

# SENIOR RESEARCHER

Collaboration | Empowerment | Innovation | Integrity | Passion

**CHANGEWORKS.**



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



Dear candidate,

I am Ian Cochran, Head of Consultancy, 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 part in delivering this vision.

Our Consultancy team is dedicated to delivering innovative solutions that drive decarbonisation in our communities. Our commitment to excellence, paired with a forward-thinking approach, has established us as a trusted partner for a diverse range of clients.

We are seeking a passionate and proactive individual to contribute to the development and delivery of high-impact research and consultancy projects aligned with Changeworks' ambition to decarbonise homes and deliver a just transition to net zero.

As a Senior Researcher, you will conduct research and support action-focused projects cutting across a range of clients and topics related to the decarbonisation of homes in Scotland. Deploying your analytical skills through evidence reviews, qualitative and quantitative research methods and stakeholder interviews and workshops, your outputs will help inform direct delivery by Changeworks as well as our external clients.

The successful candidate will be tasked with the following objectives and goals:

1. **Strategy:** Contribute to the identification of opportunities for impact aligned with Changeworks' strategic goals and values
2. **Development:** Contribute to the development of a pipeline of impact-focused income-generating services and project
3. **Delivery:** Contribute to the on-time delivery of high-quality services and projects, managing projects as required
4. **Effective Leadership:** Demonstrate leadership by example
5. **Client & Partners:** Contribute to growing Consultancy / Changeworks' network via partnership development and dissemination activities

Dependent on experience, an offer may be made to the successful candidate at the Researcher grade with the opportunity to develop into a Senior Researcher.

At Changeworks, we recognise that our success is driven by the talent and dedication of our team. We offer a dynamic and inclusive work environment that encourages professional growth and development. If you are a technical consultant with a passion for making a meaningful impact, we invite you to apply for this exciting opportunity.

Kind regards,

Ian Cochran

Recruiting Manager

## The application process

<b>Application deadline</b>	11am, Monday 16 June 2025
<b>Interview date</b>	First interviews will be held week commencing 23 June 2025
<b>Interview location</b>	Online, via Microsoft Teams
<b>Interview format and length</b>	50-minute formal interview

## Contact details

<b>General enquiries about this job</b>	Reception 0131 555 4010
<b>For an informal discussion about this job</b>	Dr. Ian Cochran icochran@changeworks.org.uk

## Job Description

<b>Job title</b>	Senior Researcher
<b>Job reference</b>	SR2025
<b>Salary and grade</b>	A7 point 27 - 30 (£32,269 to £35,728) per annum + 8% employer pension contribution
<b>Location of job</b>	Edinburgh or Inverness (hybrid of home and office working)
<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>	Consultant, Senior Consultant or Principal Consultant
<b>Responsible for</b>	N/A

<b>Purpose of the job</b>	Contribute to the development and delivery of high quality and innovative projects and services that support Changeworks' strategy of acceleration of decarbonising Scottish homes and a just transition to net zero.
<b>Main objectives and</b>	<b>Strategy:</b> Contribute to the identification of opportunities for

