



SENIOR PARTNERSHIP OFFICER (MATERNITY COVER)

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 Jamie Gray, Advice Centre 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 performance 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. HES advisors are truly at the centre of this challenge and as we grow our impact will only increase with it. Together, as a team, we have the power to make a difference and we are keen for you to join us and contribute. Our success, put simply, means warmer and more comfortable homes for people in Scotland.

The Partnership Team play a vital role in promoting our services, building connections, designing projects which enable households to access and maximise support from Home Energy Scotland and beyond.

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

Kind regards,

Jamie Gray

Advice Centre Manager

The application process	
Application deadline	12pm, Friday 19 July 2024
Interview date	Thursday 25 July 2024
Interview location	In person, Edinburgh Office
Interview format and length	Short 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	Jamie Gray, Advice Centre Manager jamie.gray@se.homeenergyscotland.org

Job Description	
Job title	Senior Partnership Officer
Job reference	SPO
Salary and grade	B1 Point 31 to 34 (£35,638 to £38,819) per annum, pro rata + 8% employer pension contribution
Location of job	Edinburgh (hybrid of home and office working)
Hours and terms	Part time, 21 hours per week. Maternity Cover - 9 months fixed term with possible 3 months extension
Holiday terms	26 days + 9 public holidays per annum, pro rata

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	Centre Manager Marketing And Communications Manager (dotted line)
Responsible for	Partnership Officer

Purpose of the job	Collaborate with a wide range of organisations, including Local Authorities, NHS and Registered Social Landlords, to maximise the potential of Home Energy Scotland to reach householders who require support. Collaborate with partner organisations to develop and deliver projects which enable us to reach households. Raise awareness of Home Energy Scotland across partners, sectors and communities in order to reach new
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	households, particularly those at risk of fuel poverty.
Main objectives and goals	<ol style="list-style-type: none"> 1. Maintain, nurture and strengthen strategic relationships with a range of organisations, including Local Authorities, NHS and Registered Social Landlords, to promote the services of Home Energy Scotland. 2. Promote and manage performance of referrals made to Home Energy Scotland via the Home Energy Scotland (HES) digital Portal. 3. Create and deliver innovative strategic projects in collaboration with partnership organisations. 4. Engage and develop a dynamic network of external audiences to promote Home Energy Scotland services

1. Maintain strategic relationships with a range of organisations, including Local Authorities, NHS and Registered Social Landlords, to promote the services of Home Energy Scotland.

- Represent Home Energy Scotland externally with a range of organisations.
- Work with a range of organisations such as delivery partners, national/multi region referral groups, front line advice services, and local energy advice or community groups to identify suitable areas of support.
- Regularly liaise with Local Authorities on all partnership projects and proactively approach them with opportunities to promote Home Energy Scotland services.
- Develop and retain partnerships with Registered Social Landlords with a view to providing energy efficiency and low carbon behavioural advice.
- Create new ways of working with NHS Trusts, wider Health Sector to support patients at risk of/living in fuel poverty
- Provide partners with help and support to identify funding and resources for affordable warmth, energy efficiency, renewable technology, sustainable transport and water efficiency services.
- Provide regular feedback, reporting and impact insight into the performance of partnership activity.
- Coordinate the capture of effective case studies promoting the work of Home Energy Scotland.
- Provide support and input where required with funding applications on behalf of partner organisations.
- Ensure effective documentation of partnership activity as required.

2. Promote and manage performance of referrals made to Home Energy Scotland via the Home Energy Scotland (HES) digital Portal.

- Promote use of the HES Portal and encourage organisations to register and make referrals to Home Energy Scotland via the digital tool.
- Target referral opportunities in line with relevant priority partnership sectors such as NHS and low-income families.
- Maximise use of the HES Portal as an efficient and safe way for clients to receive support.
- Regularly review and communicate performance around referrals both internally and externally.
- Work with partners to identify and remove any barriers to referral.
- Ensure referrals are managed from end to end in line with service level agreements.

- Identify best practice and provide feedback for staff following up referrals.
- Where required, provide follow up to customers directly in line with quality standards.

