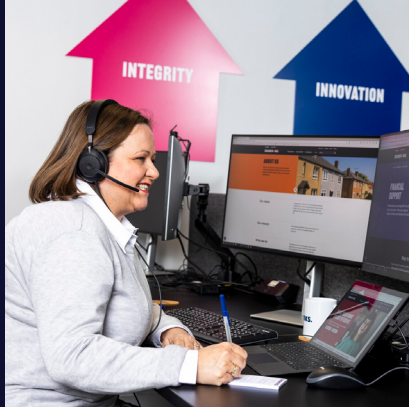




DEVELOPMENT PROJECT MANAGER

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 Denise Kelly, Service Development and Improvement Manager at Changeworks, and I'm delighted you're interested in applying for this exciting new role.

This is a unique opportunity to lead the development and delivery of an innovative pilot project that aims to help more households access low-carbon technologies through a trusted, fair, and customer-focused group purchasing model. Funded through the Energy Redress Innovation programme, the project aims to simplify the customer journey, increase participation, and support more households living in rural and remotes parts of Scotland to manage the rising cost of energy and decarbonise their homes at the same time.

Working closely with project partners, you will help shape a scalable model with the potential for long-term impact.

We are looking for an experienced and proactive project manager, a strong and engaging communicator who thrives in collaborative environments, enjoys solving complex challenges, and is passionate about creating practical solutions that deliver environmental and social benefits.

If you are excited by innovation, like a challenge, partnership working, and the opportunity to help shape a new service with real impact on people's lives we would love to hear from you.

Kind regards

Denise Kelly

The application process	
Application deadline	Sunday 20 September 2026
Interview date	Week commencing 28 September 2026
Interview location	Online via Microsoft Teams
Interview format and length	1-hour formal interview, to include a 15-minute presentation

Contact details	
General enquiries about this job	Reception 0131 555 4010
For an informal discussion about this job	Denise Kelly at dkelly@changeworks.org.uk

Job Description	
Job title	Development Project Manager
Job reference	PM
Salary and grade	B1 point 31 to 34 (£37,992 - £41,383 per annum) + 8% employer pension contribution. Successful candidates will start at the bottom of the salary scale, save in exceptional circumstances.
Location of job	Inverness (hybrid of home and office working) or remote for organisational reasons. Travel across Scotland will be required.
Hours and terms	35 hours per week. Full time, 2 year fixed term contract to September 2028
Annual leave	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.	

Responsible to	Service Development & Improvement Manager
Responsible for	No direct line management responsibility. Matrix management of the multidisciplinary project team, partners and suppliers.

Purpose of the job	Develop and manage the day-to-day delivery of an innovative pilot project, ensuring it is delivered to agreed scope, timescales, budget, quality standards and funder requirements.
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	Oversee the co-design, development, testing, delivery and evaluation of a digitally enabled group purchase service for households seeking to Solar PV / battery storage in their homes in rural and remote highland areas. The aim of the pilot is to create a sustainable, flexible and scalable service to support households across Scotland install a range of energy efficiency and renewable measures in their home.
Main objectives and goals	• Manage, coordinate and deliver the project • Matrix manage the project team • Budget, risk, quality management • Manage Platform development and continuous improvement • Stakeholder and supply chain engagement and management • Monitoring, evaluation, funder reporting and learning

1. Develop, manage and deliver the Assisted Group Purchase Project

- Manage the project from mobilisation through service design, pilot delivery and evaluation.
- Establish and maintain proportionate project governance, including a detailed project plan, milestones, dependencies, decision logs, actions and reporting arrangements.
- Matrix manage the multidisciplinary project team, clarifying roles, coordinating work packages and securing timely contributions from colleagues, partners and suppliers.
- Plan and coordinate user research, service design workshops, platform configuration, installer onboarding, householder onboarding and live group purchase tranches.
- Agree and monitor outputs, outcomes, targets and KPIs, including household reach and onboarding, installer participation, quote requests, progression to installation and user confidence.
- Maintain accurate project documentation and ensure agreed Changeworks project management, quality and information management processes are followed.
- Manage project risks, issues, assumptions, dependencies and decisions, taking corrective action and escalating promptly where required.
- Ensure project delivery complies with data protection, safeguarding, health and safety and other relevant organisational requirements.
- Lead regular delivery reviews and use evidence, feedback and lessons learned to refine the service during the pilot.

