

# CENTRAL SUPPORT ADMINISTRATOR

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 Stuart Hiles, Central Support Manager at Changeworks, and I'm delighted you're considering coming to join us on our mission to decarbonise Scotland's homes.

The role of Central Services Administrator fits within the facilities team, in central support services within the Strategy and Development Directorate.

The facilities team deal with a broad range of internal and external requests and enquiries and provide a timely, friendly and helpful service to support Changeworks to run smoothly. Adaptability and flexibility are essential attributes, as is the ability to work both independently and as part of a small team.

This is an interesting and varied role where every day is different, and you will be working within a busy and dynamic team.

The ideal candidate for this role will have a professional, customer focused approach in addition to excellent organizational and IT skills.

In addition to candidates with some experience, we would welcome applicants interested in pursuing a Modern Apprenticeship (Business Administration or Facilities), working with a learning provider to support in achieving an SVQ Qualification

Owing to the nature of the role, this is an office based role, based at Orchard Brae House, Queensferry Road, Edinburgh.

If the above sparks your interest, then I look forward to meeting you and talking more about our vision and the role itself.

Kind regards,

Stuart Hiles  
Hiring Manager

## The application process

<b>Application deadline</b>	11am, Monday 25 <sup>th</sup> August 2025
<b>Interview date</b>	Week commencing 1 <sup>st</sup> September 2025
<b>Interview location</b>	In person, Edinburgh Office or Online via Microsoft Teams
<b>Interview format and length</b>	45 minute formal interview and circa 20 minute in-tray exercise

## Contact details

<b>General enquiries about this job</b>	Stuart Hiles (Central Support Manager), 07901 550731, <a href="mailto:shiles@changeworks.org.uk">shiles@changeworks.org.uk</a> or Corinne Morrison-Gillies (Head of People), 07818 167563, <a href="mailto:cmorrisongillies@changeworks.org.uk">cmorrisongillies@changeworks.org.uk</a>
<b>For an informal discussion about this job</b>	Stuart Hiles (Central Support Manager), 07901 550731, <a href="mailto:shiles@changeworks.org.uk">shiles@changeworks.org.uk</a> or Corinne Morrison-Gillies (Head of People), 07818 167563, <a href="mailto:cmorrisongillies@changeworks.org.uk">cmorrisongillies@changeworks.org.uk</a>

## Job Description

<b>Job title</b>	Central Support Administrator
<b>Job reference</b>	CS Admin
<b>Salary and grade</b>	A3 point 15 to 18 (£23,366 - £24,993) per annum + 8% employee pension contribution
<b>Location of job</b>	Edinburgh Office
<b>Hours and terms</b>	35 hours per week. Full time, permanent.
<b>Holiday terms</b>	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.

<b>Responsible to</b>	Facilities Manager
<b>Responsible for</b>	N/A

<b>Purpose of the job</b>	The Central Support Administrator is for many the first point of contact with Changeworks. The post takes in a range of duties and skills, from ensuring the professional operation of our telephone system to receiving those attending meetings at Changeworks and assisting the Facilities Manager in
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	maintaining a safe, efficient and effective office environment. The role also involves supporting our fleet vehicle operations and providing practical and administrative support across the Central Support Team and wider organisation, as required.
<b>Main objectives and goals</b>	<ol style="list-style-type: none"> <li>1. Office and reception duties</li> <li>2. Supporting office health &amp; safety</li> <li>3. Responding to Facilities Helpdesk enquiries</li> <li>4. Assisting with fleet vehicle operations</li> <li>5. Maintaining training records</li> <li>5. Other duties as directed by the Facilities Manager and Central Support Manager.</li> </ol>

## 1. Office & Reception Duties

- Monitoring and answering a number of phone lines and email mailboxes in a friendly, timely and professional manner, and forwarding calls/messages to teams as necessary
- Booking visitors onto system, greeting them on arrival, signing them in / out, notifying the appropriate member of staff and directing visitors to the appropriate meeting place
- Arranging visitor car parking spaces when required
- Supporting colleagues with enquiries in an approachable, helpful and friendly manner
- Collecting and distributing all post including letters and parcels
- Assisting colleagues with room bookings and setting up rooms
- Monitoring and keeping the office, meeting rooms and storage facility organised and tidy
- Monitoring supplies, ordering and re-stocking and usage reports – this includes keeping the office machinery (printer, franking machine etc) working and full with paper and ink, and maintaining kitchen supplies (tea/coffee/milk etc).
- Keeping the kitchen area tidy, replacing tea-towels and emptying and refilling the dishwasher when required
- Ordering and replacing the CO<sub>2</sub> Billi Tap cannister
- Emptying confidential waste and arranging the uplift of bags
- Sourcing and organising special uplifts (e.g. IT equipment / toner cartridge recycling)
- Plant care – monitoring weekly and watering when required.