3. Create and deliver innovative strategic projects in collaboration with partnership organisations.

- Identify opportunities to deliver high quality projects with a significant impact or long term benefit in line with priority partnership sectors.
- Collaborate with the wider Home Energy Scotland team to design and deliver project activity.
- Ensure activity is integrated with overall Advice Centre objectives and captured within regular planning activity as coordinated by the Centre Manager and Marketing and Communications Manager.
- Monitor the performance of partnership activity and provide regular project updates.
- Utilise reporting tools, such as the Customer Relationship Management (CRM) database to research potential activity and to review performance.
- Where required, seek communication such as letters of support to evidence partnership activity and funding received.

4. Engage and develop a dynamic network of external audiences to promote Home Energy Scotland services

- Attend events, conferences and strategic forums to promote the services of Home Energy Scotland.
- Collaborate with the Project Officer, Marketing and Communication Manager and other Home Energy Scotland staff as needed to coordinate and deliver events with partnership organisations.
- Lead and support the delivery of updates and training to colleagues in relation to partnership activity.
- Identify and coordinate support from subject matter experts to deliver training and events as required.
- Develop, promote, and manage training sessions throughout the year for partners and potential partners to facilitate collaboration and to create new referral routes.
- Ensure partnership activity, including events, is accurately captured and data is handled promptly in line with service level agreements.
- Ensure the timely communication and management of costs and invoicing for partnership activity.

Key contacts

- Energy Saving Trust
- Centre Manager and Marketing and Communications Manager
- Relationship Officer
- Local Authorities including Housing, Welfare and Fuel Poverty areas
- Registered Social Landlords
- Scottish Government and their agencies
- NHS: Locality health and social care partnerships, hospital, GP practices.
- Full range of partner organisations such as Age Scotland, Deaf Action, ELREC and Shelter
- Local energy advice providers
- Community based organisations

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- Changeworks Operations Directorate teams
- Changeworks Technical Directorate teams

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Relevant degree or other higher qualification		✓
Relevant continuous professional development		✓
Experience		
Leading delivery of services working in partnership	✓	
Working with local government and or third sector organisations	✓	
Working in housing or energy efficiency		✓
Supervising and managing staff		✓
Customer service experience	✓	
Skills		
Excellent communication skills and ability to communicate with a broad range of people	✓	
Ability to build successful partnerships	✓	
Ability to produce accurate reports and evaluate outcomes	✓	
Coordinate and chair meetings	✓	
Ability to seek out new opportunities to support the delivery of services in partnership	✓	
Excellent networking skills	✓	
Ability to build long term partnerships	✓	
Excellent presentation skills	✓	
Excellent attention to detail	✓	
Excellent time management skills	✓	
Excellent IT skills	✓	
Analytical skills	✓	
Personal qualities and attributes		
A team player	✓	
Commitment to Changeworks vision, mission and values	✓	
Commitment to building a fair, compassionate and diverse working environment	✓	
Commitment to continuous improvement culture	✓	
Additional requirements		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job		✓

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:

- Represent Home Energy Scotland externally with a range of partner organisations
- Ensure Home Energy Scotland is held in the highest regard as a valued partner organisation
- Identify opportunities to develop partnerships at a scale or for long term benefit
- Apply judgement regarding the level of resource commitment to a partner organisation
- Pursue partnerships in line with Scottish Government priority areas
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects
- Develop efficient and long term partnership relationships
- Contribute to the development of marketing collateral and messaging

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.

