



TECHNICAL OFFICER

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 Gordon Spowage 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 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 efficiency of their property, but also to empower people with advice that can maximise savings on their bills.

As one of our Technical Officers you will have the opportunity as part of the Technical & Outreach team to deliver a specialist service including home visits, in-depth renewables, hard-to-treat and private landlord advice and contribute to KPIs for the team. This role is critical to the delivery of a team at the forefront of our mission to decarbonise Scotland's domestic housing stock and your planning, communication and organizational skills will help to deliver this.

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.

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

Kind regards,

Gordon

Hiring Manager

The application process	
Application deadline	10am, Monday 16 December 2024
Interview date	Wednesday 18 December 2024
Interview location	In person, Edinburgh Office
Interview format and length	45-minute formal interview

Contact details	
General enquiries about this job	Reception 0131 555 4010
For an informal discussion about this job	Gordon Spowage, gordon.spowage@se.homeenergyscotland.org

Job Description	
Job title	Technical Officer
Job reference	TO
Salary and grade	A7 point 27-30 (£31,238 - £34,587) per annum pro rata + 8% employer pension contribution
Location of job	Edinburgh office (Hybrid of home and office working)
Hours and terms	35 hours per week. Full time permanent.
Holiday terms	26 days + 9 days public holidays per annum

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	Technical & Outreach Manager
Responsible for	N/A

Purpose of the job	Support a wide range of customers to improve their knowledge and understanding on energy efficiency measures, renewable technologies and Private Rental Sector Landlord support throughout the South East of Scotland.
--------------------	--

<p>Main objectives and goals</p>	<ol style="list-style-type: none"> 1. Deliver Home Energy Scotland home renewable advice service, hard to treat service and Private Rental Sector Landlord service to householders over the phone, in their homes and at events 2. Increase uptake of small scale-renewables and energy efficiency measures 3. Provide follow up reports and ongoing support to help householders install renewables in their homes and landlords improve their rental portfolios. 4. Support the work of the advice team and other Changeworks staff where appropriate
---	---

1. Deliver Home Energy Scotland home renewable advice service, hard to treat service and Private Rental Sector Landlord service to householders over the phone, in their homes and at events.

- Support householders and private landlords with home visits and surveys, focusing on identifying and advising on opportunities for small-scale renewables and energy efficiency measures.
- Provide high quality advice in a range of settings to support customers and encourage them to take action
- Promote and provide information on the range of Scottish Government schemes and additional financial incentives and funding mechanisms available to support householders and landlords to install renewable technology and energy efficiency measures.
- Provide expert advice on suitable technologies, focusing on small-scale renewables and domestic energy efficiency.
- Support Home Energy Scotland events to provide advice on energy efficiency and renewable technology and the support available from Home Energy Scotland.
- Provide assistance in dealing with suppliers, installers and planning issues.
- Provide advice on using their new systems effectively including post installation advice and support.
- Maintain effective customer relationships to assist customers to take action upon advice provided, including follow up work.
- Ensure that advice given is provided in accordance with the guidance and standards set out by the Energy Saving Trust.
- Assist with the promotion of the program and renewables/PRSL campaigns.
- Ensure that targets are met and excellent customer service is maintained. Through getting to know customers and identifying their needs, provide impartial advice on the solutions that are best suited to them.
- Manage customer data safely and securely to adhere to data protection regulations - provide reassurance to the customer on how their data will be used

2. Increase uptake of small scale-renewables and energy efficiency measures.

- Through effective advice, support and handholding of clients to assist them to install small scale renewables and energy efficiency measures
- Work with the advice centre's management team to develop effective partnerships to support the centre to reach new customers
- Provide advice at a range of events

CHANGEWORKS.

- Present to potential customers in a variety of settings including large employers, local authorities and community groups
- Develop case studies to share with stakeholders, landlords & householders to promote renewable technology and energy efficiency improvements.

3. Provide follow up reports and ongoing support to help householders & private landlords install energy efficiency measures and renewable technologies in their homes.

- Prepare and issue reports outlining the findings from the home visit. The savings for these reports are based on rdSAP methodology.
- Complete follow up support via phone and email to find out if clients require any additional support.
- Provide advice through assessing quotes and installations as required.

