# home energy officer - western isles

**Collaboration | Empowerment | Innovation | Integrity | Passion**

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

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Dear candidate,

I'm Magda Wydrych and I manage the delivery of specialist advice for Home Energy Scotland in the Highlands and Islands, and I am delighted that you are considering joining our team to deliver the specialist advice service in the Western Isles.

Home Energy Scotland in the Highlands and Islands provides free, impartial advice to homeowners, helping them lower their bills and reduce their environmental impact. Home Energy Scotland is funded by the Scottish Government and delivered by Changeworks on behalf of Energy Saving Trust.

We are looking for a Home Energy Officer based in the Western Isles, with the drive and capability to advise householders on energy efficiency, renewables and affordable warmth, helping them keep their homes warm while energy costs remain high. This role is 28 hours per week, worked over four days.

Our team of specialists works closely with the telephone advice team based in the Highlands and Islands. You will be joining a close-knit team spread across the region, from Argyll and Bute in the south to Shetland in the north. We are passionate about what we do, and if you are a good communicator, numerate, and have a good understanding of energy use in the home, you will fit in perfectly.

**I look forward to meeting you and talking more about our team, the role, and how you could fit in.**

Kind regards,
Magda Wydrych
Hiring Manager

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| The application process | |
|---|---|
| **Application deadline** | 11am, Monday, 17 August,2026 |
| **Interview date** | Week commencing 24 August 2026 |
| **Interview location** | In person, Stornoway or Online via Microsoft Teams |
| **Interview format and length** | Short technical exercise of 20 minutes followed by a formal interview of 30 minutes |

| Contact details | |
|---|---|
| **General enquiries about this job** | Reception 0131 555 4010 |
| **For an informal discussion about this job** | Dean Wigglesworth - 07818 567841 |

| Job Description | |
|---|---|
| **Job title** | Home Energy Officer |
| **Job reference** | HEO |
| **Salary and grade** | A6 point 23 to 26 (£29,417 - £32,280 per annum, pro rata) plus 8% employer pension contribution. ***Successful candidates will start at the bottom of the salary scale, save in exceptional circumstances.*** |
| **Location of job** | Western Isles (home based or office-based, Stornoway) |
| **Hours and terms** | 28 hours per week. Part time, permanent |
| **Holiday terms** | 26 days + 9 public holidays per annum, pro rata |

| **General terms and conditions** |
|---|
| • Changeworks operates a flexi-time system with core hours. There are no overtime payments for this post.<br>• 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.<br>• All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers. |

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| **Responsible to** | Outreach Team Lead/Operations Manager |
| **Responsible for** | No line management responsibilities |

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| **Purpose of the job** | To represent and promote Home Energy Scotland; to increase the uptake of installations of renewable technologies; and insulation measures in hard-to-treat properties; to help those struggling to heat their homes access support; across the |

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| | Highlands and Islands |
| **Main objectives and goals** | 1. Represent and promote Home Energy Scotland<br>2. Provide specialist advice and support to homeowners, private sector landlords and tenants with a key aim to increase installations of renewable technologies; and insulation measures in hard-to-treat properties<br>3. Encourage and support vulnerable households to access Home Energy Scotland services<br>4. Assist in the promotion of Business Energy Scotland and Transport services<br>5. Deliver and promote sustainable transport advice and services<br>6. Adhere to Energy Saving Trust and Changeworks requirements |

**Overview of the Home Energy Scotland specialist advice team**

- You will be part of the Home Energy Scotland Highlands and Islands specialist advice team
- The Specialist Advice Team is made up of home energy specialists and home energy officers who are based throughout the Highlands and Islands delivering a multi-function role.
- This job description includes all the objectives delivered by the outreach team. Each team member is assigned a lead role(s) which means they undertake key responsibilities for that area of work, as agreed with the Specialist Advice Team Managers. Lead roles may be shared with another team member. Lead responsibilities may include:
    1. Proactively supporting Home Energy Scotland advice team in the Highlands and Islands to understand necessary and appropriate aspects of delivery area
    2. Providing appropriate reports
    3. Working closely with Energy Saving Trust and other Home Energy Scotland advice centres to share and develop best practice
- There is a high degree of peer-to-peer support within the specialist team; and additional support from contacts at Energy Saving Trust
- A key requirement is to ensure Energy Saving Trust targets are met.