2. Budget, Commercial and Funder Management

- Manage the project budget and forecasts, monitoring expenditure and investigating significant variances.
- Oversee scope, milestones and acceptance criteria for project-funded supplier deliverables including digital platform development, legal advice and marketing against agreed requirements.
- Manage project change control, assessing impacts on scope, budget, timescales, quality and benefits, and obtaining internal or funder approval where required.
- Provide accurate financial and delivery information to support funder claims, reporting, audit and project assurance.

- Prepare clear and timely reports for the funder, project governance groups and internal stakeholders.
- Maintain appropriate records of approvals, expenditure, contracts, deliverables and decisions.

3. Project Team Management

- Provide clear day-to-day multi-disciplinary project team management without direct line management responsibility.
- Agree responsibilities, work packages, deadlines and interfaces with team members and their line managers, ensuring capacity constraints and competing priorities are visible and managed.
- Chair project team meetings and maintain clear actions, ownership, decisions and escalation routes.
- Create an inclusive and collaborative working environment in which colleagues and partners can contribute expertise, challenge constructively and resolve issues quickly.
- Monitor delivery performance at project and work-package level, provide constructive feedback, and escalate persistent delivery or resourcing concerns through the appropriate line management or governance route.

4. Stakeholder and Supply Chain Management

Project Partners & Stakeholders

- Build and maintain effective relationships with project partners, community organisations, referral services, and internal stakeholders.
- Act as the principal day-to-day point of contact for project delivery, ensuring communications are timely, clear, accessible and appropriate to each audience.
- Coordinate engagement with project partners, community groups and other relevant stakeholders.
- Coordinate householder engagement and onboarding pathways with referral partners, ensuring the service remains impartial, inclusive and centred on informed customer choice.
- Oversee user feedback from householders, installers and partners to improve delivery and inform evaluation, sustainability and potential replication.

Installers

- Lead installer engagement, onboarding and ongoing relationship management, working with technical colleagues to ensure due diligence and quality requirements are met.
- Manage expectations by documenting scope, roles, responsibilities, dependencies and escalation routes.
- Oversee the resolution of project issues and complaints, coordinating technical, quality assurance, platform or installer input as required and escalating serious matters promptly.

5. Service Design, Development and Evaluation

- Support the Service Development and Improvement Manager to with service design and development coordinating engagement with suppliers and internal stakeholders
- Coordinate user testing, onboarding support and prioritisation of minor platform improvements.
- Work with Impact Evaluation colleagues to embed data collection, monitor outcomes and produce robust evidence on household, installer, financial and carbon impacts.

- Capture and disseminate learning through project reports, case studies, partner networks, events and an end-of-project webinar.
- Contribute to the development of a scalable and financially sustainable service model, including options for other renewable technologies, regions and delivery partners.
- Support project assurance and audit activity, including compliance with standardised project management processes and ISO 9001 requirements.
- Participate in relevant continuous professional development and contribute to Changeworks wider strategic goals.
- Undertake other duties commensurate with the role.

Key contacts

- Service Development & Improvement Manager and Project Lead
- Internal project team
- Suppliers & Advisors
- Home Energy Scotland and Highland Energy Community Partnership
- Community groups
- Highlands and Islands Enterprise and Highland Council
- Installers and wider supply chain
- Householders participating in the service
- Funder
- Changeworks teams including Retrofit Delivery, Finance, data protection, marketing, impact evaluation

Mandatory training/qualifications associated with this role which will be carried out during employment.

Project-specific training will be provided in data protection, safeguarding, consumer protection, complaints and escalation routes, and quality assurance processes.