4. Support the work of the advice team and other Changeworks staff where appropriate

- Provide specialist support to the overall advice team in delivering accurate and impartial advice on microgeneration to householders as appropriate and to private landlords.
- Provide coaching to advisory staff to improve their knowledge
- Attend and participate in Home Energy Scotland advice centre and Changeworks meetings as needed.
- Retain a high level of awareness of other projects within Changeworks and pursue opportunities for complementing this work where this meets the objectives of the Home Energy Scotland advice centre.
- Maintain an accurate and up to date knowledge of sustainable energy issues.
- Adapt style and approach at events to ensure maximum engagement of householders
- Motivate colleagues at events to ensure delivery of advice targets
- Promote Home Energy Scotland by delivering presentations tailored to the audience and assist in running workshops/ training sessions, as required
- Deliver full suite of advice at these events which may include short talks and interactive workshops, displays and information stands
- Support the delivery and promotion of relevant HES and Technical & Outreach Team's activities and campaigns, including attending relevant events

Key contacts

- The Energy Saving Trust
- Householders
- Private Rental Sector Landlords
- Equivalent postholders at other Home Energy Scotland advice centres
- Renewables Installers
- Community councils, voluntary organisations, local businesses, community networks and groups
- Local authorities
- Other Changeworks staff

Mandatory training/qualifications associated with this role:

- | |
|--|
| <ul style="list-style-type: none">• SQA Renewables |
|--|

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
A degree and/or equivalent professional qualification and/or equivalent experience in a renewables, environmental or energy related field		√
Domestic energy assessor accreditation		√
City and Guilds in Energy Awareness		√
City and Guilds in Renewable Energy in the Home		√
Experience		
Experience in a project management role		√
Providing face-to-face advice	√	
Possession of practical and relevant knowledge of micro-renewables, other micro-generation technology and energy efficiency as relevant to householders and small businesses	√	
Knowledge and wider understanding of wider sustainable energy matters		√
Experience of encouraging people to take action	√	
Experience of working in a customer focused organisation, preferably one providing advice and guidance	√	
Targeted communication to relevant audiences		√
Skills		
Ability to motivate people to act	√	
Excellent organisational and administrative skills with the ability to handle a varied and complex case load	√	
An ability to identify and assess a range of options, provide appropriate solutions and seek support from colleagues or from other organisations	√	
Excellent interpersonal and networking skills	√	
Excellent verbal and written communication skills – including writing reports	√	
Excellent presentation skills	√	
Excellent customer engagement skills	√	
Excellent IT and numeracy skills	√	
An understanding of the challenges of remote working		√
Team working 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	√	
A knowledge of sustainable energy issues		√
Well organised and able to manage own time	√	
Knowledge of sustainable energy issues		√
Additional requirements		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job	√	

<p>Staff Expectations of Management Experience</p> <p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> • 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.

<p>Complexity</p> <p>The post holder must be able to:</p> <ul style="list-style-type: none"> • Demonstrate flexibility and versatility • Demonstrate an understanding of the importance of effective team dynamics • Keep abreast of the latest developments in sustainable energy and the Scottish Private Rental Sector Landlord area

<p>Creativity</p> <p>The post holder will be required to:</p> <ul style="list-style-type: none"> • 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 • Develop effective working relationships with stakeholders including local authorities, businesses and community groups • Solve problems to ensure that any issues arising are resolved satisfactorily • Provide a first-class service that meets the requirements of the Home Energy Scotland advice centre
--

Special conditions

- Occasional out-of-hours, overnight stays and weekend working may be required, for which time off in lieu will be given.
- Other duties appropriate to the post may be required in consultation with the Technical & Outreach Manager
- The post will require extensive travel throughout South East Scotland



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.

