



PROJECT ADMINISTRATOR

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 Myron Witham 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.

Based within Changeworks' Delivery Directorate, the Technical Support Team works with local authorities and housing associations to deliver projects to improve the energy efficiency of homes, reduce carbon and alleviate fuel poverty. The team is currently working with a range of local authorities across Scotland to deliver large scale area-based energy efficiency projects.

We're looking for enthusiastic Project Administrators to join the team providing support and assisting in the delivery of domestic retrofit projects. You would be responsible for project administrative processes, data management, public and client enquiries as well as performance reporting. You should be customer service orientated with a flexible approach, and strong organisational and time management skills.

The role sits within a team of supportive individuals, who are passionate about utilising their skills to retrofit the homes of those who need it most.

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

Kind regards,
Myron
Hiring Manager

The application process	
Application deadline	11am, Monday 22 nd July 2024
Interview date	Week Commencing 29 th July 2024
Interview location	Microsoft Teams
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	Myron Witham mwitham@changeworks.org.uk

Job Description	
Job title	Project Administrator
Job reference	TST_PA
Salary and grade	A3 (£22,620 - £24,195) per annum, pro rata + 8% employer pension contribution
Location of job	Edinburgh or Inverness (hybrid of home and office working)
Hours and terms	35 hours per week. Full time or Part Time (minimum 21 hours)
Holiday terms	26 days per annum + 9 public holidays

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	Business Process and Implementation Manager
Responsible for	N/A

Purpose of the job	To provide administrative support for projects delivering household energy use reduction measures and renewable energy systems.
Main objectives and goals	1. To support householder engagement & referral procedures

	<ol style="list-style-type: none"> 2. To support all internal and external reporting requirements 3. To provide project and departmental administration 4. To keep internal systems and databases up to date and accurate 5. To provide administrative support to the Quality Assurance service 6. To maintain the complaints and enquiries database
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1. To support householder engagement & referral procedures

- Process and respond to incoming online, email and phone enquiries and, when necessary, pass on to the relevant Project Manager
- Lead on processing online/offline forms into a Customer Relationship Management database
- Refer householders to contractors installing home energy improvement schemes by assessing, approving and confirming eligibility
- Refer householders to Home Energy Scotland to support their delivery of measures to help people to reduce their energy costs and reduce their greenhouse gas emissions
- Assess and refer householder eligibility for any available grant funding
- Maintain and update a Customer Relationship Management database with contractor submitted SharePoint documentation
- Work with Project Managers to ensure responses are issued as per Service Level Agreements
- Respond to householder enquiries via phone, email and letter as required
- Support and attend the organisation of community home energy events
- Assist with the preparation of any marketing materials and mailings
- Visit project sites with Project Managers as requested

2. To support all internal and external reporting schedules for the department

- Maintain customer records to deliver reporting on project performance to clients including The Scottish Government, Local Authorities, Housing Associations, etc.
- Support internal team, departmental and organisational reporting, including Key Performance Indicator reporting
- Maintain the Customer Relationship Management database project information, received from various stakeholders, for all reporting requirements
- Produce/process Excel reports to update and/or report project progress
- Work with Project Managers to produce project progress reports
- Responsibility for processing Excel reports from Home Energy Scotland and Contractors to facilitate householders project progress and additional energy advice
- Help facilitate and minute take for regular progress meetings with clients and contractors

3. To provide project and departmental administration support

- Provide administration support for all household improvement projects being delivered by the department
- Responsibility for maintaining the departmental post, Email and voicemail message boxes
- Liaise with project contractors to support households project journey
- Liaise with project contractors, where appropriate, to request missing or outstanding project documentation
- Support ad-hoc internal organisational, departmental and team activities as required
- Facilitate departmental vehicle use by supporting any servicing, mileage, fuel cards, etc.

requirements

- Help facilitate and minute take for departmental/team meetings as required
- Liaise with other departments where necessary to improve project and service delivery and to help achieve organisational objectives
- Order and manage departmental specific equipment where required

4. To keep internal systems and databases up to date and accurate

- Maintain and update a Customer Relationship Management database with accurate customer information and project progress
- Document administration processes
- Review and recommend process improvements as required
- Help compile Excel project and marketing address lists of households for project purposes
- Responsibility for updating and tracking all project documentation in the Customer Relationship Management database and tracking Excel spreadsheets
- Use online government applications to help maintain and update project records

5. To provide administrative support to the Quality Assurance Service

- Contact householders to arrange quality assurance inspections
- Maintain Quality Assurance Inspectors scheduling diary
- Record inspection outcomes and file inspection sheets
- Produce summary reports of inspection outcomes & outstanding remedial work
- Liaise with contractor to record action taken following inspection
- Produce regular accurate and detailed project Quality Assurance reporting to clients and contractors to highlight project progress and issues