Person specification

	Essential	Desirable
Experience		
Extensive experience of managing complex projects from initiation through delivery, evaluation and close-down	*	
Experience of matrix managing multidisciplinary teams and coordinating contributors who report through different management lines	*	
Experience of managing multi-partner projects involving external suppliers, delivery partners and senior stakeholders		*
Experience of project planning, governance, risk and issue management, change control and reporting	*	
Experience of budget management, forecasting and monitoring supplier deliverables		*
Experience of digital service or platform development, user testing or technology-enabled service delivery		*
Experience of supply chain or installer engagement, due diligence, contract management or quality assurance		*
Experience of domestic retrofit, renewable energy, consumer services or rural service delivery		*

Experience of monitoring, evaluation and using evidence to improve services		*
Skills		
Excellent project leadership, organisation and prioritisation skills, with the ability to manage multiple interdependent workstreams	*	
Excellent written and verbal communication skills, including clear reports, presentations, meeting facilitation and funder updates	*	
Strong stakeholder management and relationship-building skills across public, private, third sector and community partners	*	
Strong analytical and problem-solving skills, with sound judgement on risk, quality and escalation		*
Confident using project management, collaboration, CRM, reporting and digital platform tools		*
Able to work autonomously while collaborating effectively across internal and external teams	*	
Knowledge		
Sound knowledge of project and programme management principles, methods and controls	*	
Knowledge of domestic retrofit, solar PV, battery storage, MCS requirements or Scottish Government domestic retrofit programmes		*
Fully Proficient in relevant I.T Literacy		*
Recognised project management qualification, (e.g. PRINCE2, APM, PMP)		*
Membership of a Professional Body (e.g. CIOB, IEMA, ICE, RICS, APM)		*
Qualified to degree level construction/ retrofit or energy related subject or demonstrate relevant experience in these sectors		*
Full valid driver's licence or other ways of fulfilling the mobility requirements of the job		*

Staff Expectations and Ways of Working

- Effective leadership, clear priorities and proportionate governance.
- A positive, honest, inclusive and collaborative working environment.
- Support and empowerment to achieve agreed objectives.
- Fair and respectful treatment.
- Appropriate induction, training and access to specialist advice.
- Regular feedback and development conversations with the line manager.
- Adherence to Changeworks policies, values and competencies.

Complexity

- Represent Changeworks externally with a range of partner and stakeholder organisations.
- Lead an innovative, externally funded pilot with interdependent service, digital, commercial, technical, customer and evaluation workstreams.
- Balance funder requirements, householder needs, partner expectations, installer capacity, digital platform constraints and organisational controls.
- Coordinate delivery across teams and organisations where the post holder has influence but no direct line authority.
- Keep up to date with relevant developments in domestic retrofit, renewable energy, rural supply chains and fuel poverty.

Creativity

- Work with project team, partners and installers to overcome barriers to delivery.
- Use their own initiative to complete projects and tasks.
- Produce a wide range of written and verbal communication, including presentations.
- Demonstrate an ability to think creatively to solve challenges

Special conditions

- Some travel to rural and remote locations in Northwest Scotland and elsewhere in Scotland will be required.
- Occasional out-of-hours, overnight stays or weekend working may be required, for which time off in lieu will be given.
- A full valid driving licence or another means of meeting the mobility requirements of the role is required.

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.

