

ENERGY ADVISOR

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 Claire Clayton, Advice Team 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 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.

As an Energy Advisor in the Home Energy Scotland (HES) Highlands and Islands team you will be at the forefront of the energy advice conversation with households in Scotland, providing free and impartial advice that empowers householders to make informed decisions that improve their energy efficiency, change their behaviours and take action to install renewable technologies. Our Energy Advisors are experts in providing advice on energy efficiency, behaviour change and on funding options available through the Scottish Government.

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,

Claire Clayton
Hiring Manager



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The application process	
Application deadline	11am, Thursday 31 December 2026
Interview date	Interviews will be ongoing throughout the application period
Interview location	In person, Inverness 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	Claire Clayton (claire.clayton@hi.homeenergyscotland.org)

Job Description	
Job title	Energy Advisor – Highlands and Islands
Job reference	EA
Salary and grade	A3 Point 15 to 18 (£24,479 to £25,793 per annum, based on 35 hour working week) + 8% employer pension contribution. ***Successful candidates will start at the bottom of the salary scale, except in exceptional circumstances.***
Location of job	Inverness (hybrid of home and office working) or Remote working depending upon organisational need.
Hours and terms	35 hours per week Full-time or Part-time hours will be considered. Fixed term to 30 June 2027
Holiday terms	26 days per annum + 9 public holidays per annum, pro rata.

General terms and conditions

- 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.
- Regular working hours for this role are likely to between the hours of 9am to 5pm. However, out of hours working and weekend working will be required, for which time off in lieu will be given.
- The post-holder may be asked to participate in training sessions at either the Inverness or Edinburgh office, or, depending on the needs of the team, at another location in Scotland. This could involve overnight stays.
- All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

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Responsible to	Advice Team Manager

Purpose of the job	To provide quality energy advice and information to householders across Scotland. With training, helping empower householders to tackle the climate emergency, whilst also supporting those in or at risk of fuel poverty. Advice will be provided on a range of energy related topics, including but not limited to: • Energy efficiency and behavioral advice in the home • Home decarbonisation and low carbon technology • Fuel billing and fuel debt • Water Efficiency • Other energy related advice Advice and information will be provided in variety of different settings, including but not limited to: • Telephone advice • Digital advice – By email, text message, webchat, video call, social media or other non-specified methods. • In person advice in a range of different settings. To undertake administrative duties related to the delivery of advice and information and in support of colleagues.
Main objectives and goals	1. Provide relevant energy advice and information to domestic householders which enables them to take action. 2. Provide a consistently high standard of service throughout the customer journey. Meeting the contractual requirements of delivery. 3. To undertake administrative duties related to the delivery of advice and information or in support of colleagues. Capturing and recording key data to support the delivery, management and effectiveness of the service and to aid customer experience 4. General tasks

1. Provide tailored, impartial energy advice and information to domestic householders which enables them to take action.
• Provide relevant advice on a range of energy efficient behavioural topics to empower and support householders to implement advice relevant to their situation. • Provide advice on energy efficiency measures, including low carbon technologies to help householders understand the benefit and impact of these. • Assist and advise householders on how to understand and manage energy bills. • Provide advice on other energy or sustainability related topics specified by funders, for example (but not limited to) Water Efficiency, Carbon Monoxide Awareness. • Assess eligibility, and provide information on funding, grants and services that householders may be eligible for. (E.g. for energy efficiency measures or fuel debt support.)

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- Where applicable, make high-quality referrals in line with our contractual requirements. This will include internal referrals to services offered by Changeworks teams as well as external referrals to other agencies and referral/project partners.
- Champion various Scottish Government energy efficiency schemes and have a comprehensive understanding of their terms and conditions.

2. Provide a consistently high standard of service throughout the customer journey. Meeting the contractual requirements of delivery.

- Provide quality advice across multiple communication channels, specified by funder/contractor requirements. This could include but is not limited to; telephone advice (incoming telephone calls, outbound calls following inbound referrals, outbound call campaigns to existing customer base), digital advice (email, text message, webchat, video call, social media or other non-specified methods) and in person advice in a range of different event settings.
- With Training, be able to adapt approach as appropriate to suit the householder and their circumstances. This role will engage with a wide range of demographics.
- Collect and record data from householders about them, their homes and their circumstances. Update CRM database with accurate and relevant information.
- Manage customer data safely and securely to ensure compliance with GDPR and internal policies, including when at external events. Where relevant, providing reassurance to householders about how their data will be stored and used.
- Ensure that individual targets are met, and excellent customer service is maintained.
- Adhere to the quality assurance standards of the role, ensuring that advice and data is being recorded and delivered in line with any contractual requirements.
- Adhere to processes and procedures.
- Represent the service professionally and positively, engage with new customers at events and deliver energy advice face to face.
- Be responsive and open to a coaching culture along with regular feedback.