6. To maintain complaints and enquiries database

- Process and log complaints and enquiries incoming via phone, email, letter & events
- Liaise with Project Managers to ensure complaints are responded to in line with agreed Service Level Agreements
- Monitor complaint due dates and report to Project Managers
- Produce complaints summary report for Project Managers
- Liaise with contractors and householders on complaint resolution
- Provide complaint responses where appropriate

Key contacts

- Other Changeworks directorates and teams
- Householders and landlords
- Contractors
- Home Energy Scotland
- Local Authority clients
- Scottish Government
- Funding bodies
- Housing Associations
- Other project stakeholders

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Experience		
Experience of talking to customers		√
Experience of working with external partners		√
Complaints handling		√
Experience of using a Customer Relationship Management system		√
Skills and knowledge		
Excellent interpersonal skills	√	
Excellent customer service skills		√
Excellent organisational and administrative skills		√
IT literacy	√	
Ability to work within a team	√	
Excellent communicator		√
Knowledge of household energy reduction and renewable schemes		√
Understanding of dealing with and managing complaints		√
Personal qualities and attributes		
An enthusiastic and positive person able to work on their own initiative	√	
Excellent problem-solving attitude		√
Ability to build and maintain working relationships		√
Target orientated		√
An ability to communicate and listen effectively	√	
Other		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job		√
A commitment to equal opportunities and diversity	√	

Staff Expectations of Management Experience
<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. • Being supported empowered to effectively achieve objectives and goals within your role. • To be treated fairly and with respect. • To be provided with appropriate training to ensure ability to effectively carry out your role.

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- Regular and appropriate feedback through 1-2-1 meetings and annual appraisal and associated processes.
- Having the opportunity to feedback to manager regularly and through the annual 360 process.
- Adhering to all appropriate Changeworks policies to ensure consistency and fairness and health and safety of you and your colleagues.
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Complexity

The post holder must be able to:

- Adhere and advocate the Changeworks values and competencies.
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Demonstrate good problem-solving ability.
- Show a positive attitude towards innovation.

Special conditions

- Some out-of-hours, overnight stays and weekend working will 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.

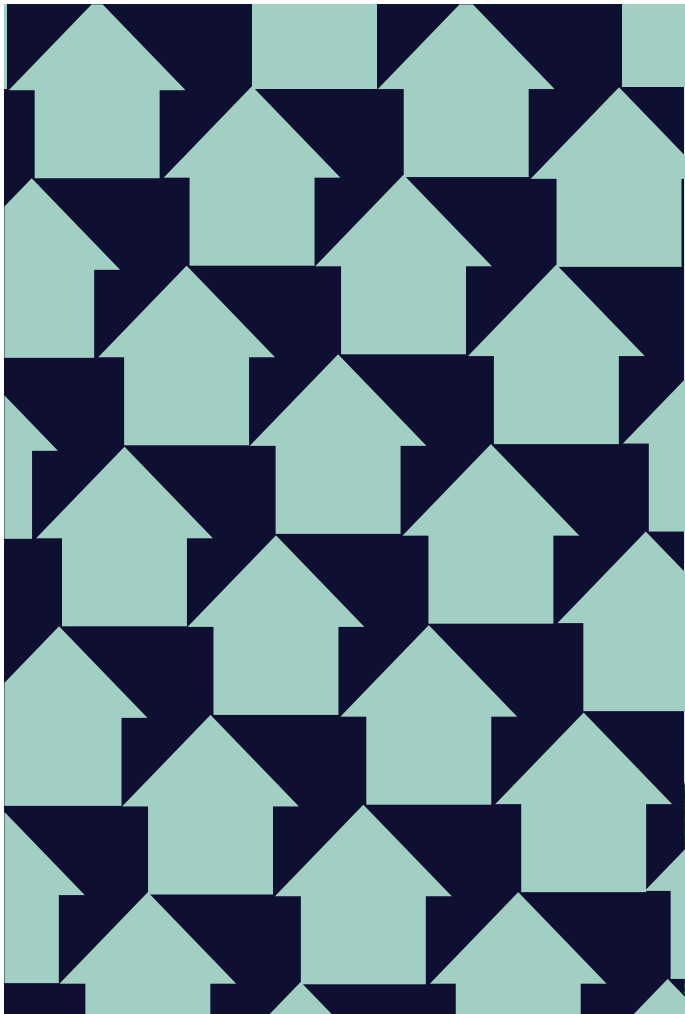
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