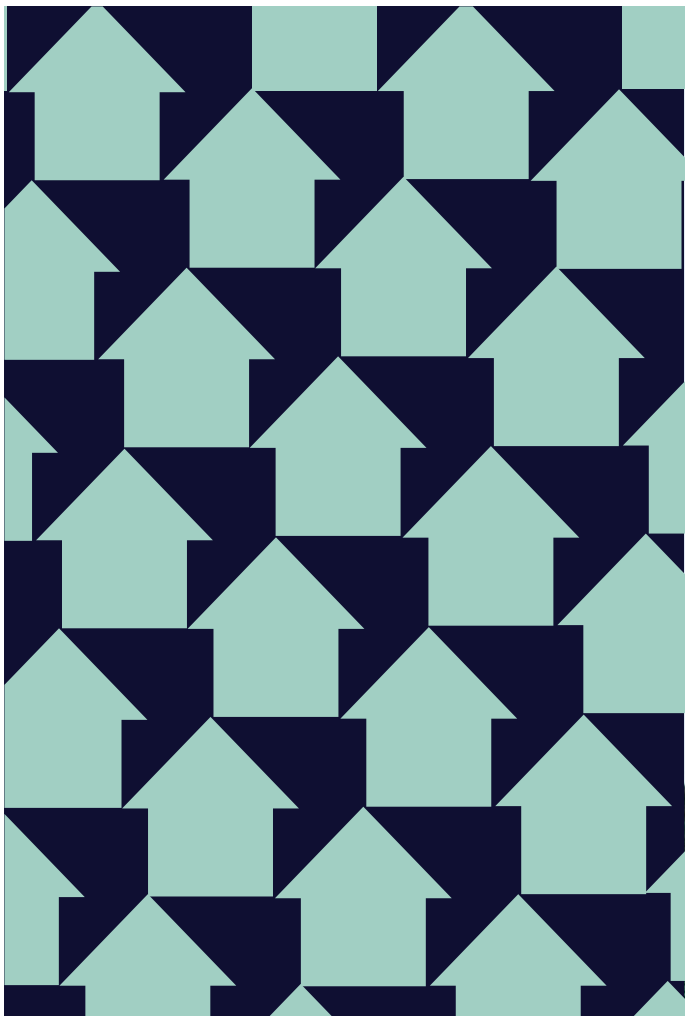
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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:

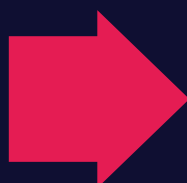
- ➡ Working in partnership with others
- ➡ Building trust and engagement with communities to inspire action
- ➡ Researching and piloting new services
- ➡ Scaling delivery to reach more people
- ➡ Openly sharing our knowledge and expertise
- ➡ Technical and practical experience in the development and 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.

[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](#)

OUR BENEFITS

Working at Changeworks isn't just about culture, it's also about a great package of benefits and policies designed to support you in being the best that you can be. These policies allow you to be flexible and do your best at work, while supporting you to manage any challenges that might come along.

35 days
leave per year
(26 days plus 9
public holidays)

8%
employer
pension
contribution

Volunteering
days

Allowances for
home office
furniture

Driving licence
support
programme for
staff who
require this skill
for their post

Employee
counselling
service

Eye care
vouchers

Annual flu
vaccinations

Travel season
ticket loans

Paid leave
for childcare
emergencies

Death in
service

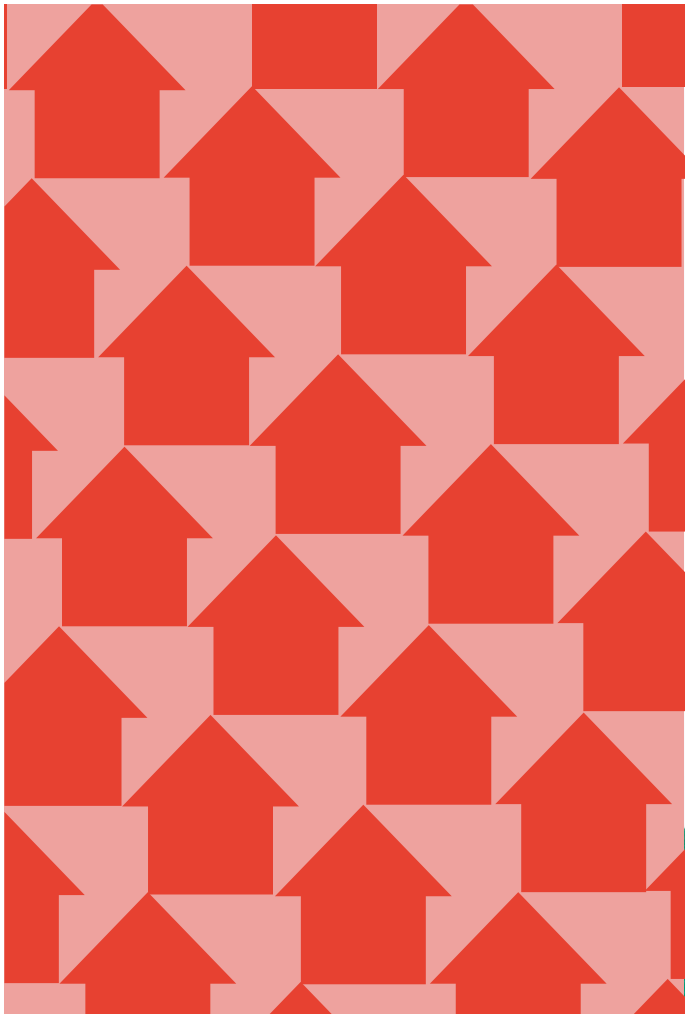
Bike to work
scheme that
covers e-bikes
too, up to
the value of
£3,000