<b>goals</b>	<p>impact aligned with Changeworks' strategic goals and values</p> <p><b>Development:</b> Contribute to the development of a pipeline of impact-focused income-generating services and project</p> <p><b>Delivery:</b> Contribute to the on-time delivery of high-quality services and projects, managing projects as required</p> <p><b>Effective Leadership:</b> Demonstrate leadership by example</p> <p><b>Client &amp; Partners:</b> Contribute to growing Consultancy / Changeworks' network via partnership development and dissemination activities</p>
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<b>1. Strategy:</b> Contribute to the identification of opportunities for impact aligned with Changeworks' strategic goals and values	
<ul style="list-style-type: none"> <li>• Work with other members of the consultancy team on the development of a portfolio of services and projects that contribute to Changeworks Strategic Plan.</li> <li>• Contribute ad-hoc to the identification of opportunities for impact aligned with Changeworks' strategic goals values.</li> <li>• Develop and maintain a level of knowledge and insight on relevant Scottish and UK Government strategy and policy as well as market trends relating to the decarbonisation of Scotland's homes.</li> <li>• Contribute when needed to the development of cross-Consultancy and cross-Changeworks business opportunities and activities.</li> </ul>	
<b>2. Development:</b> Contribute to the development of a pipeline of impact-focused income-generating services and project	
<ul style="list-style-type: none"> <li>• Contribute as required to the development of services and projects that meet the objectives and needs of existing and future clients and stakeholders (including, among others, households, local government, housing associations, community groups and businesses)</li> <li>• Support as required the identification of sources of funding (grant, commercial) for impactful service and project development aligned with strategic priorities.</li> <li>• Support the development of bids, proposals and funding opportunities to maximize the impact of the investment of Changeworks own and partner resource.</li> <li>• Contribute to the updating and maintenance of databases and information management systems, including market and customer research to inform client prospecting and business development.</li> </ul>	
<b>3. Delivery:</b> Contribute to the on-time delivery of high-quality services and projects, managing projects as required	
<ul style="list-style-type: none"> <li>• Contribution to the delivery of projects and deliverables following internal procedures on quality control (inc ISO9001), producing outputs to an excellent standard, achieve their aims and objectives, and are on time and to budget.</li> <li>• Manage as required projects autonomously to ensure they achieve their aims and objectives and are delivered on time; including aspects of task management, relationship management, budget management and invoicing following internal procedures on quality control.</li> <li>• Deliver autonomously a range of research functions across projects, including but not limited to: <ul style="list-style-type: none"> <li>○ Desk-based literature reviews</li> <li>○ Surveys: Design and administration of quantitative surveys, analysis of data using basic statistical techniques, analysis of data in MS Excel</li> <li>○ Interviews &amp; focus groups: developing topic guides, recruiting participants, conducting face to face or telephone interviews and analysing qualitative</li> </ul> </li> <li>• Produce autonomously intermediate and final deliverables that are clearly written, logical and accessible, ensuring that all materials are clearly written with the target audience in mind.</li> </ul>	
<b>4. Effective Leadership:</b> Demonstrate leadership by example	
<ul style="list-style-type: none"> <li>• Lead by example in line with Changeworks' values and adhering to the Changeworks manager values and competencies.</li> <li>• Work closely with Changeworks staff and other relevant organisations to share good practice and facilitate project outcomes</li> </ul>	



- Coordinate the time and contribution of other members of the team to projects under direct responsibility.

**5. Client & Partners:** Contribute to growing Consultancy / Changeworks' network via partnership development and dissemination activities

- Contribute to the development of client, account, partner or funder relationships via a range of channels and activities (meetings, conference/ seminar participation and presentations, thought leadership, among others) to support the achievement of Changeworks' strategic goals.
- Support the proactive dissemination of outputs and related derivatives (e.g. reports, webinars, blogposts) to a wide audience of relevant stakeholders and using a range of media.
- Establish good working relationships across Changeworks directorates to foster organization-wide exchanges, business development, and dissemination of work.
- Support Changeworks' influencing of the policy agenda where relevant and appropriate by informing consultations, attending events, and supporting press and public relations activity.

## Key contacts

- Consultancy Team
- Close working with other Changeworks staff, particularly those in the Delivery Directorate
- The post-holder will be in frequent contact with the public, partners and clients – this could include local authorities, housing associations, community groups, government bodies, fuel companies, the Energy Saving Trust, charitable organisations, national organisations and private companies, among others.

## Mandatory training/qualifications associated with this role:

- None

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
<b>Qualifications</b>		
Relevant degree or other higher education qualification or	*	
<b>Experience</b>		
Strong track record of collating and clearly communicating knowledge through reports and other channels	*	
Working effectively with a range of people including colleagues, the	*	
Track record of working in a consultancy or similar environment	*	
Demonstrable experience of delivering excellence in project management in a professional, research or consultancy role		*
<b>Skills</b>		
Ability to utilise a range of qualitative and quantitative research	*	
Collating large amounts of information and presenting it in a clear written and referenced form	*	
Conducting structured desk-based research and literature reviews	*	
Designing, administering and analysing surveys	*	
Numerate with a grasp of basic statistics and working with survey data	*	
Conducting face to face, virtual or telephone research interviews	*	
Excellent ability to communicate (verbally and written)	*	
Organised and analytical with excellent attention to detail	*	
Excellent computer skills, especially Word, Excel and PowerPoint	*	
Able to manage multiple tasks and meet deadlines	*	
Mapping data and basic spatial analysis using GIS		*
Statistical and / or econometric analytical skills		*
<b>Knowledge</b>		
A good overview of the broader climate change and sustainability	*	
Scottish and UK Government energy policy as it translates to energy efficiency, micro renewables and fuel poverty	*	
Building energy efficiency, renewables and low-carbon heat		*
An understanding of the scale and causes of fuel poverty in the UK		*
Knowledge of project finance and retrofit financing		*
<b>Personal qualities and attributes</b>		
Commitment to quality services	*	
Reliable and supportive team member	*	
Ethical in conducting research	*	