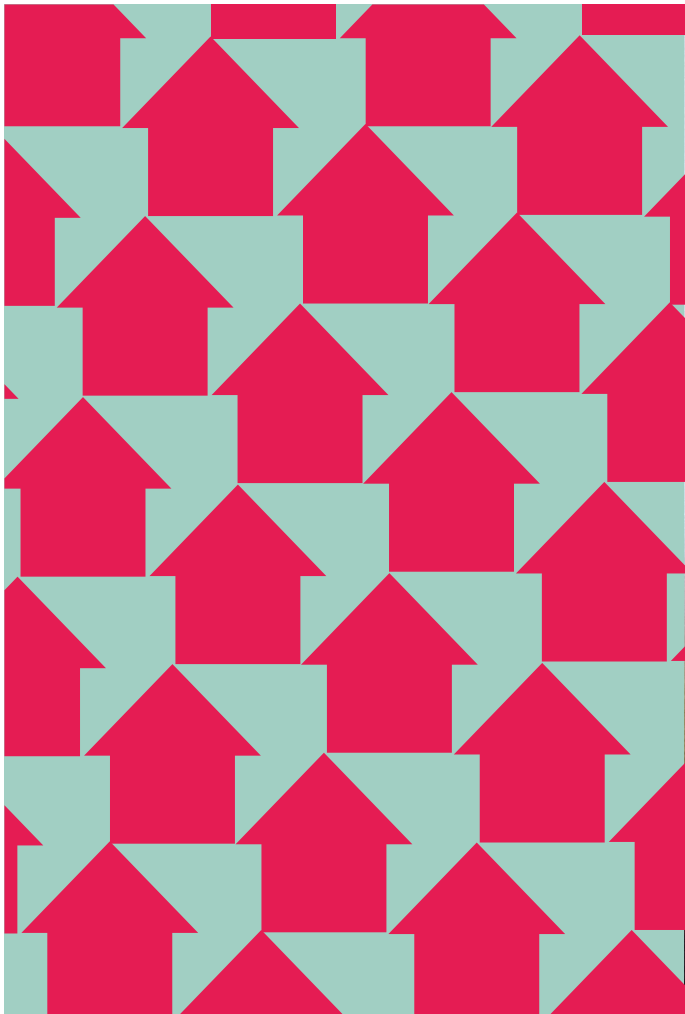
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

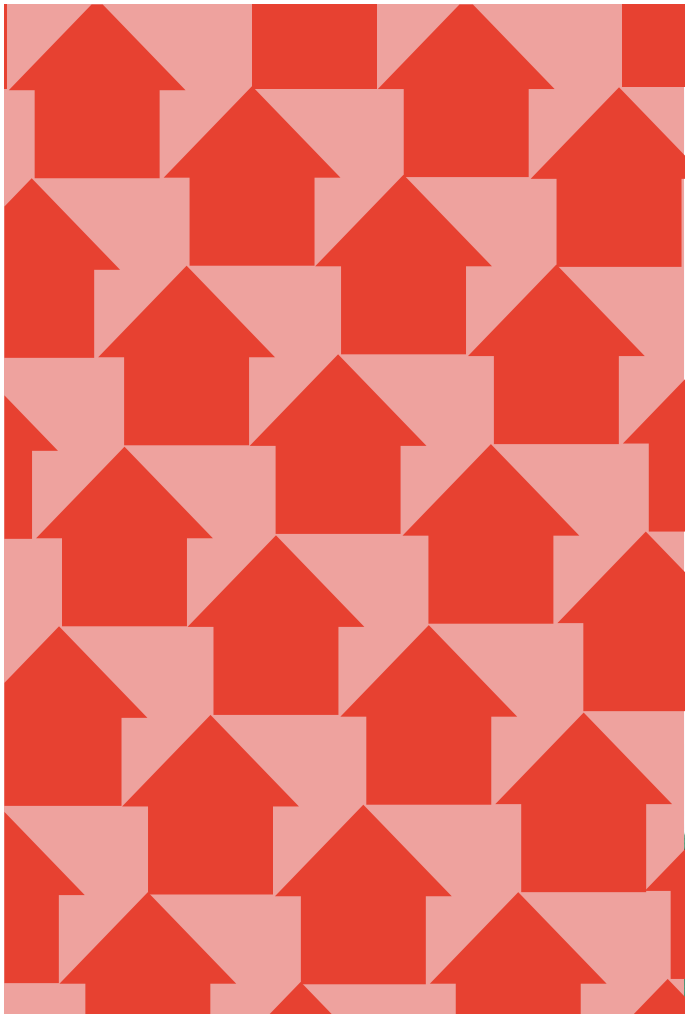


CLICK HERE to read more about Cat

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.

