



HR OFFICER (PAYROLL AND BENEFITS)

Collaboration | Empowerment | Innovation | Integrity | Passion

CHANGEW^{ORKS}.



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



Dear candidate

I'm Sabrina Melia, Senior HR Specialist, 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.

Our Human Resources Team sits at the heart of Changeworks, supporting our mission by creating a positive, fair and engaging employee experience. We provide specialist advice across the full employee lifecycle, with a particular focus on employee relations, wellbeing, policy, recruitment, payroll and benefits, and organisational development.

This HR Officer (Payroll and Benefits) role is an important part of that. We're looking for someone to deliver accurate and timely payroll administration and support the effective management of Changeworks' payroll and benefits processes. The role ensures that all payroll data is correctly captured, processed and maintained, and employees' benefits are administered accurately.

If you share our values, are keen to continue to develop your payroll and benefits administration skills, and want to contribute to a team that plays a central role in enabling Changeworks to thrive, we'd be delighted to hear from you.

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

Kind regards,

Sabrina Melia

Hiring Manager

The application process	
Application deadline	9am, Monday 23 February 2026
Interview date	Week commencing 2 March 2026
Interview location	In person, Edinburgh Office or Online via 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	Corinne Morrison-Gillies, Head of People - cmorrison@changeworks.org.uk

Job Description	
Job title	HR Officer (Payroll and Benefits)
Job reference	HRPB
Salary and grade	A5 point 21 to 24 (£27,043 - £29,415 per annum, pro rata) + 8% employer pension contribution. Successful candidates will start at the bottom of the salary scale, except in exceptional circumstances.
Location of job	Edinburgh (hybrid of home and office working)
Hours and terms	17.5 hours per week. Part time, permanent.
Holiday terms	26 days annual leave and 9 public holidays per annum, pro rata

General terms and conditions	
<ul style="list-style-type: none"> You will 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. 	

Responsible to	Senior HR Specialist
Responsible for	NA

Purpose of the job	To deliver accurate and timely payroll administration and support the effective management of Changeworks' payroll and benefits processes. The role ensures that all payroll data is correctly captured, processed and maintained, and employees' benefits are administered accurately.
Main objectives and goals	The role focuses on entering, checking and supporting reconciling payroll information each month, administering key employee

benefits such as pension, cycle to work, car leasing and other schemes, and providing clear, supportive guidance to employees on pay and benefits. It also contributes to reliable HR data management.

1. Ensure accurate and timely payroll data input and processing

- Collect, verify and enter monthly payroll changes (new starts, leavers, contractual changes, absence data, overtime, deductions).
- Maintain employee records with a high level of accuracy and confidentiality.
- Conduct payroll checks and reconcile data to ensure compliance and error-free processing.
- Liaise with the payroll provider and internal teams to resolve payroll queries.
- Support statutory reporting requirements (e.g., HMRC queries) where relevant.

2. Administer employee benefits

- Oversee the administration of benefits such as pension deductions, cycle to work, car lease schemes, and wellbeing benefits.
- Track benefit eligibility, joiners/leavers, and changes, ensuring timely communication with providers.
- Maintain accurate and up-to-date records of all employee benefits.
- Support employees with benefit queries and guide them through enrolment or claims processes.
- Assist in promoting benefits to maximise awareness and uptake.

3. Provide administrative support across payroll and benefits

- Maintain accurate, up-to-date payroll and benefit data across systems.
- Produce reliable payroll and benefits reports and support routine data checks.
- Improve payroll and benefits processes by reviewing systems and documentation.
- Support annual benefits activities such as pay reviews and benefit renewals.
- Any other tasks that may be reasonably be expected within the role

Requirements

The post holder must have / be able to:

- Good financial acumen with strong numerical accuracy and attention to detail.
- Ability to work confidently with payroll data, spreadsheets, and HR/payroll systems.
- Basic understanding of payroll processes, deductions, or willingness to learn quickly.