## 2. Supporting Office Health & Safety

Assist the Facilities Officer and Facilities Manager with the following:

- Checking fire doors are secure
- Undertaking ladder assessments checks
- Undertaking emergency lighting checks
- Completing the Annual Portable Appliance Testing (PAT) checks to ensure equipment is safe to use, with support from the Facilities Officer as required.
- Undertaking Fire Warden duties in the event of a fire or drill
- Providing office inductions for new starts



### 3. Responding to Facilities Helpdesk enquiries

- Proactively monitoring and responding to Facilities helpdesk enquiries in a professional and timely manner
- Assigning tickets to colleagues, as appropriate
- Escalating any issues to colleagues when necessary.

### 4. Assisting with Fleet Vehicle Operations

- Dealing with fleet vehicle bookings and undertaking driving license checks
- Updating car mileage sheets and sending to Finance on monthly basis
- Assisting the Facilities Officer with fleet safety checks with the (tyre pressure, screenwash etc)
- Taking cars to car wash for cleaning when required
- Assisting colleagues with EV charge points in the Facilities Officer's absence
- Driving fleet vehicles to required location on occasion e.g. dropping/collecting cars from servicing and repairs
- Scheduling fleet bicycle bookings and maintenance checks.

### 5. Maintaining Training Records

- Maintaining user accounts our Change.ED (Moodle) Learning Management System
- Running reports on usage and uptake of courses
- Uploading training records to our Gateway HR system.

### 6. Other Duties As Directed By The Facilities Manager and Central Support Manager

- Assisting colleagues with the organisation of events, bookings, supplies, catering etc.
- Providing ad-hoc practical and administrative support across the Central Support Team and wider organisation, as required.

### Key contacts

- Central Support Manager
- Central Support Team Members
- Line managers
- Heads of Departments
- All staff members

### Mandatory training/qualifications associated with this role:

- Training will be provided to enable the postholder to conduct Portable Appliance Testing (PAT)
- Fire Warden training will be provided.

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
<b>Qualifications</b>		
Good general standard of education and/or evidence of continued professional development	X	
<b>Skills</b>		
Excellent communication skills	X	
Excellent administration skills	X	
An ability to engage with people at all levels	X	
Excellent IT skills		X
Prioritisation and self-management		X
<b>Personal qualities and attributes</b>		
A good team player	X	
Customer focussed approach	X	
Ability to respect confidentiality	X	
Enthusiastic and self-motivated		X
<b>Additional requirements</b>		
An ability to work with minimum supervision		X
Full valid driving license	X	

Staff Expectations of Management Experience
<p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> <li>• Effective leadership</li> <li>• A positive, honest and enthusiastic working environment</li> <li>• Being empowered to effectively achieve objectives and goals within your role</li> <li>• To be treated fairly and with respect</li> <li>• Regular and appropriate feedback through 1-2-1 meetings and annual appraisal and associated processes.</li> <li>• Having the opportunity to feedback to manager regularly and through the annual 360 process</li> <li>• Adhering to all appropriate Changeworks policies to ensure consistency and fairness and health and safety of you and your colleagues</li> </ul>

Complexity
<p>The post holder must be able to:</p> <ul style="list-style-type: none"> <li>• Adhere and advocate the Changeworks values and competencies</li> </ul>

- Demonstrate flexibility and versatility
- Ability to assess situations and risks and prioritise accordingly
- Be Interact effectively with key staff and external partners

## **Creativity**

The post holder will be required to:

- Use their initiative to solve problems

## **Special conditions**

- The job involves a range of physical / manual activities such as setting up rooms, carrying full milk crates to the kitchen area and undertaking vehicle checks.