Additional requirements		
Full valid driving license or other ways of fulfilling the mobility	*	

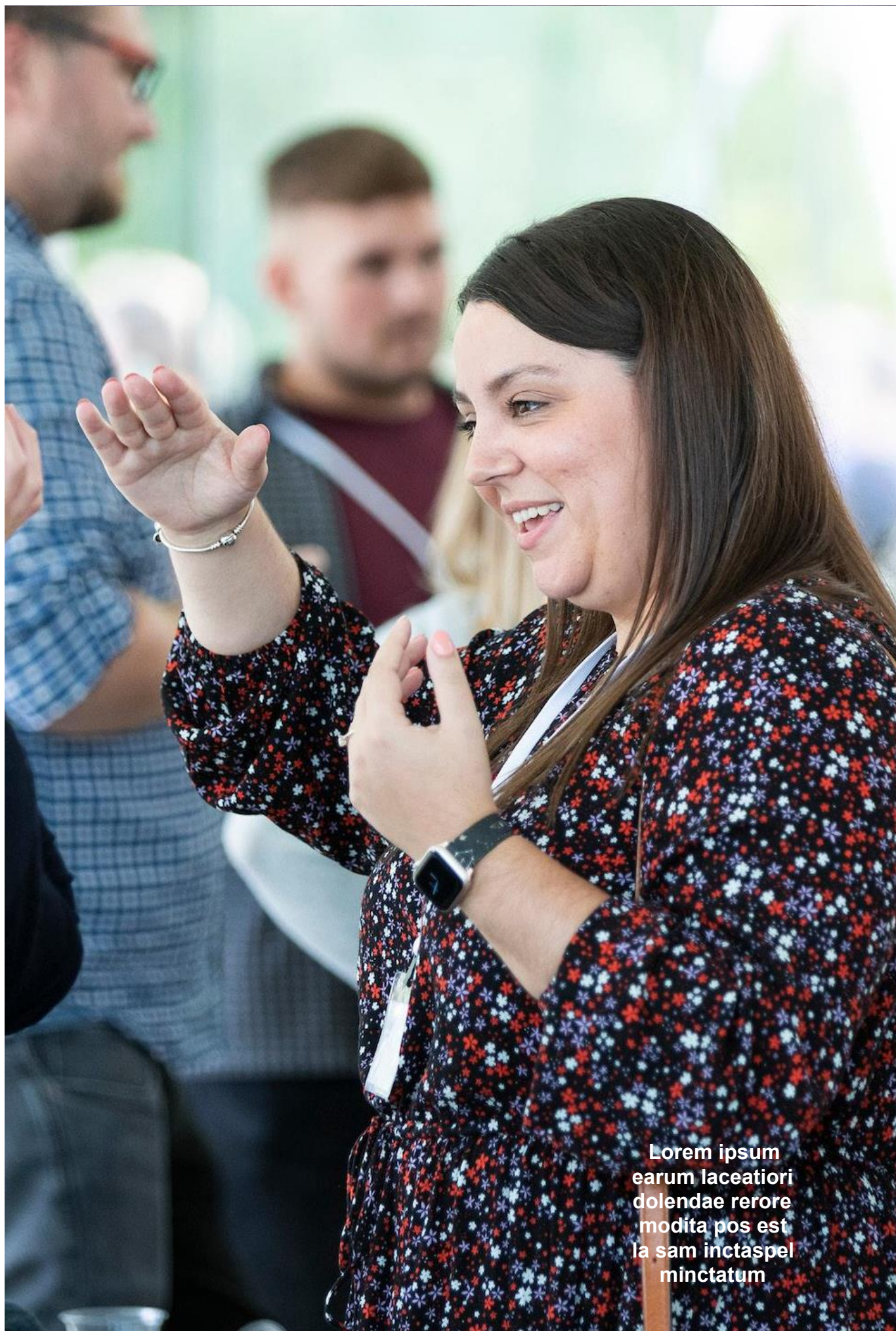
Staff Expectations of Management Experience
<p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> <li>• Effective leadership</li> <li>• A positive, honest and enthusiastic working environment</li> <li>• Being empowered to effectively achieve objectives and goals within 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>• The post-holder must be able to demonstrate flexibility and versatility working with a wide range of different partners and stakeholders</li> <li>• The post holder must be able to manage work on multiple projects and diverse range of associated tasks</li> </ul>