Enhanced
maternity,
paternity and
adoption leave
pay

Shared
parental leave

And even more
policies to
support your
health and
wellbeing

Find out more
about why you
should work for
Changeworks



Joanna Long
Senior Impact Evaluation Consultant
2 years at Changeworks

“ The Bike to Work scheme meant I was able to get a folding bike, which has completely transformed my journeys to and from work. I love the flexibility and freedom it gives me, and I can’t imagine life without it! ”



[Read more about Joanna](#)

OUR IMPACT

When you join Changeworks, you're joining an organisation with a long track record of achieving big things.

Through our work with individuals, households, businesses and other organisations, we prevent hundreds of thousands of tonnes of carbon from damaging our fragile planet every year.

In 2020-21, our work meant a reduction of £2.2 million in people's heating and electricity bills, and over 3,000 measures installed in homes to improve energy efficiency.

That means helping people like Sheila Charters. A Borders resident, Sheila had her heating on for around 10 hours a day because she couldn't keep the heat in her home.

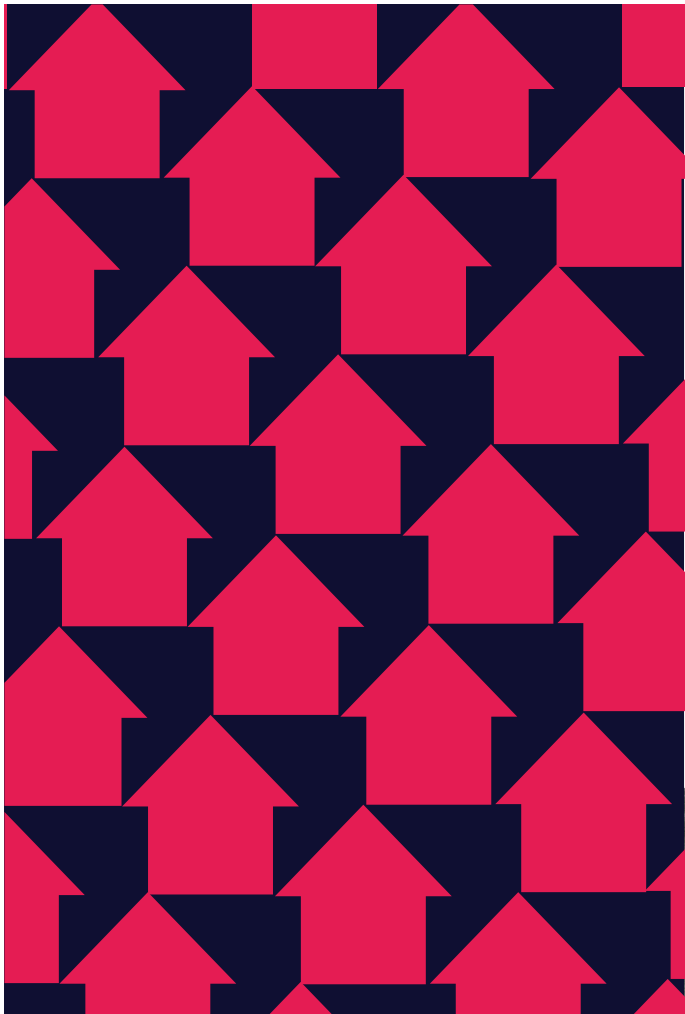
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

Our fuel poverty advice service also changes lives. Lives of people like Angus, who ended up with an estimated energy bill of over £1000. With us advocating to his supplier on his behalf and forcing an investigation, the bill was reduced to just £150.

We also worked with him to make sure he was on the best tariff and using his energy efficiently, all adding up to a saving of over £1200.