# 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.

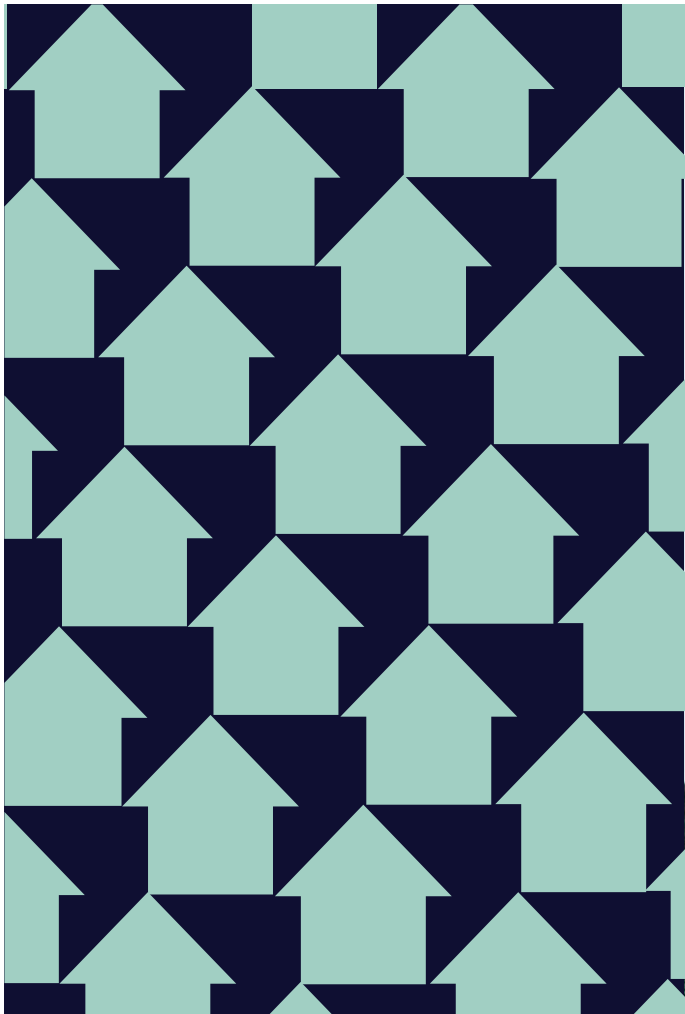
Our commitment to a just transition ensures that we are developing and delivering solutions to benefit all sectors of society, including a focus on those who are suffering from fuel poverty.

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.

Hear 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**

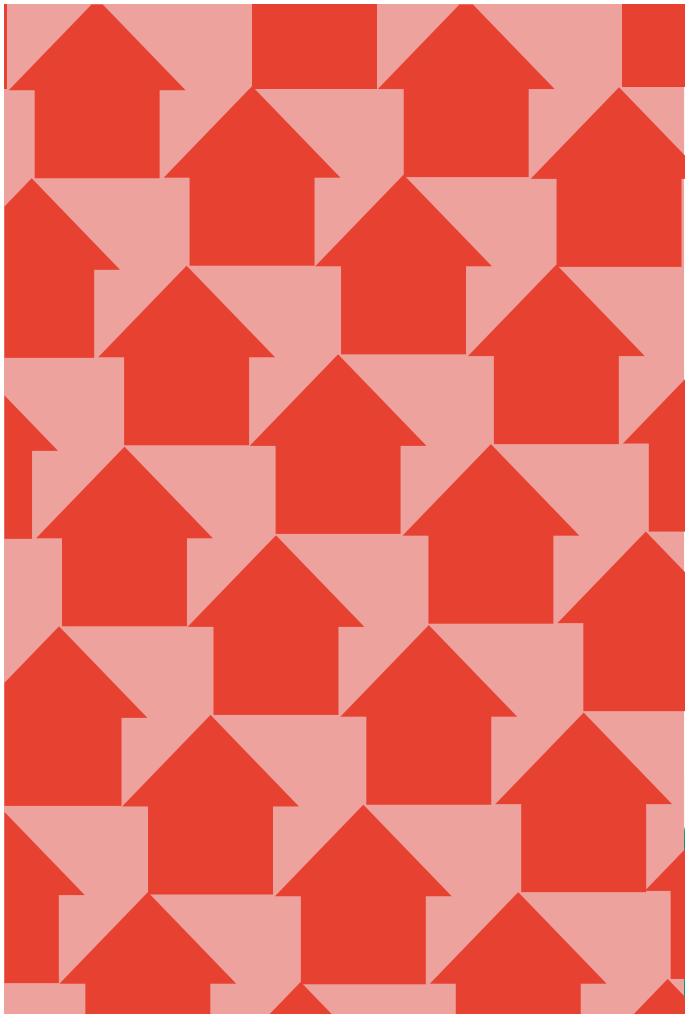
Enhanced  
maternity,  
paternity and  
adoption leave  
pay

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.

