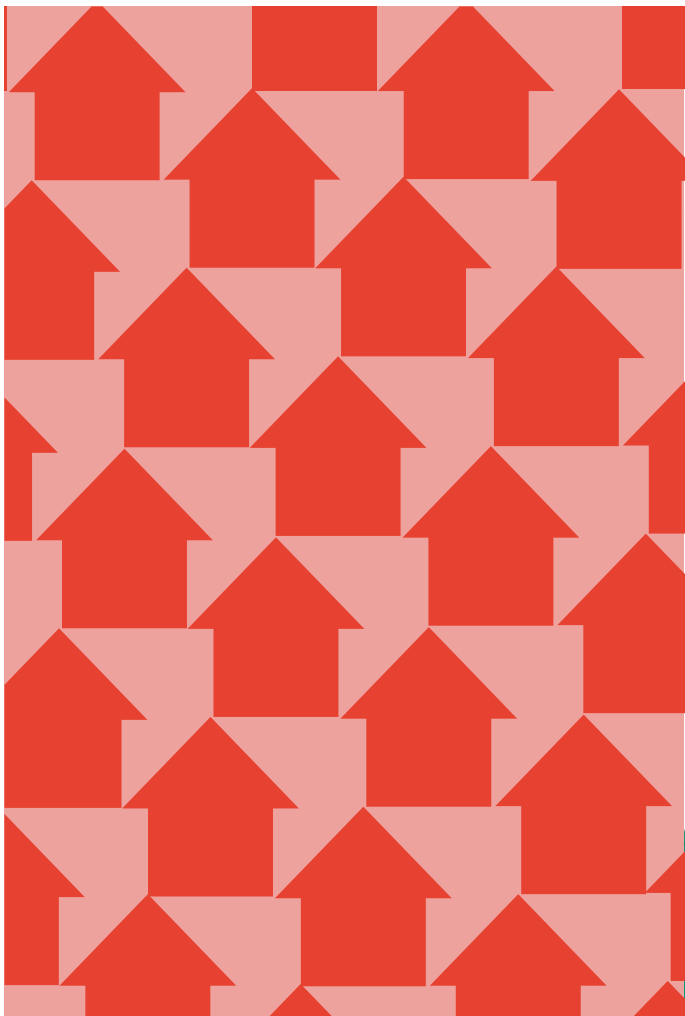
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

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.

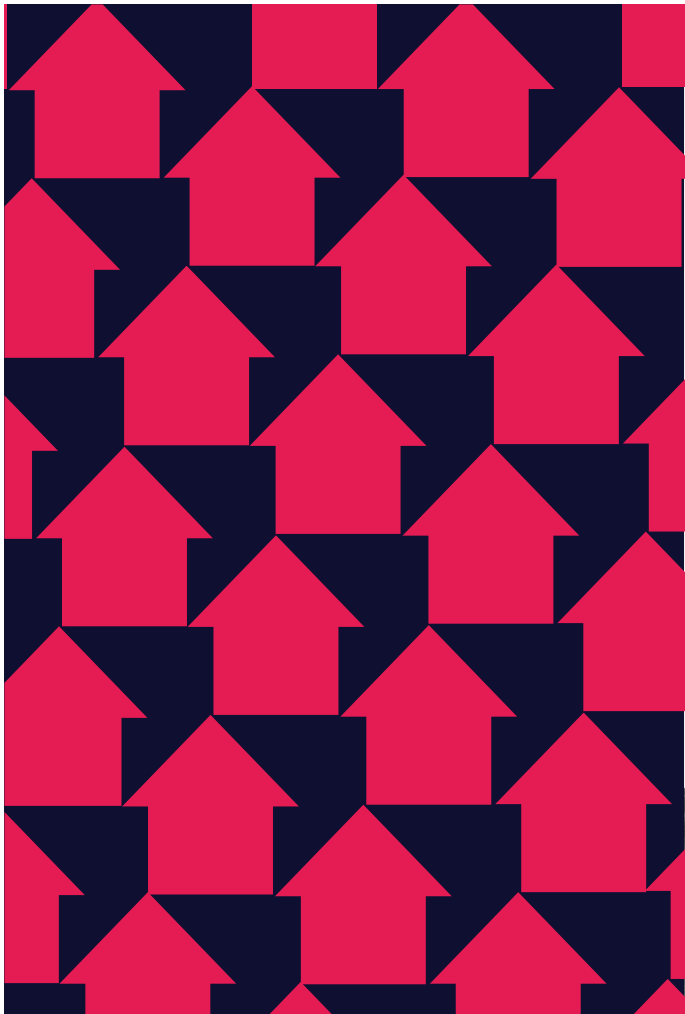
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

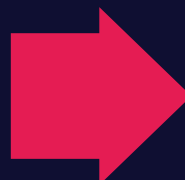
Hear more about the difference we make.



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.

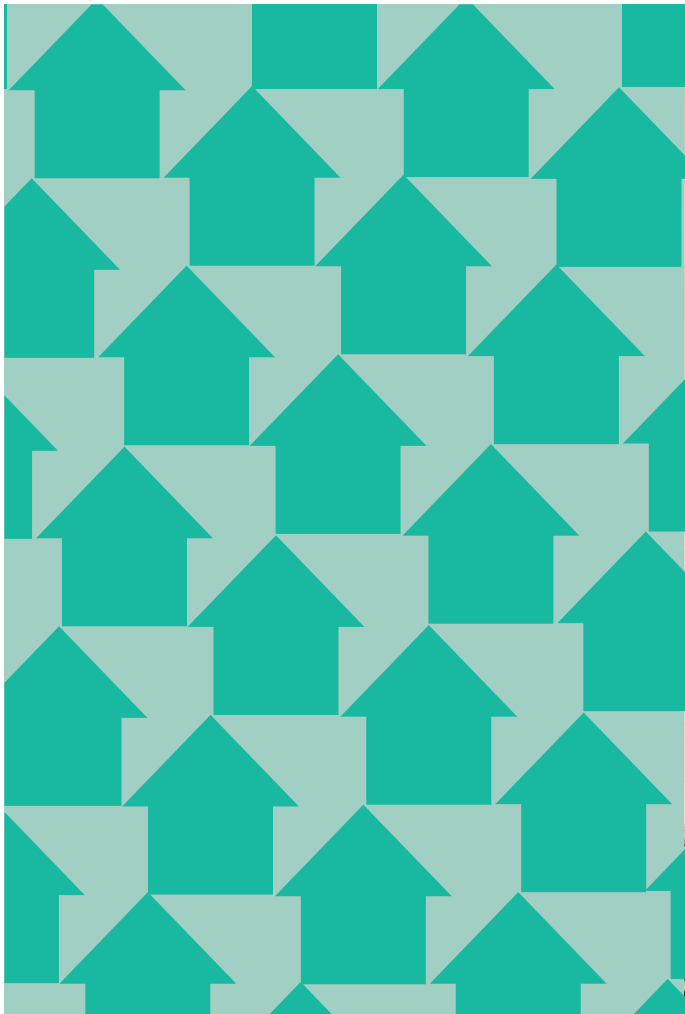
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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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Edinburgh
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Investors
in Diversity
Silver UK

Until
April
2027



INVESTORS IN PEOPLE™
We invest in people Platinum