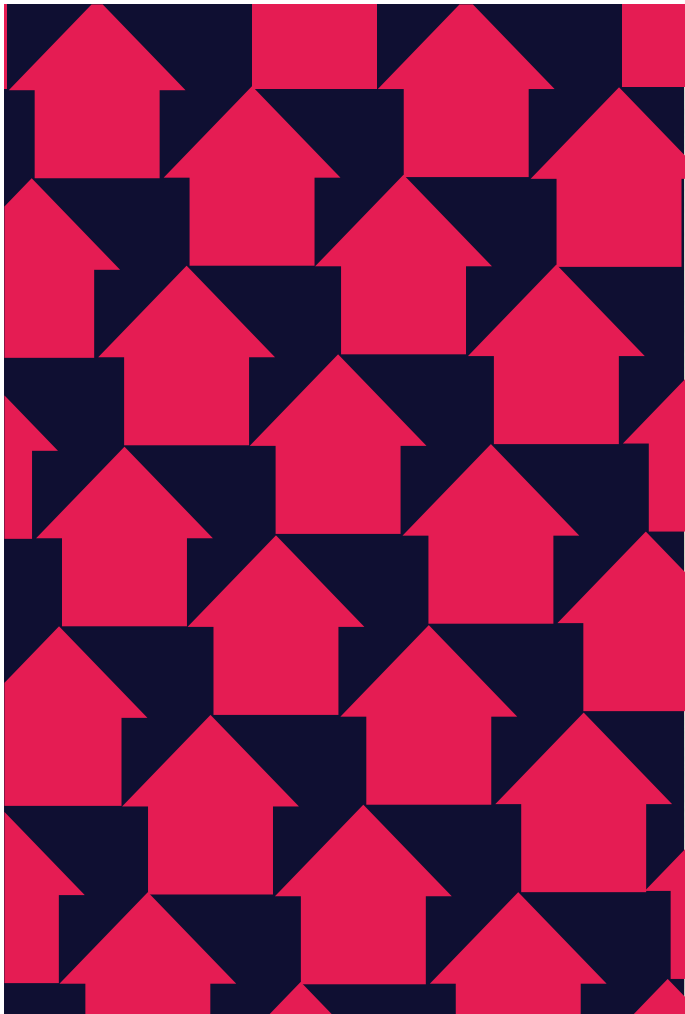
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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.

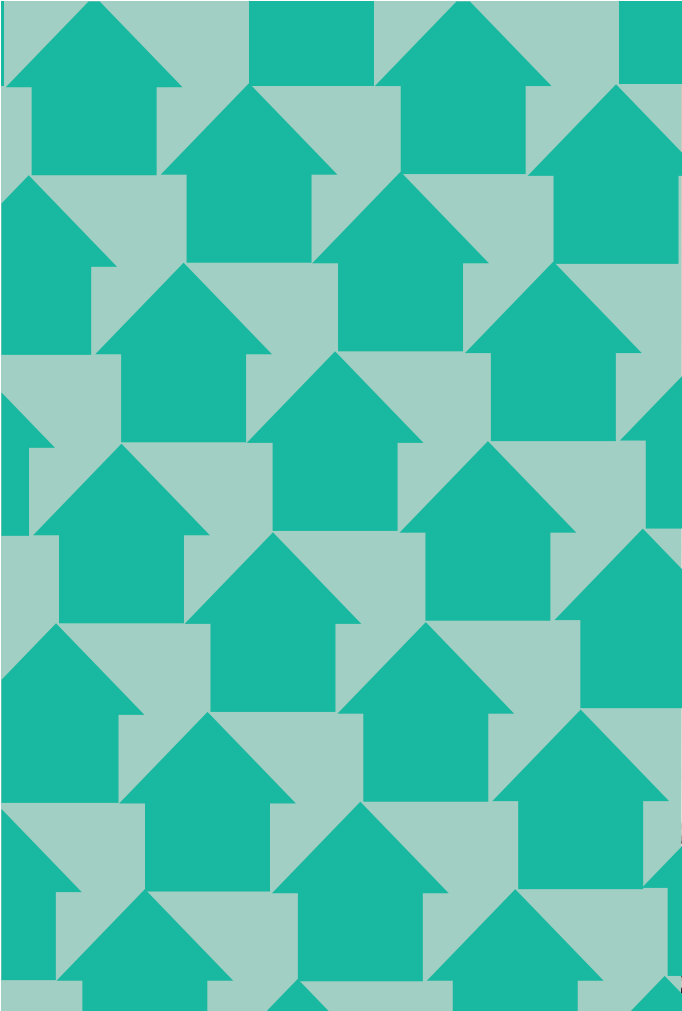
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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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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