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- Good organisational skills and ability to meet monthly deadlines.
- Clear communication skills for supporting employees with pay and benefits queries.
- Professional, discrete approach to handling sensitive financial and personal information.
- A positive, proactive attitude and willingness to improve processes.

Key contacts

- HR Specialist and wider HR Team including Head of People
- Finance Team / External Payroll Provider
- Line managers and employees across the organisation
- External benefit providers (e.g., pension provider, cycle to work, car lease,)
- External payroll and statutory bodies where required (e.g., HMRC)

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

- None

Person specification

	Essential	Desirable
Qualifications/ Professional Development		
Minimum B grade at National 5 Maths (or equivalent)	*	
Payroll related training e.g. PAYE; NIC; HMRC courses		*
Experience		
Experience working with numerical and financial data within an administrative payroll role.	*	
Experience using a computerised payroll system	*	
Experience in Excel and maintaining accurate financial records		*
Skills		
Strong numerical accuracy, attention to detail and good financial acumen	*	
Confident using payroll data systems and excel		*
Good organisational skills with the ability to meet monthly payroll deadlines	*	
Clear and supportive communication skills – the ability to explain payroll / reward calculations to staff and managers	*	
Knowledge		
A good understanding of payroll processes and statutory deductions		*
Awareness of data protection and the importance of confidentiality	*	
Experience working within the charitable sector		*
Personal qualities and attributes		
Professional, discrete and reliable when handling sensitive information.	*	
Ability to work independently and as part of a team		*
Proactive, positive attitude with a willingness to improve processes.		*
Aligned with Changeworks values		*
Willingness to undertake ongoing professional development to keep up to date with legislative changes within the areas of payroll and reward		*

Staff Expectations of Management Experience

The post holder should expect and be open to:

- 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
- 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

Complexity

The post holder must be able to:

- Adhere and advocate the Changeworks values and competencies
- Demonstrate flexibility and versatility
- Demonstrate innovation in terms of process development
- Demonstrate a high level of accuracy in all workstreams

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes for their roles HR activities.

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.

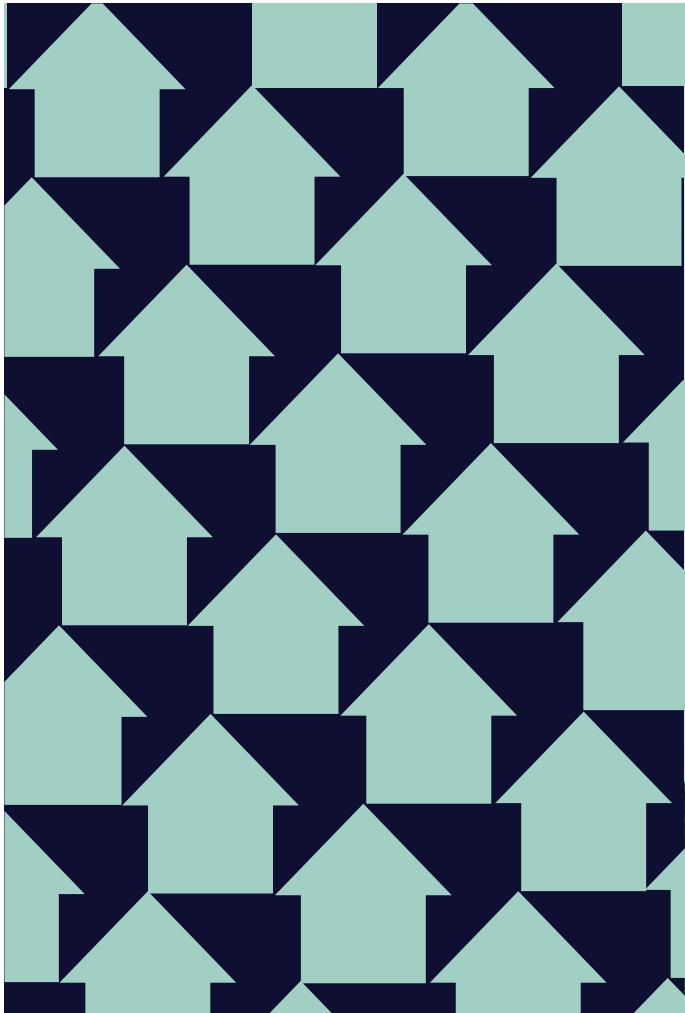
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