Creativity
<p>The post holder will be required to:</p> <ul style="list-style-type: none"> <li>• Engaging in a wide range of written and verbal communication</li> <li>• Assisting with design specifications and presentation of guides and reports</li> <li>• Using own initiative to create best possible outcomes</li> </ul>

Special conditions
<ul style="list-style-type: none"> <li>• Some out-of-hours and weekend work may be required, for which time off in lieu will be given</li> <li>• There is no provision for overtime payments. Any overtime worked must be taken as time off in lieu of payment</li> <li>• Some travel and overnight stays may be required</li> <li>• All of the above responsibilities will be reviewed and modified as necessary through consultation with their line manager and the Head of Consultancy</li> </ul>





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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.

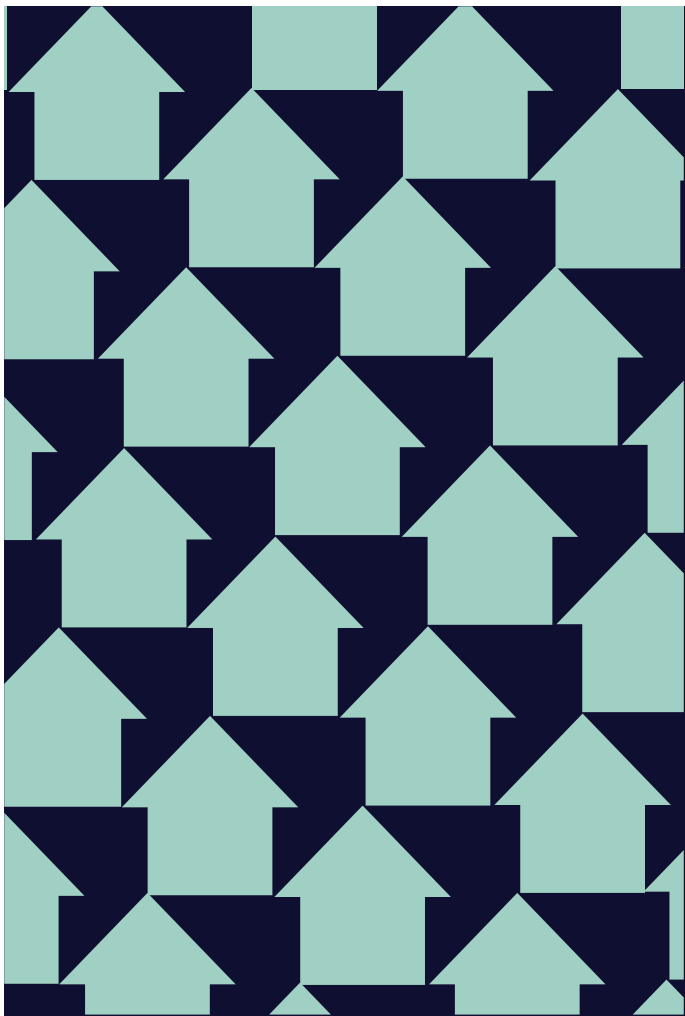
Our commitment to a just transition ensures that we are developing and delivering solutions to benefit all sectors of society, including a focus on those who are suffering from fuel poverty.

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**  
15 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](#)