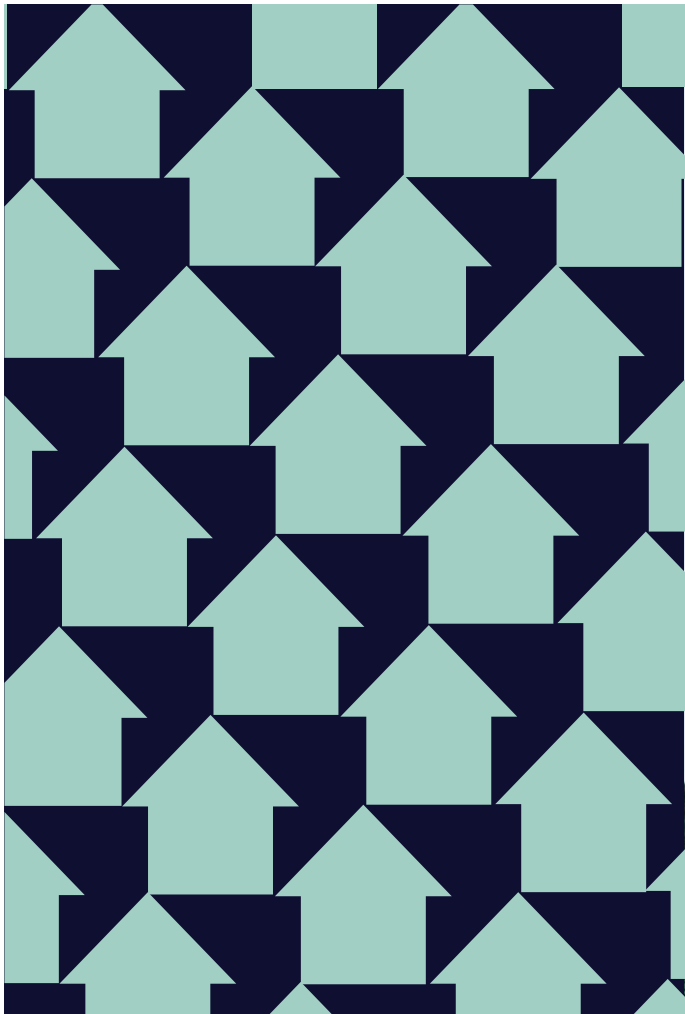
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

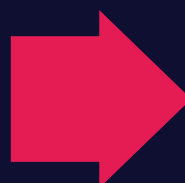
Collaboration, empowerment, innovation, integrity and passion are the values which shape our behaviours and actions.



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

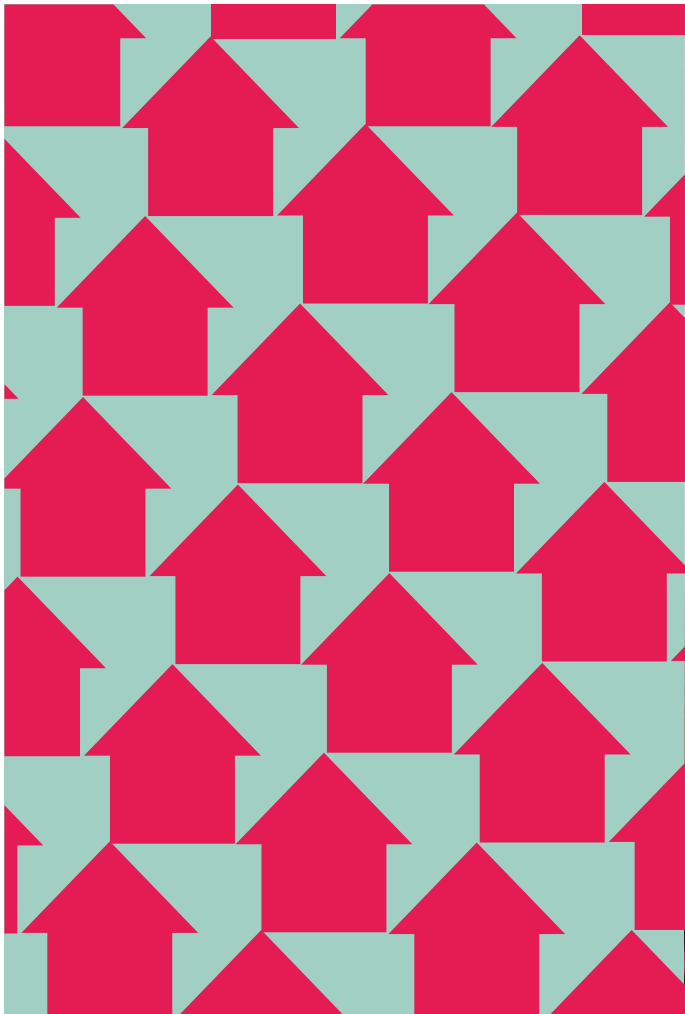
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