We remove over 200,000 tonnes of lifetime carbon every year.

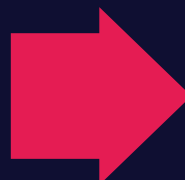
Hear more about the difference we make.



Jay Scott
ICT Support Technician
6 years at Changeworks

“ Changeworks offers an excellent culture along with a great work-life balance. Each day I feel empowered to help my colleagues deliver excellent projects to benefit people across Scotland.

”



[Read more about Jay](#)

OUR GROWTH

Here's the best news: there's never been a better time to join Changeworks.

The climate emergency is the biggest threat to life as we know it. We need to scale up the action we're taking to avert disaster, and Changeworks is leading the way.

We have ambitious plans to grow as part of our new strategy launched in 2022. Last year we added more new staff than ever before and we aren't slowing down. Our services will continue to expand as we work to decarbonise hundreds of thousands of homes across Scotland.

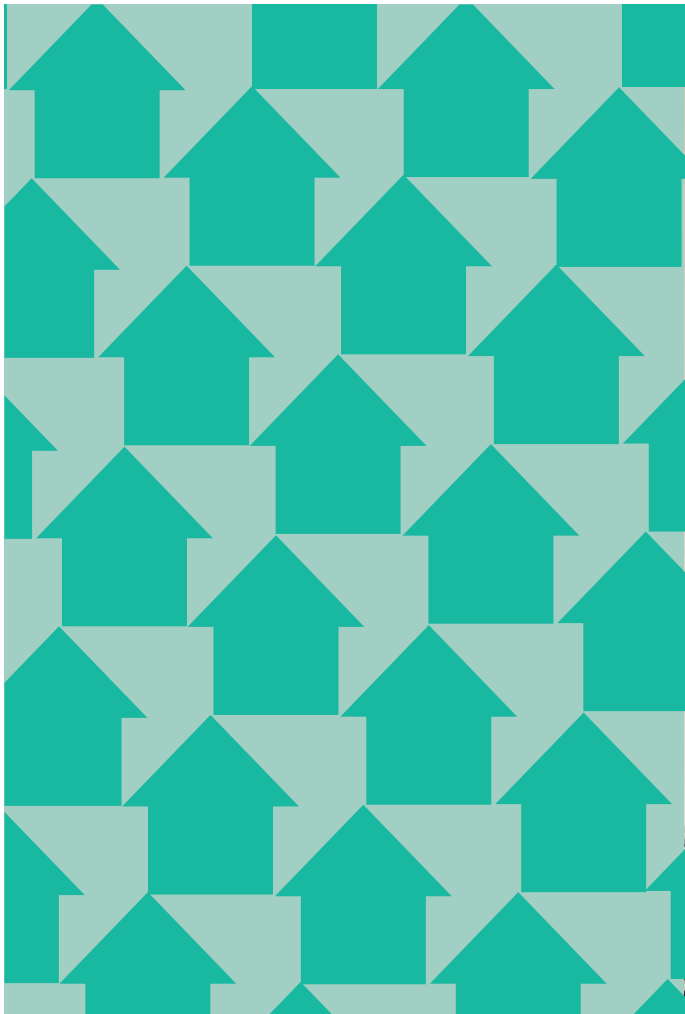
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

With partners like the Social Enterprise Academy we offer regular opportunities for training, and regular one-to-one meetings and annual appraisals offer regular chances to discuss your development.

Now more than ever, we need to expand our efforts to drive change and push towards Scotland's Net Zero targets. If you come and join us on that journey, we know it will be a rewarding one.

Our finances and staff numbers will almost double between now and the end of our new three-year strategy.

Hear more about the future of Changeworks.



Kehinde Moses
Senior Advisor Energy Care

1 year at Changeworks
& a previous volunteer

“Changeworks is a prestigious environmental charity... this gives me an opportunity to explore different areas to work and develop my career by working for a company helping to fight climate change.”



[Read more about Kehinde](#)

Changeworks

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Edinburgh
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Investors
in Diversity
Silver UK

Until
April
2027



INVESTORS IN PEOPLE™
We invest in people Platinum