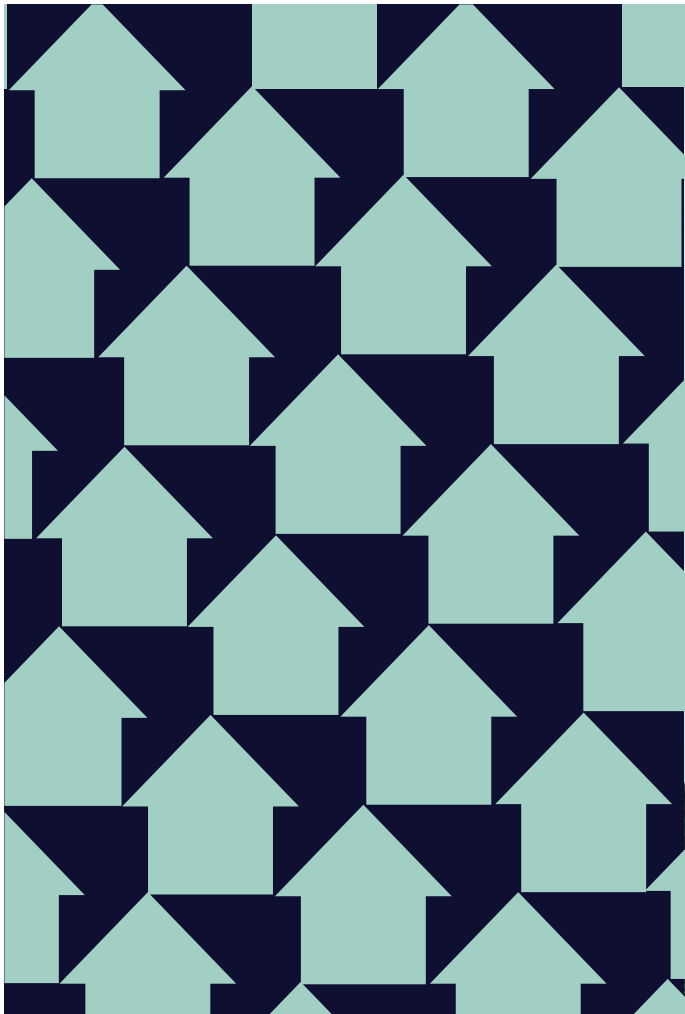
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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 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. ”**

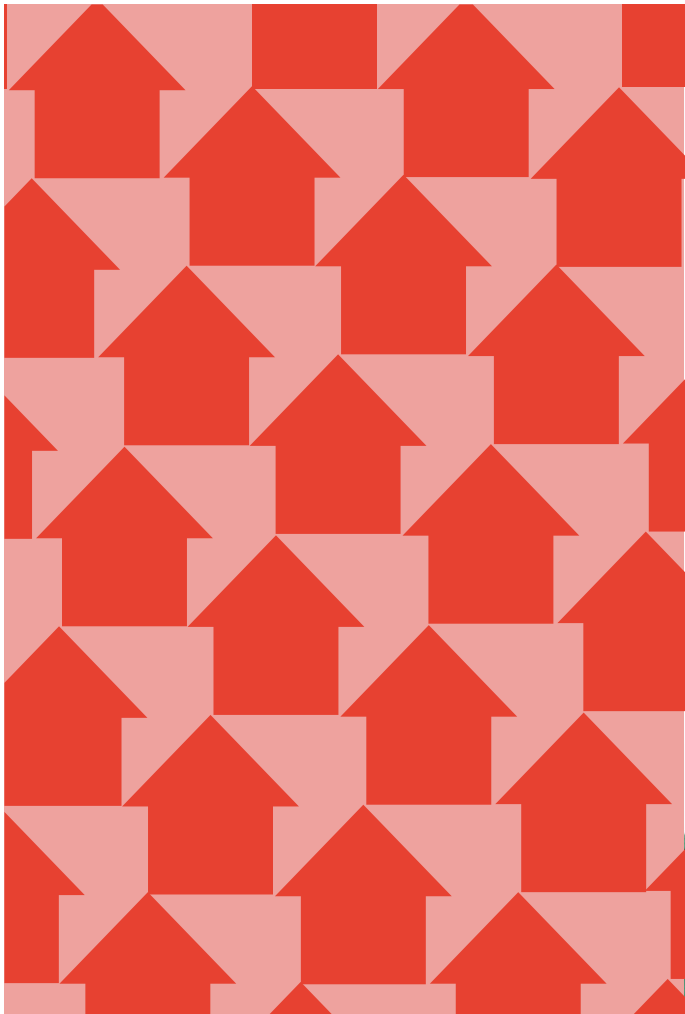
CLICK HERE

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.

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! ”



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.

