

ADMINISTRATIVE ASSISTANT

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 Courtney Hair, Assistant Operations 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 35 years of delivering high-impact solutions for low-carbon living, our brand new strategy, just launched, is all about growth and scale — and this role is key to making that happen.

We're looking for a highly organised and enthusiastic Administrative Assistant to join our team in Edinburgh. You'll provide essential support across our operations — from data entry and scheduling to event logistics, minute taking and more. This is a fantastic opportunity for someone with strong administrative experience, excellent attention to detail, and a positive, proactive attitude.

You'll be part of our Home Energy Scotland (HES) team, who are leading the way in supporting households with free, impartial energy advice. With the cost of living and climate crises, our work has never been more important.

We're looking for an organised and efficient Administrative Assistant to help support the advice centre to engage with 36,000 customers a year. You'll be central to keeping our processes running smoothly and bringing flexibility to a fast-paced team.

Together, we make homes warmer and more comfortable — and we're excited to have you consider that mission. I look forward to meeting you and talking more about our vision and how you can be part of it.

Kind regards,

Courtney
Hiring Manager

The application process	
Application deadline	12pm, Friday 16 May 2025
Interview date	Week commencing 19 May 2025
Interview location	In person at our 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	Contact Courtney Hair, Assistant Operations Manager on 07425 281 021

Job Description	
Job title	Administrative Assistant
Job reference	AA
Salary and grade	A2 (Real Living Wage) £22,932 per annum + 8% employer pension contribution
Location of job	Edinburgh (Office-based)
Hours and terms	35 hours per week. Full-time, permanent (Part-time and fixed-
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	Assistant Operations Manager
Responsible for	N/A

Purpose of the job	Provide flexible administrative support including: data entry,
Main objectives and goals	<ol style="list-style-type: none"> 1 Provide administrative support 2 Ad-hoc assistance as required

1. Provide administrative support

- Sort, organise, and upload data from various sources, including events and voicemail.
- Utilise databases such as spreadsheets, digital portals, or CRM systems (e.g., Microsoft Power Platform) to manage and process data.
- Support the coordination of customer communications, including preparing written correspondence.
- Assist in the preparation of materials and logistical arrangements before and after events.
- Identify errors or gaps in CRM records to maintain data accuracy and share feedback with relevant colleagues, such as operational leads.
- Review exceptions (e.g., cancelled referrals) and provide appropriate feedback.
- Offer general administrative support to the wider team and directorate as needed.

2. Ad-hoc assistance as required

- Handle tasks like filing, post management, printing, photocopying, and data entry
- Schedule and support meetings, including taking minutes where required
- Support recruitment admin and new staff inductions
- Maintain marketing stock and keep storage spaces organised
- Book travel and accommodation for staff
- Help organise team events and staff socials

Key contacts

- Assistant Operations Manager
- Advice Centre Manager
- Marketing And Communications Manager
- Advice Team Manager
- Senior Projects Officer
- Partnership Officer