**1. Represent and promote Home Energy Scotland**

- Represent and promote Home Energy Scotland at forums, meetings, community events, advice surgeries and technology showcases
- Promote Home Energy Scotland by delivering presentations tailored to the audience and by running workshop/training sessions, as required
- Work with the Marketing Manager to support local marketing campaigns and to promote events, as required

- Organise events, meetings, advice surgeries and technology showcases, as required
- Recruit suitable homes to the Green Homes Network; and organise Green Home events, as required

**2. Provide specialist advice and support to homeowners, private sector landlords and tenants with a key aim to increase installations of renewable technologies; and insulation measures in hard-to-treat properties**

- Provide impartial, quality advice on energy efficiency, water efficiency, renewable energy and sustainable transport to householders
- Provide specialist advice and support to homeowners, private sector landlords and tenants, with a key aim to increase installations of renewable technologies; and insulation measures in hard-to-treat properties
- This is often done at **home visits**; also by telephone; correspondence; and at events
- Deliver in-home visits; undertake surveys using a recognised methodology, currently rdSAP; and produce written reports for householders to Service Level Agreement timescales
- Provide information on the range of financial incentives and funding mechanisms
- Provide impartial advice to householders concerning commercial home energy assessors and installers; the quotes that they provide**;** and how to use systems effectively
- Support the advice team to deliver accurate and impartial advice on renewables to householders as appropriate

**3. Encourage and support vulnerable households to access Home Energy Scotland**

- Promote Scottish Government schemes aimed at helping vulnerable householders
- Work with organisations who work with vulnerable groups and develop suitable referral arrangements
- Represent and promote Home Energy Scotland at appropriate forums and events to support engagement with vulnerable households
- Undertake home visits to help vulnerable householders save money and keep warm

**4. Assist in the promotion of Business Energy Scotland**

- Promote the Business Energy Scotland advice and support scheme to contacts, as appropriate
- Attend networking events to promote the service, as required
- Undertake inspections to support Scottish Government loan requirements

**5. Deliver and promote sustainable transport advice and services**

- Provide low carbon transport advice, as appropriate
- Signpost low carbon transport advice, financial incentives and services
- Support the work of the Energy Saving Trust transport team

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| 6. Adhere to Energy Saving Trust and Changeworks requirements |
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| • Ensure that advice given is provided in accordance with the standards set out by Energy Saving Trust<br>• Assist Changeworks in maintaining a safe working environment and comply with Health and Safety procedures, including keeping personal calendar up to date<br>• Undertake training as required.<br>• Have regular meetings with the Specialist Advice and Technical Manager or Specialist Advice and Partnerships Manager both in person and via video conferencing; and participate in outreach team meetings<br>• Maintain accurate records of activities and achievements and provide regular reports<br>• Retain a high level of awareness of other projects / departments within Changeworks and support opportunities for assisting / complementing this work where appropriate<br>• Assist Changeworks in the maintenance of ISO14001 accreditation; and Investors in People status |
| **Key contacts** |
| • Energy Saving Trust staff across a number of teams<br>• Householders<br>• Some contact with<br>o Third sector organisations including local energy services, community groups, development trusts, citizens' advice bureaux, charities and other voluntary sector organisations<br>o NHS and social care<br>o Housing Associations<br>Organisations funding local initiatives to provide energy advice, e.g. the Energy Redress Scheme. |

| **Mandatory training/qualifications associated with this role which will be carried out during employment.** |
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| • City & Guilds Energy Awareness (6176) |
| • City & Guilds Renewable Energy in the Home (6176-02) or equivalent |
| • Domestic Energy Assessor accreditation |

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| Person specification | | |
|---|---|---|
| Please explain how you meet the following criteria in your job application | | |
| | **Essential** | **Desirable** |
| **Qualifications** | | |
| A degree or equivalent | | ⚑ |
| City & Guilds Energy Awareness (6176) | | ⚑ |
| City & Guilds Renewable Energy in the Home (6176-02) or equivalent | | ⚑ |
| Domestic Energy Assessor accreditation | | ⚑ |
| | | |
| **Experience** | | |
| Experience of working in a customer focused organisation, preferably one providing advice and guidance | | ⚑ |
| Knowledge of energy efficiency and domestic renewables advice relevant to householders | | ⚑ |
| Awareness of wider sustainable energy matters | | ⚑ |
| Knowledge of the local area and an appreciation of the realities of | | ⚑ |
| An understanding of promotion and marketing | | ⚑ |
| | | |
| **Skills** | | |
| Excellent customer engagement skills | ⚑ | |
| Excellent verbal and written communication skills | ⚑ | |
| Excellent interpersonal and networking skills | ⚑ | |
| Aptitude for partnership working | | ⚑ |
| Excellent presentation skills | ⚑ | |
| Good IT and numeracy skills | ⚑ | |
| Good team working skills | ⚑ | |
| Excellent organisational and administrative skills with the ability to | ⚑ | |
| | | |
| **Personal qualities and attributes** | | |
| Conscientious attitude with provision of a high standard of customer service | | ⚑ |
| Ability to communicate effectively with different audiences and engage with people from a range of backgrounds | | ⚑ |
| Ability to communicate technical subjects in a way which is understandable by a non-technical audience | | ⚑ |
| Ability to work on one's own; and cover a remote, rural area, representing national organisations successfully | | ⚑ |
| Ability to understand that stakeholders often have different perspectives, an ability to understand these views and to identify shared agendas | | ⚑ |
| Ability to manage conflicting demands, prioritise work and work in a | | ⚑ |