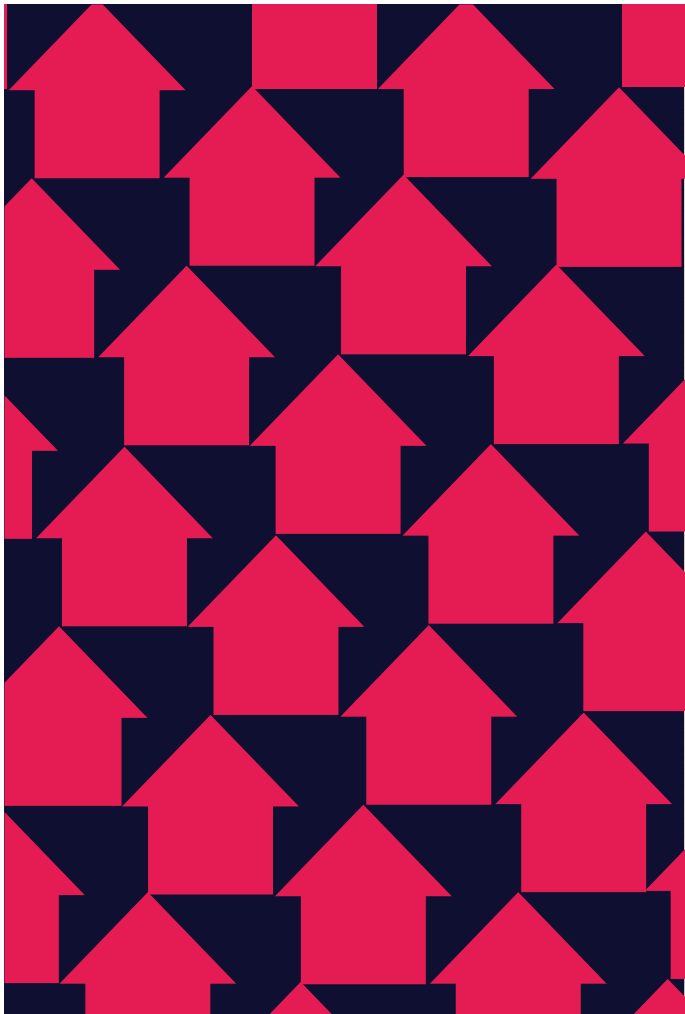
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

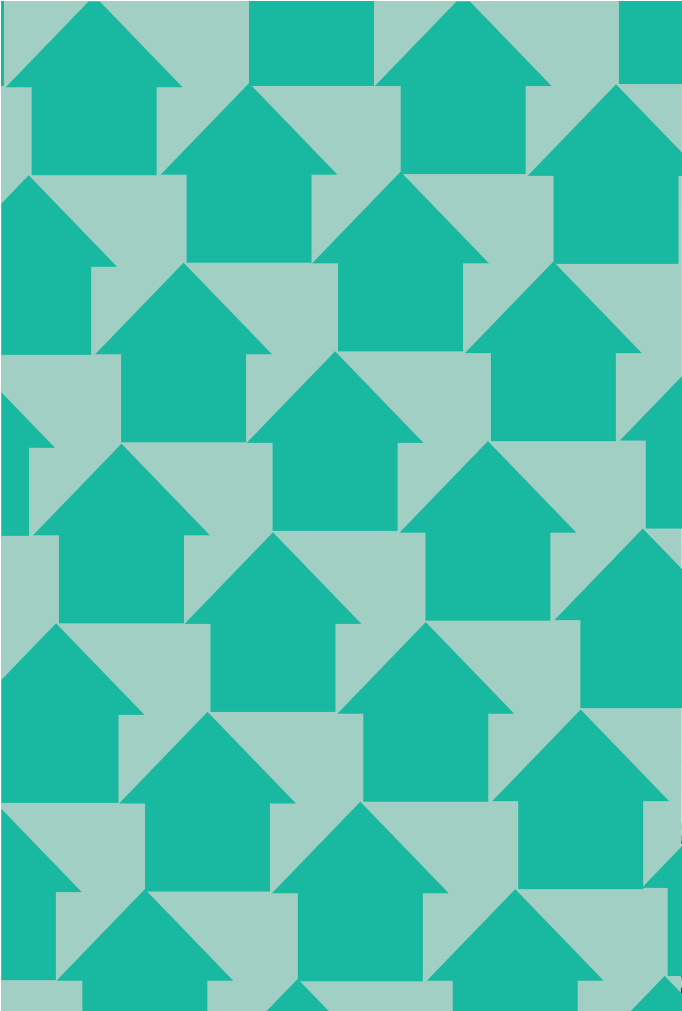
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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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0131 555 4010



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