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

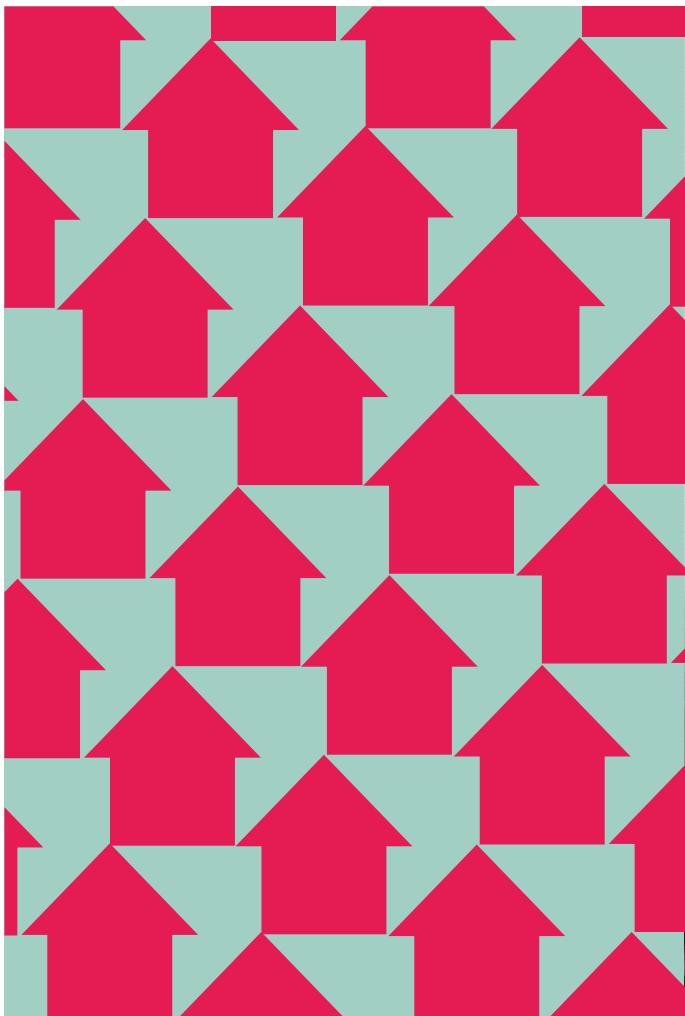
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now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