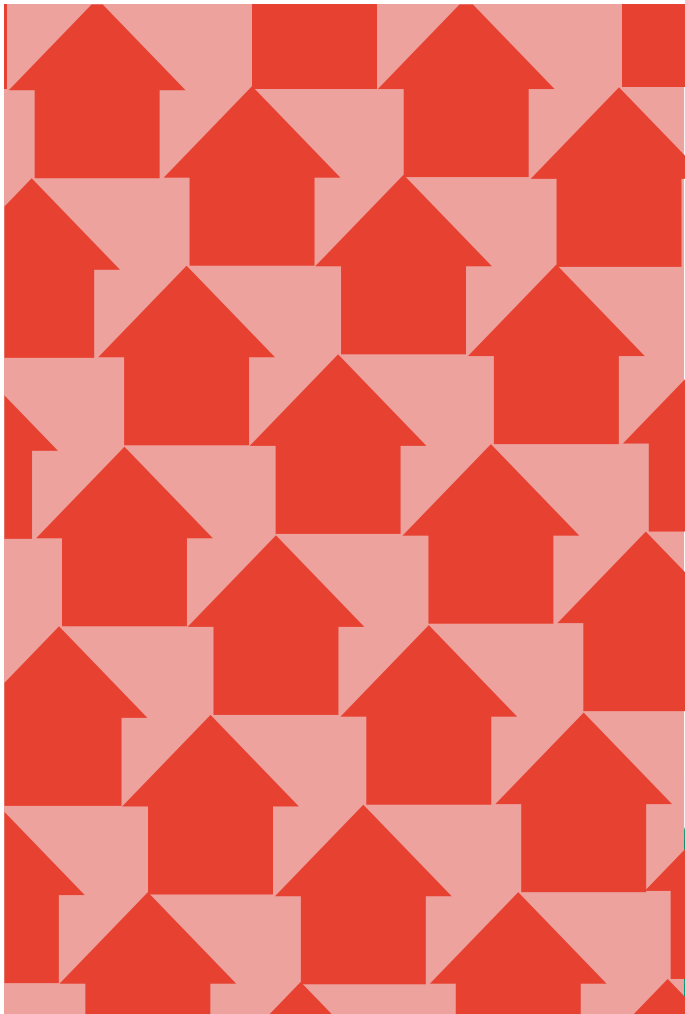


[Read more about Cat](#)

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.

<p>35 days leave per year (26 days plus 9 public holidays)</p>	<p>8% employer pension contribution</p>	<p>Volunteering days</p>	<p>Allowances for home office furniture</p>
<p>Driving licence support programme for staff who require this skill for their post</p>	<p>Employee counselling service</p>	<p>Eye care vouchers</p>	<p>Annual flu vaccinations</p>
<p>Travel season ticket loans</p>	<p>Paid leave for childcare emergencies</p>	<p>Death in service</p>	<p>Bike to work scheme that covers e-bikes too, up to the value of £3,000</p>
<p>Enhanced maternity, paternity and adoption leave pay</p>	<p>Shared parental leave</p>	<p>And even more policies to support your health and wellbeing</p>	<p>Find out more about why you should work for Changeworks</p>



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.