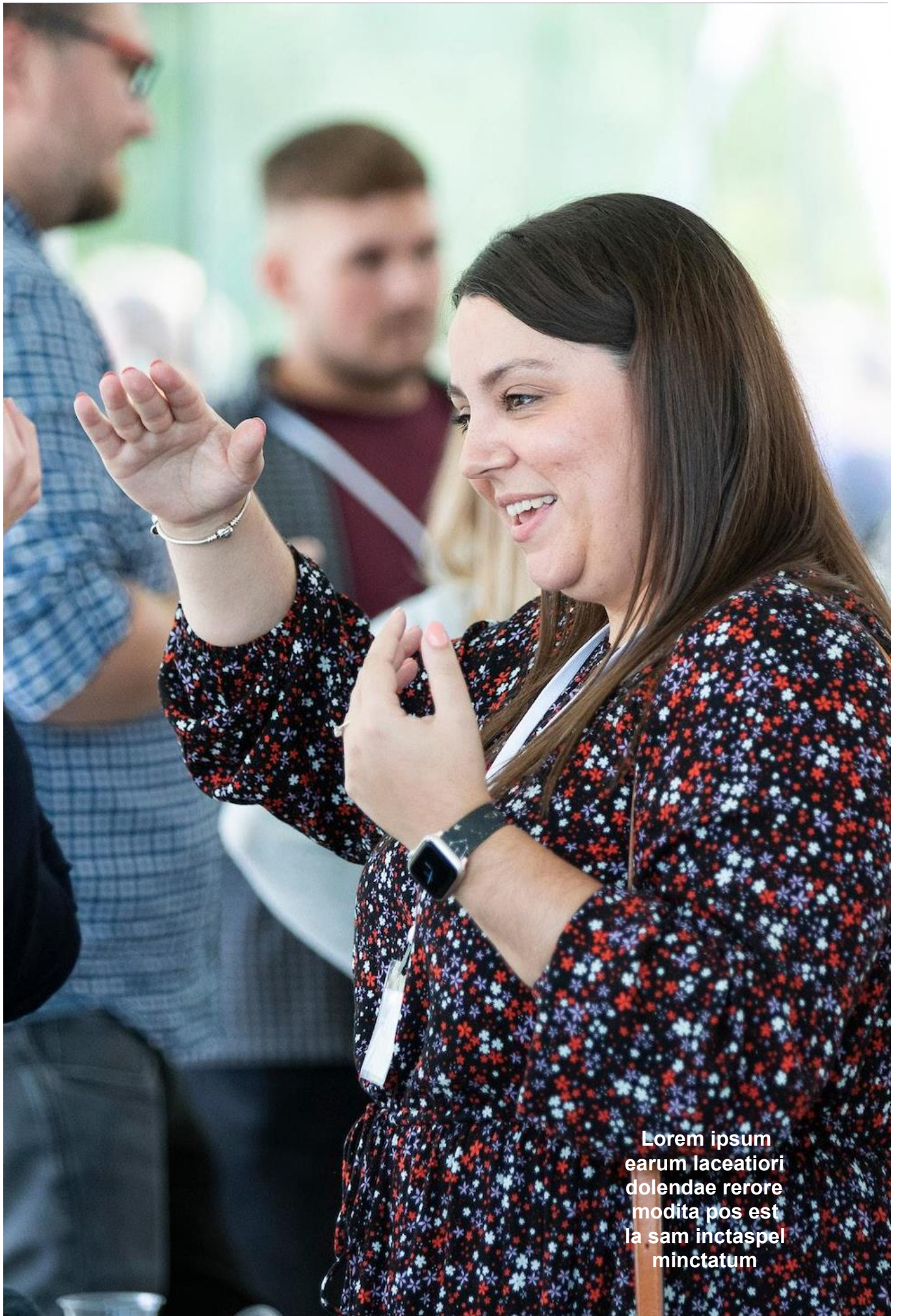
Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Good general standard of education and/or evidence of continued professional development		✓
Skill and Experience		
Excellent organisational and administrative skills	✓	
Use of customer management databases		✓
Experience of Microsoft Office and working with databases in a live environment.	✓	
An appreciation of excellent customer service		✓
Proven excellent teamwork	✓	
Proven written and verbal communication abilities and ability to communicate with a broad range of people	✓	
Target orientated approach		✓
Personal qualities and attributes		
A positive, solutions focused attitude	✓	
Attention to detail and ability to work with minimal supervision	✓	
Excellent communication and listening skills	✓	
Additional requirements		
Knowledge of housing, sustainable energy, or fuel poverty issues		✓
Full valid driving licence (or ability to travel as required)		✓

Staff Expectations of Management Experience (What We Offer)
<p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> • Effective leadership • A welcoming, supportive and respectful working environment • Ongoing training and development, ensuring the ability to effectively carry out your role • Regular and appropriate feedback through 1-2-1 meetings and annual appraisals and associated processes. • Having regular opportunities to provide feedback to your manager, including through the annual 360-degree review process. • A role with real purpose — helping people live in warmer, more energy-efficient homes • A Living Wage-accredited employer • Adhering to all relevant Changeworks policies to ensure consistency, fairness, and the health and safety of yourself and your colleagues.

Additional Information

The post holder will be required to:

- Adhere and advocate the Changeworks values and competencies
- Demonstrate flexibility and versatility
- Use their own initiative to provide the best possible outcomes over a wide range of projects
- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given



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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.