# Our people

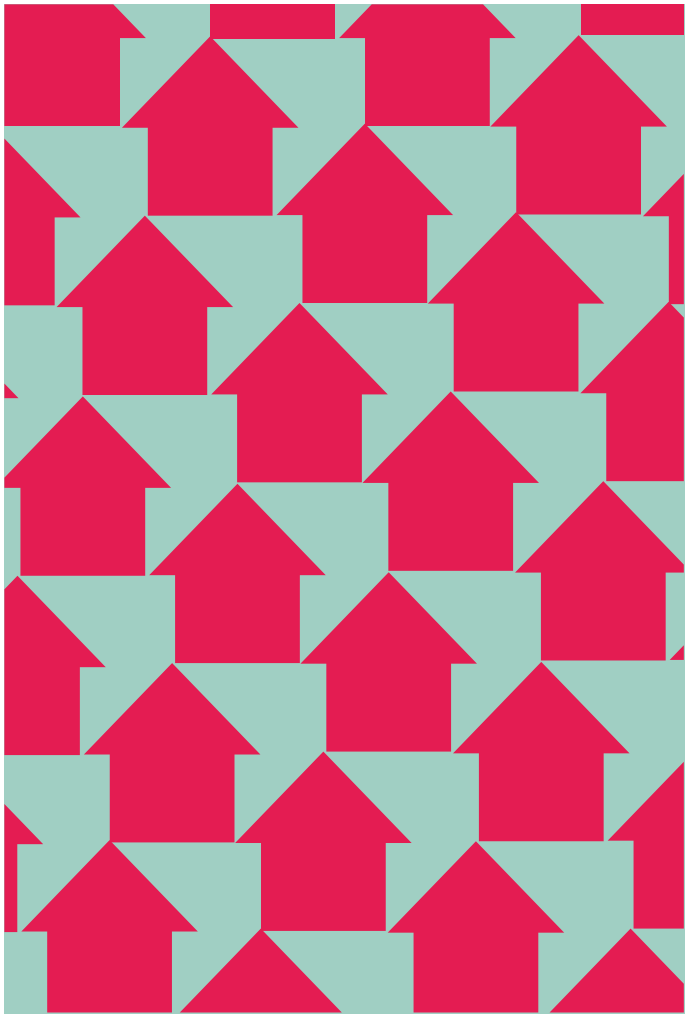
**At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is 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**

# 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**

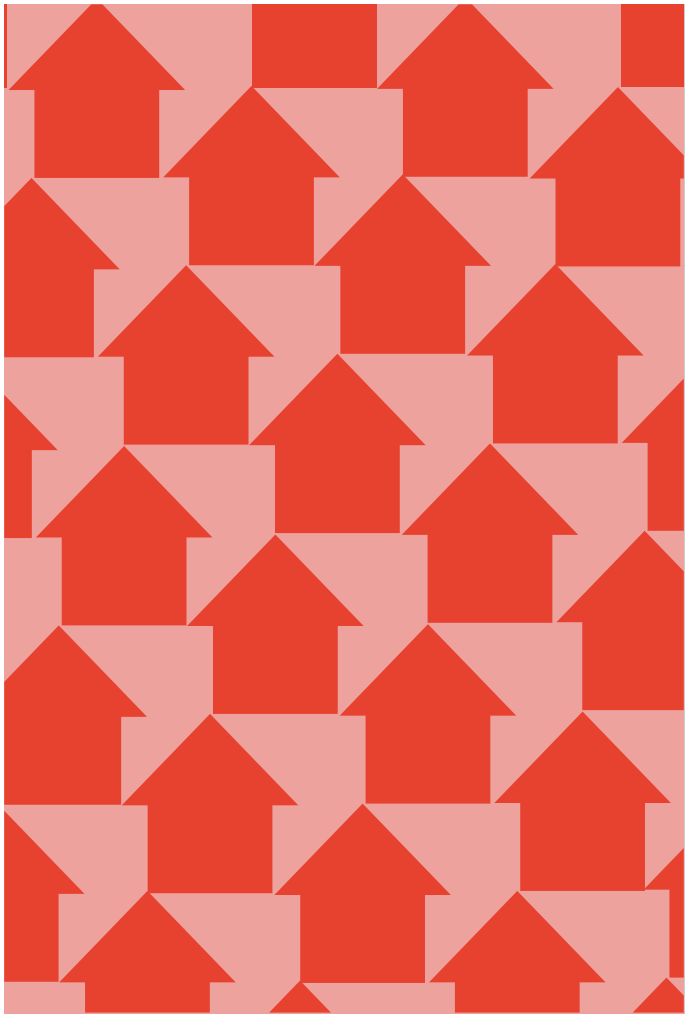
Enhanced  
maternity,  
paternity and  
adoption leave  
pay

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.