3. To undertake administrative duties related to the delivery of advice and information or in support of colleagues. Capturing and recording key data to support the delivery, management and effectiveness of the service and to aid customer experience

- Responding to enquiries received from householders, organisations and referrers in a timely and professional manner. Enquiries may be received via several routes, both digital and non-digital. This is currently via referral portals, emails, and inbound telephone calls.
- Collect and coordinate any post coming into the team, scanning documents, and sending onto other team members as appropriate.
- Issuing of customer follow up communications or advice by email or post.
- Work with other team members to ensure you have the materials and equipment that may be required for events.
- Input customer data from face-to-face activities, new referrals or voicemails into the CRM in an accurate and timely manner.

4. General tasks

- Led by supervisors and leaders, maintain an accurate and up to date knowledge of the Energy Advisor role.

- Apply best practice with regards to health and safety requirements to ensure the safety of both the public and staff at events.
- Give short presentations and briefings to increase awareness of the advice services in a range of settings. (e.g. colleagues, partner organisations etc)
- Assist in coordination of and attendance at community and partner events to facilitate face-to face advice and represent the relevant service.
- Following internal processes and guidance to ensure requirements for various accreditations and standards are being set and adhered to. This currently includes Scottish National Standards for Advice and Information Providers and both ISO 9001 and ISO 4001 standards but is subject to change and business requirements.
- Other non-specified administrative support as determined by managers, this could include ad hoc reporting or spot checking of records.

Key contacts

- Householders
    - The post holder will be in frequent contact with low income and vulnerable householders, carers and support workers.
- Changeworks - Home Energy Scotland Team, Affordable Warmth Services Team, Project Management Team, Low Carbon Communities Team.
- Energy Saving Trust, Home Energy Scotland Team and Service Delivery Team
- Warmworks
- Staff at statutory and voluntary agencies, and registered social landlords, local authority housing officers.
- Referrers from other third sector organisations
- Other Changeworks projects or teams.
- Funders, partners and other project stakeholders.

Mandatory training/qualifications associated with this role:

- City and Guilds in Energy Awareness
- Home Energy Scotland advisor induction programme

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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	✓	
City and Guilds in Energy Awareness or equivalent		✓
Experience		
Experience of delivering advice in a professional setting		✓
Experience of working with people from a wide range of backgrounds		✓
Experience of keeping comprehensive records and database administration	✓	
Experience of working in a call or advice centre environment		✓
Skills		
Excellent verbal, written and face to face communication skills and ability to communicate with a broad range of people including people vulnerable to fuel poverty	✓	
Excellent telephone manner, with the ability to record information while talking and advising customers	✓	
Excellent written and numeric skills		✓
Good standard of computer literacy and familiarity with Microsoft Office packages and databases	✓	
First class organisational skills, a flexible approach, and the ability to respond effectively to changing priorities	✓	
Ability to follow processes and ensure customer data is managed in a GDPR compliant manner		✓
Target orientated approach		✓
Personal qualities and attributes		
Organised, mature and responsible attitude to work		✓
Ability to work as part of a team in a positive and flexible manner as well as independently	✓	
Ability to take initiative and problem solve	✓	
Ability to manage workload effectively		✓
An interest in social justice and improving people's living environment		✓
An ability to communicate and listen		✓
Additional requirements		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job.		✓

Job Title: Delivery Energy Advisor

Date advertised: 12/11//2026

A knowledge of housing issues		✓
A knowledge of sustainable energy issues		✓
An understanding of fuel poverty issues		✓

Expectations of Experience

The post holder should expect and be open to:

- 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.
- The opportunity to give 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 yourself and your colleagues.
- Commitment to Changeworks' culture of equality, diversity and inclusion in the workplace

Complexity

The post holder must be able to:

- Adhere and advocate the Changeworks values and competencies.
- Demonstrate flexibility and versatility communicating with team members, clients, funders, local authorities and housing associations.
- Communicate effectively with customers.
- Provide excellent administration support.
- Work flexibly across different energy advice contracts delivered by Changeworks

Creativity

The post holder will be required to:

- Produce a wide range of written and verbal communication.
- Use their own initiative to provide the best possible outcomes.
- Use their own initiative to provide the best possible service.
- Solve problems to ensure that any issues arising are resolved satisfactory.
- Provide a first-class service that meets the requirements of the service they are delivering.

Special conditions

- Occasional out-of-hours, overnight stays and weekend working may be required, for which time off in lieu will be given.
  The job description is illustrative only; other duties appropriate to the post may be added in consultation with your manager.

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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
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

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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

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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

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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 proejct to benefit people across Scotland.”**

Read more about Jay

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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

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INVESTORS IN PEOPLE™ We invest in people Platinum

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