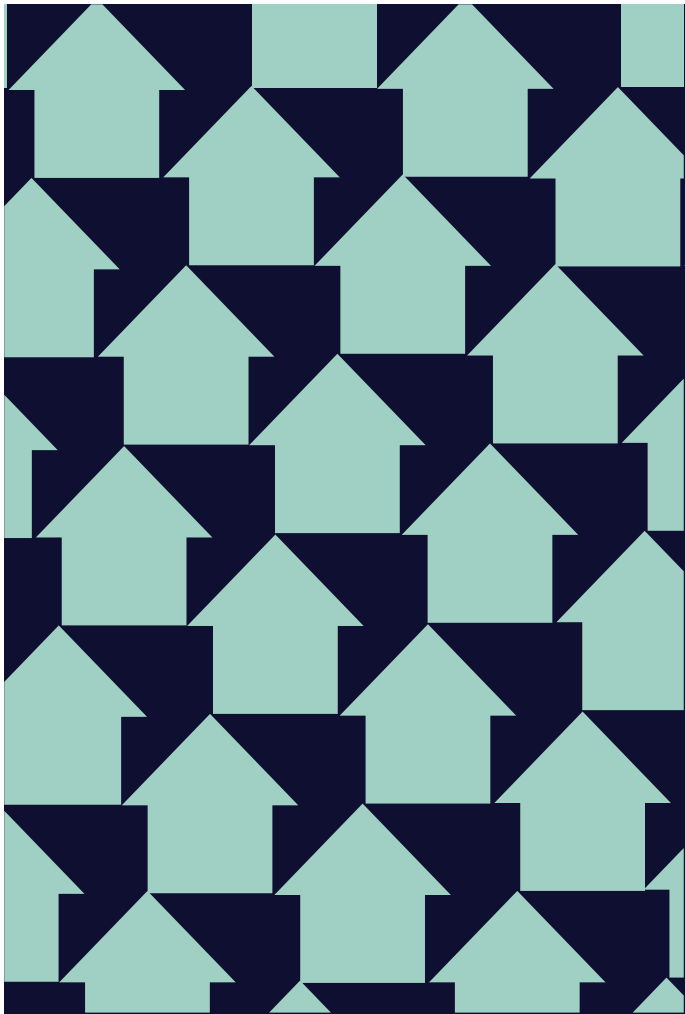
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

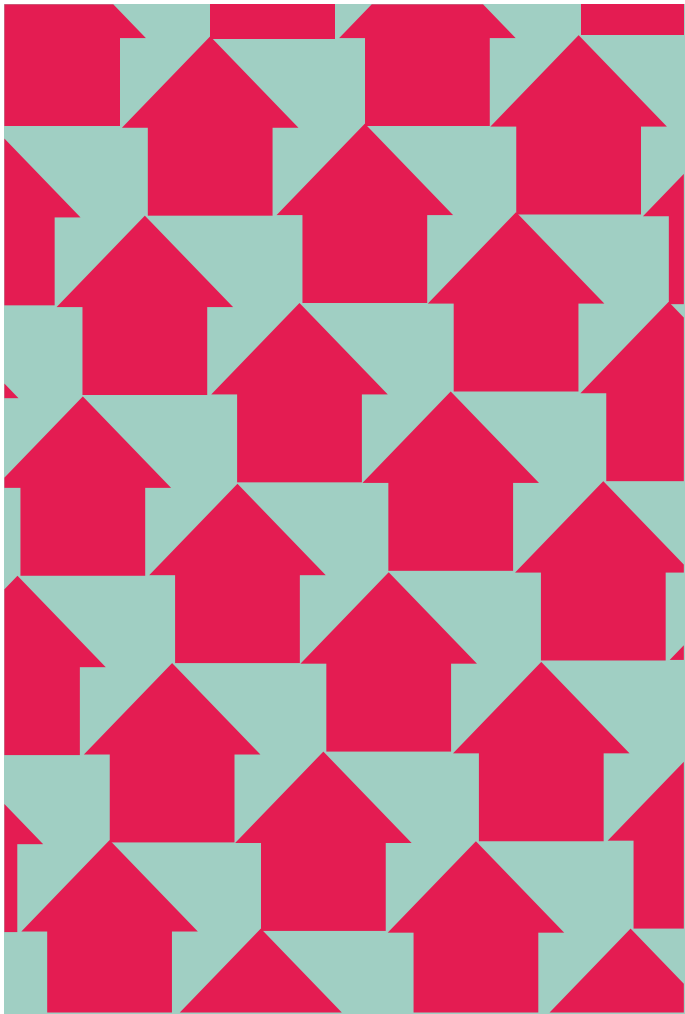
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