Job Title: Home Energy Officer  Date advertised:

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|---|---|---|
| flexible manner in response to rapidly changing priorities | | |
| Ability to work on one's own initiative with a high degree of self- | | ✓ |
| Keen to foster a spirit of cooperation | | ✓ |
| Problem solving attitude | | ✓ |
| A commitment to equal opportunities and diversity | | ✓ |
| | | |
| **Additional requirements** | | |
| Full valid driving licence or other ways of fulfilling the mobility | ✓ | |

**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 annual 360 process
- Adhering to all appropriate Changeworks policies to ensure consistency and fairness and health and safely of you and your colleagues

**Complexity**

The post holder must be able to:

- Represent Home Energy Scotland in your local authority area and facilitate introductions to Changeworks
- Recognise that representing Home Energy Scotland effectively means being a local representative for Energy Saving Trust and the Scottish Government
- Prioritise and deliver on a wide-ranging, complex job role, with minimal supervision
- Demonstrate an understanding of the importance of effective team dynamics
- Keep abreast of the latest developments in sustainable energy
- Adhere and advocate the Changeworks values and competencies
- Demonstrate flexibility and versatility

**Creativity**

The post holder must be able to:

- Produce a wide range of written and verbal communication
- Use their own initiative to provide the best possible outcomes over a wide range of projects
- Solve problems to ensure that any issues arising are resolved satisfactorily
- Provide a first-class service that meets the requirements of Home Energy Scotland

| Special conditions |
| --- |
| • Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given<br>• The post will require extensive travel throughout the area and at times across the Highlands and Islands.<br>• Travel and accommodation costs will be covered in line with the Changeworks policy or a vehicle may be provided to enable you to travel to visits and events |

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# 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.

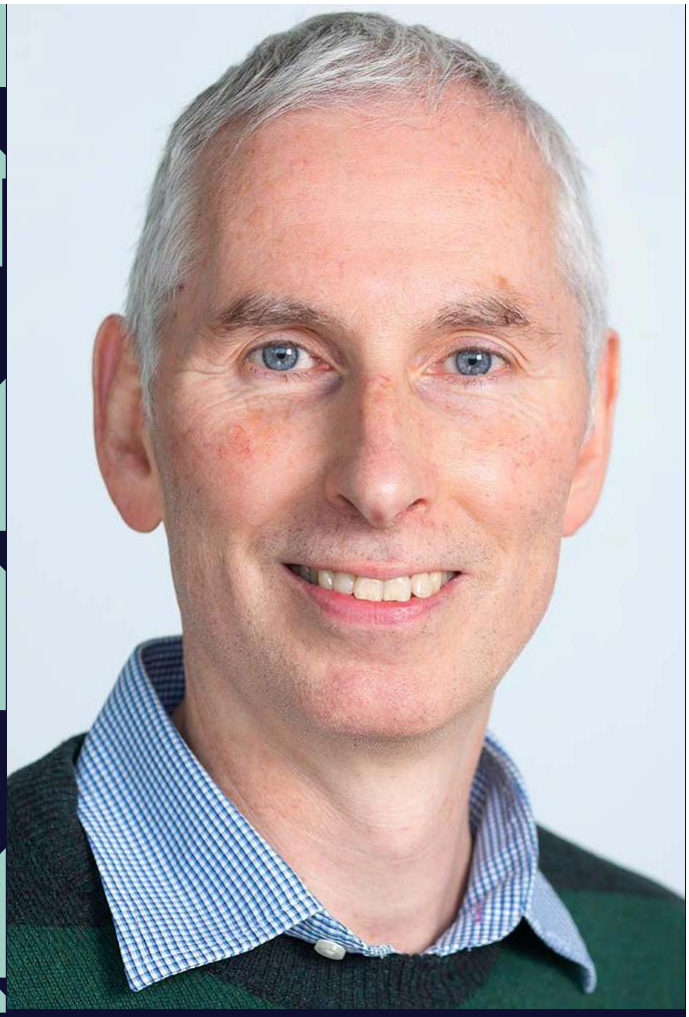
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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**

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# 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**

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# 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**

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# 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 proejct to benefit people across Scotland”**

**Read more about**

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# Our Grow th

## 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”**

**Read more about**

**Kehinde**

**Changeworks**
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30 Queensferry Road
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EH4 2HS

**0131 555 4010**

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