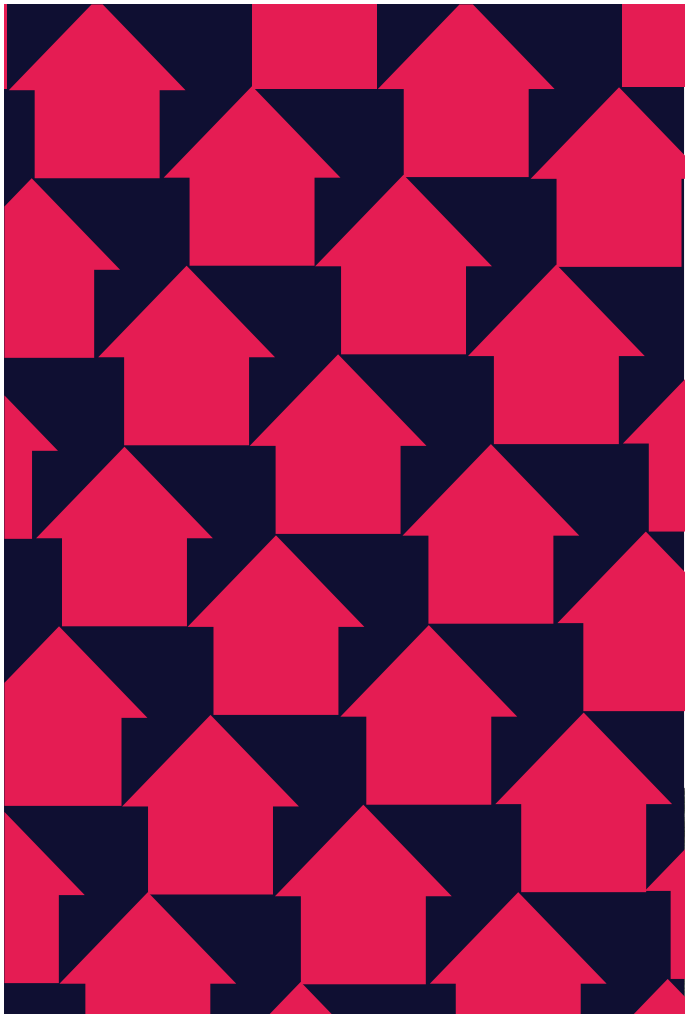
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

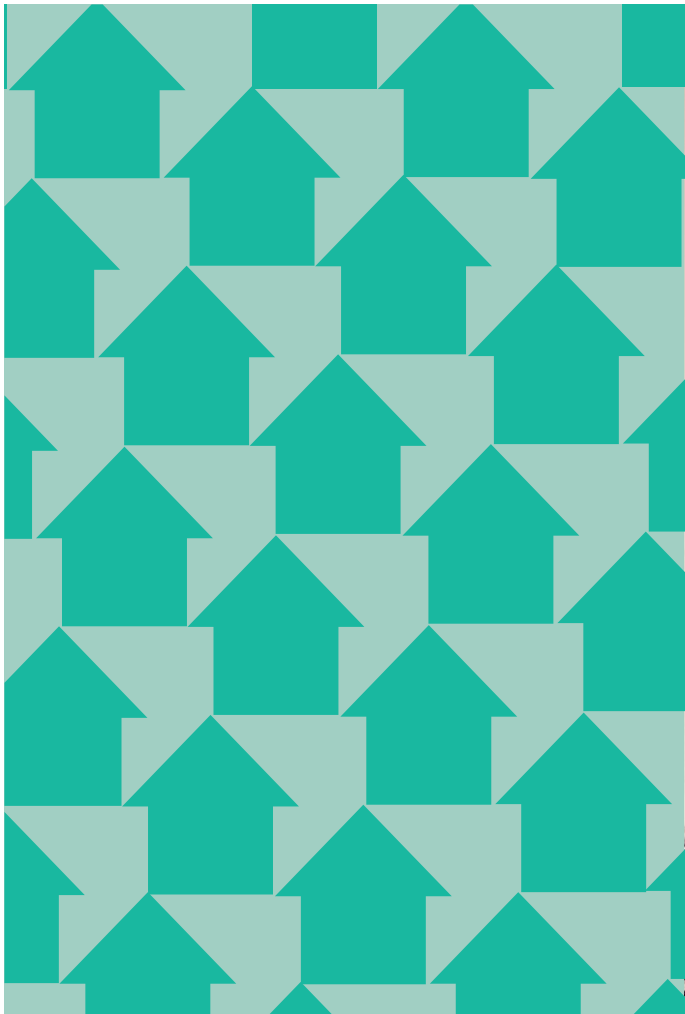
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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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**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