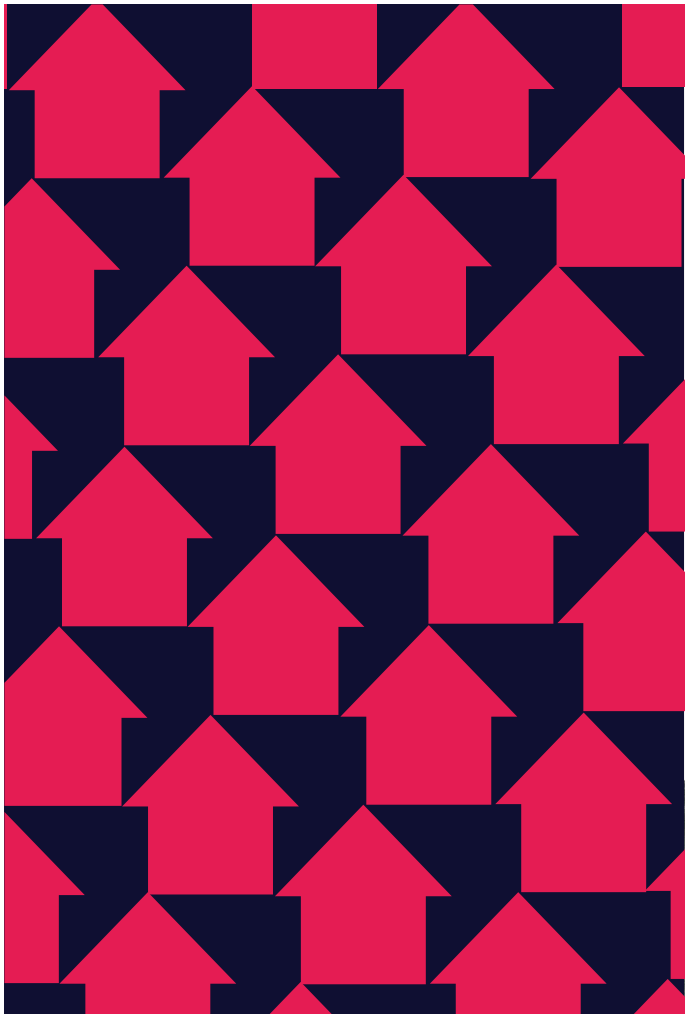
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

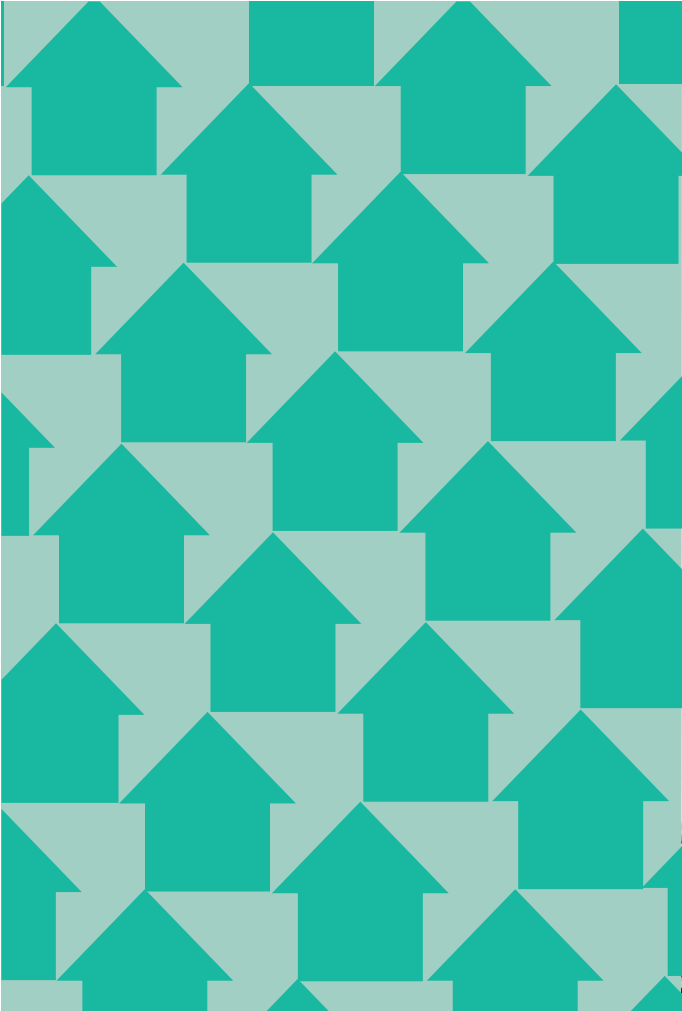
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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
30 Queensferry Road
Edinburgh
EH4 2HS

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