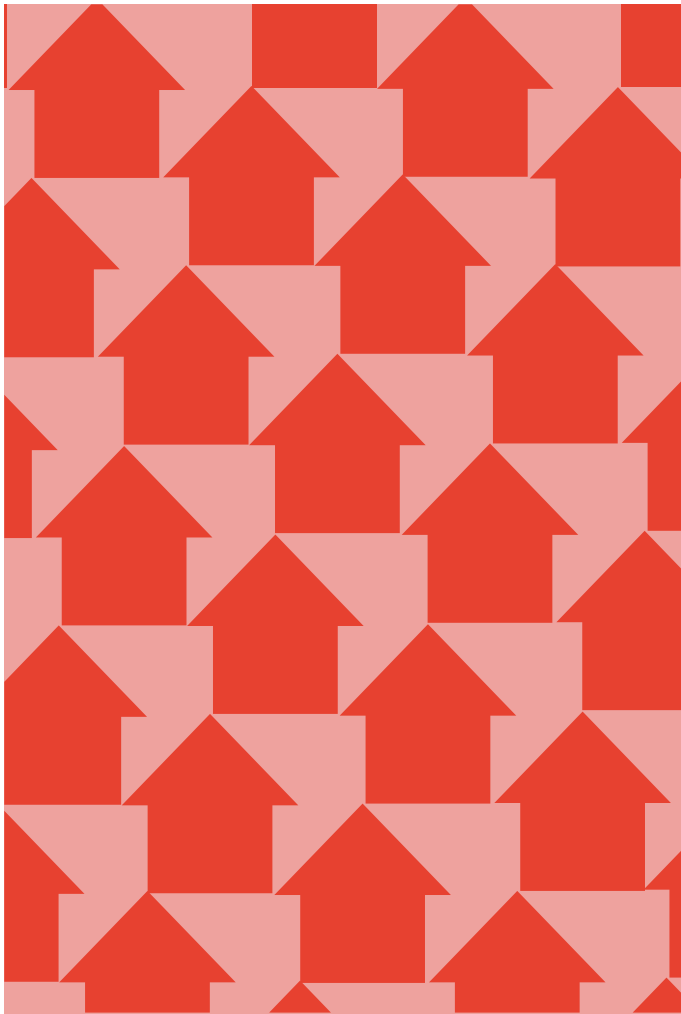


[Read more about](#)

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](#)

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.

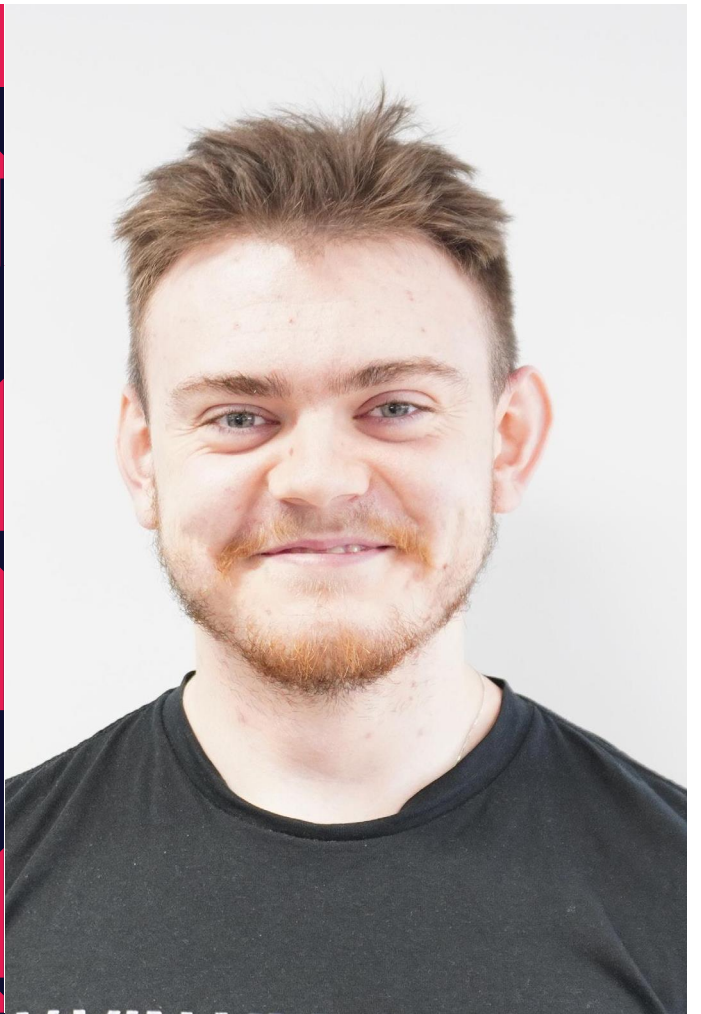
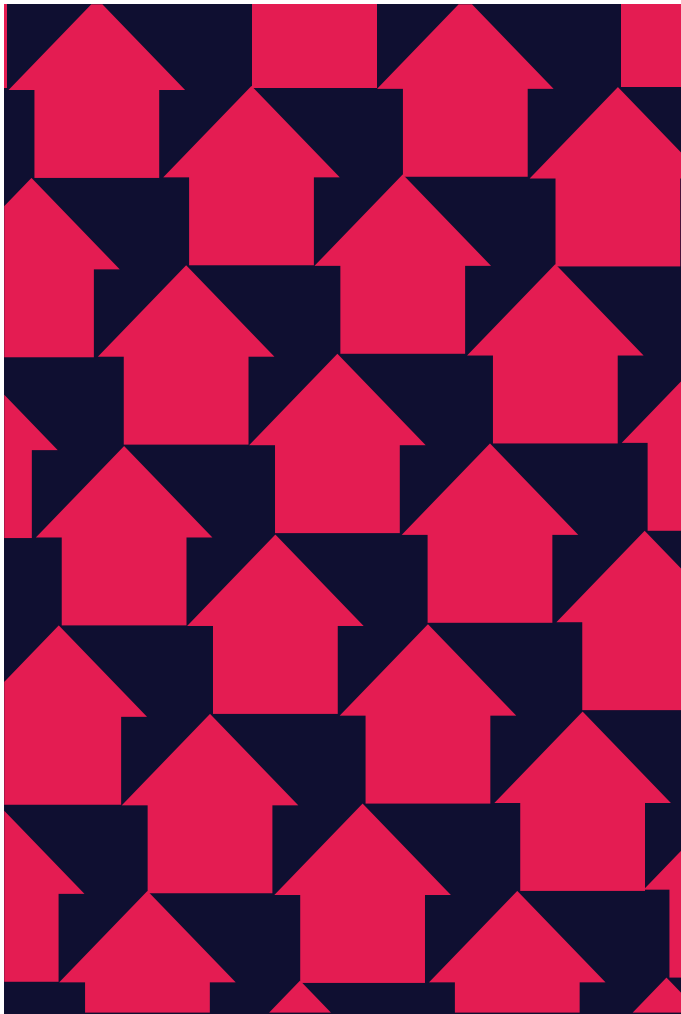
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