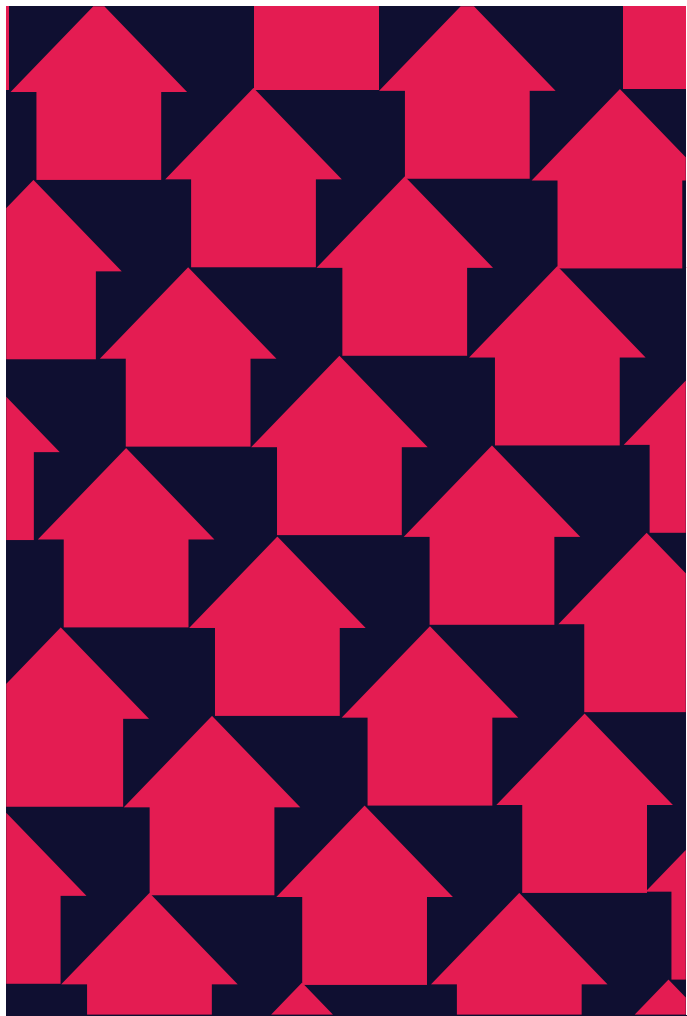
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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 project to benefit people across Scotland**

**”**



[Read more about](#)

# 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.

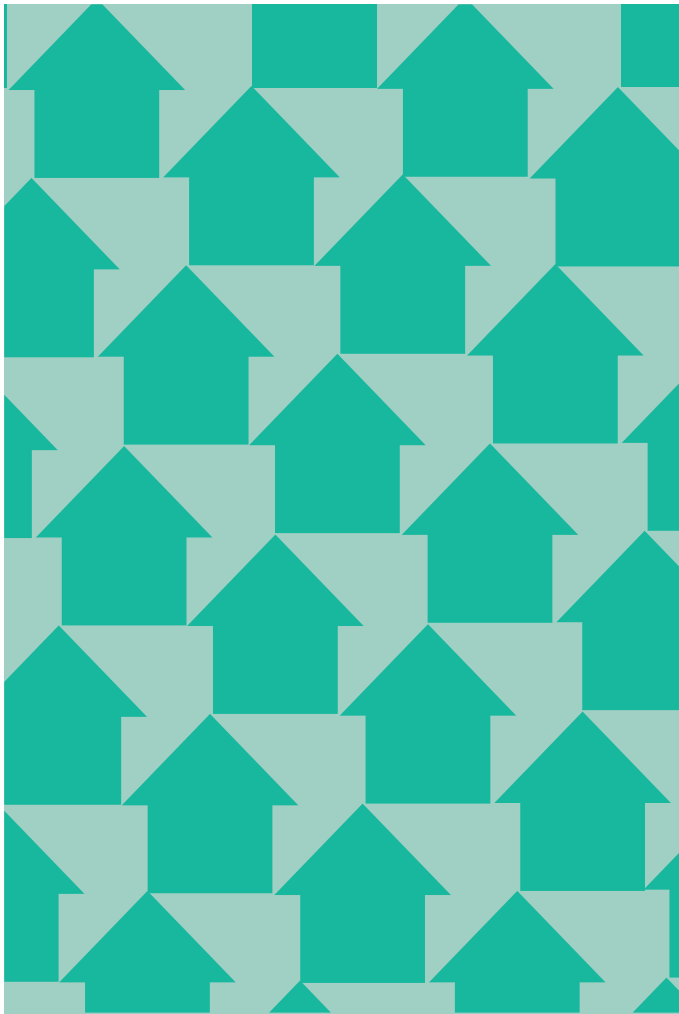
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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](#)

**Changeworks**

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**0131 555 4010**



**INVESTORS IN PEOPLE™**  
**We invest in people** Platinum

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