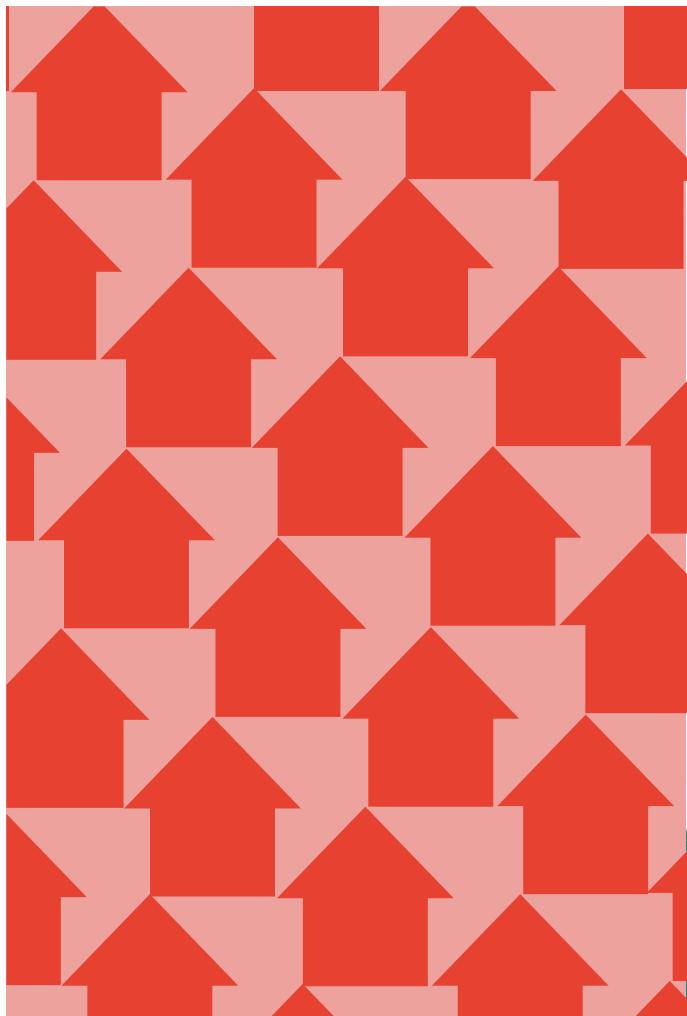


[Read more about Cat](#)

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 project 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.

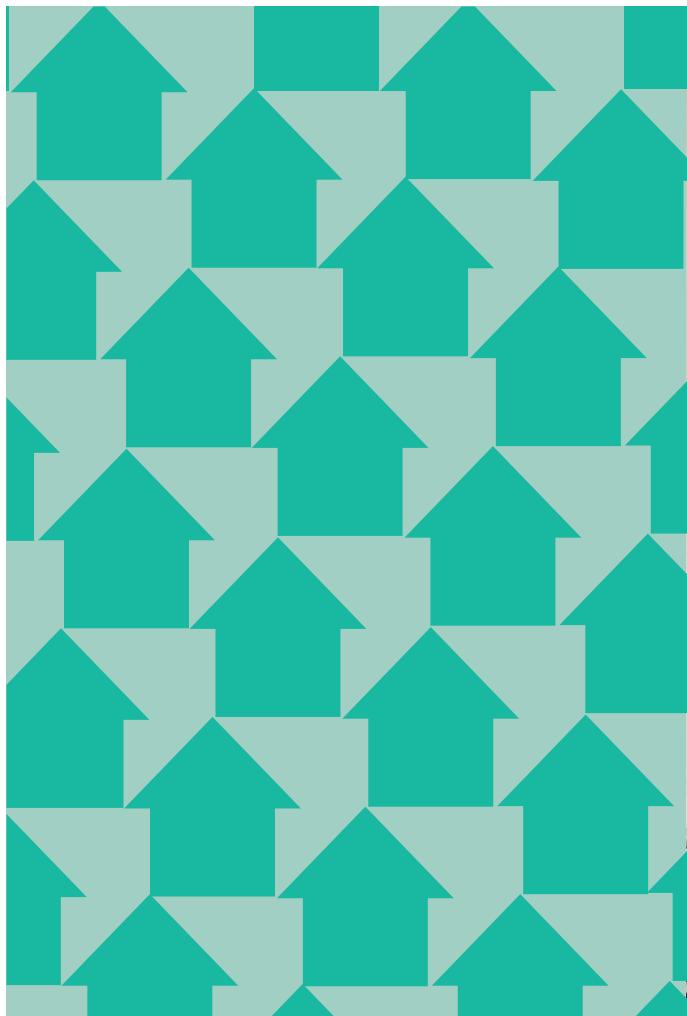
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

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 Diversity
Silver UK

Until
April
2027



INVESTORS IN PEOPLE™
We invest in people Platinum