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**

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[Read more about](#)

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.

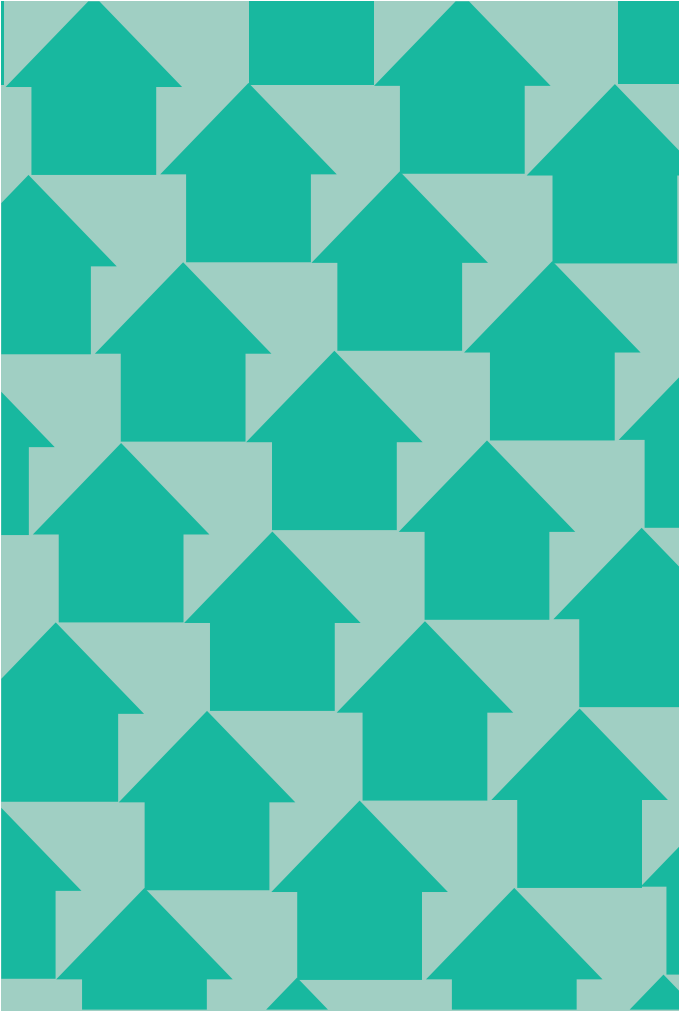
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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”



[Read more about](#)

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