

# Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Changeworks
- Information about the team the job is based with
- Job description
- Person Specification
- Additional background information

**Please note: Due to anticipated high volume of applications, if you have not been contacted within two weeks of the application closing date, you can assume that your application has been unsuccessful.**

<b>Job details</b>	
<b>Job title</b>	<b>HIS Team Administrator</b>
<b>Job reference</b>	HISADMIN

<b>The application process</b>	
<b>Application deadline</b>	<b>12 noon Friday 30<sup>th</sup> July 2010</b>
<b>Interview date</b>	Monday 16 <sup>th</sup> August 2010  (If you do not hear from us by this date you can assume your application has been unsuccessful)
<b>Interview location</b>	Changeworks Edinburgh
<b>Interview format and length</b>	To be confirmed

<b>Contact details</b>	
<b>Completed Application Forms with a covering letter which highlights your skills and interest in this job to be sent to</b>	Recruitment HIS Team Changeworks 36 Newhaven Road Edinburgh EH6 5PY  Or jobs@changeworks.org.uk
<b>General enquiries about this job</b>	Dawn Mckenzie - Administrator 0131 555 7840
<b>For an informal discussion about this job</b>	Carol Aitken – Home Insulation Scheme Assessment Manager – 0131 468 8681 or 07540 412 403

## About Changeworks

Changeworks exists to improve quality of life and to protect the environment.

We work with passion, integrity and in collaboration to develop and deliver innovative projects and businesses that inspire and empower people and communities to make a difference.

Our activities:

- Increase energy efficiency and the use of renewable sources of energy
- Prevent waste from going to landfill by reducing, reusing and recycling
- Promote methods of transport with low environmental impact

### Resources for life

By providing people with the information they need to make choices that lessen their impact on the environment, we help them to lead safer, healthier, more fulfilled lives. By alleviating poverty and disadvantage we help to foster social justice and equality of opportunity. By using the earth's natural resources efficiently we help to protect the rich and diverse planet that is our home and to ensure that those resources are available for everyone, now and in the future.

By changing behaviour we make possible our vision: **resources for life**.

### Our History

**Changeworks Resources for Life Ltd** came into being in June 2006, but in fact was a new chapter in the history of a well-established and successful sustainable development charity. Changeworks' predecessor, Lothian and Edinburgh Environmental Partnership (LEEP) was formed in 1989, itself a re-incarnation of the Lothian Energy Group, by Edinburgh District Council, Friends of the Earth Scotland and the Centre for Human Ecology.

As LEEP grew it undertook increasingly complex and ambitious grant funded projects, particularly on behalf of local authorities in South East Scotland. LEEP established the Energy Efficiency Advice Centre on behalf of the Energy Saving Trust in 1993 and was registered as an Environmental Body under the landfill tax credits system, which supported recycling initiatives until 2003. LEEP's grant funded work sought to find solutions to environmental problems in energy, waste and transport with a particular focus on the alleviation of poverty and disadvantage. By 2000, LEEP was highly regarded as a deliverer of innovative projects on the ground, as well as an authoritative voice supporting the development of progressive policy and practice.

Changing our name from LEEP to **Changeworks** was vital in reflecting our work beyond the Edinburgh and Lothian area and our mission and vision were also re-cast to emphasise our focus on sustainable development. For an overview of our current work please visit [www.changeworks.org.uk](http://www.changeworks.org.uk).

## About the Home Insulation Scheme Team

### Introduction and context

The Home Insulation Scheme is an energy saving initiative. Now in its second year, the £30m scheme is managed by the Energy Saving Trust and backed by the Scottish Government, with additional funding from local authorities, housing associations and energy companies.

The Home Insulation Scheme is designed to improve the energy efficiency of houses through promoting and installing insulation and other energy saving measures. A team of Energy Assessors will knock on every door in the selected areas. They will provide energy advice to the householder, gather energy data on the property and seek to sign-up the householder for insulation measures, where the home is suitable.

It is an area-based scheme, with the potential to offer advice and assistance to around 200,000 houses, with many of these going on to receive measures such as loft and cavity wall insulation. Areas covered by the scheme have been chosen according to criteria including its levels of fuel poverty and carbon emissions, the potential number of treatable houses and the potential for complementary funding.

Along with other initiatives, the scheme contributes to meeting the Government's challenging carbon emission reduction targets, as well as increasing the take-up of domestic energy efficiency measures while helping to tackle fuel poverty.

The number of assessors will vary throughout the year but will likely be in the range from 30-75, with between 4-8 active areas at any given time.

<b>Job Description</b>	
<b>Job title</b>	<b>Administrator</b>
<b>Job reference</b>	HISADMIN
<b>Salary and grade</b>	AP1 £16,710 - £19,830 plus 8% pension contribution
<b>Location of job</b>	EDINBURGH
<b>Hours and terms</b>	Full time 35 hours per week
<b>Holiday terms</b>	26 days per annum plus 9 statutory holidays

<b>General terms and conditions</b>
<ul style="list-style-type: none"> <li>• Changeworks operates a flexi-time system with core hours. There are no overtime payments for this post. Some out of hours working will be required.</li> <li>• 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.</li> <li>• All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with the Chief Executive.</li> </ul>

<b>Responsible to</b>	Home Insulation Scheme Manager
<b>Responsible for</b>	N/A

<b>Purpose of the job</b>	To provide administration support to the HIS team covering both South East Scotland and the Highland and Islands
<b>Main tasks and activities</b>	<ul style="list-style-type: none"> <li>• To liaise with and support all of the Administration team in the day to day running of the HIS office</li> <li>• To undertake printing and fulfilment of daily mailings of assessor visit letter</li> <li>• Printing and fulfilment of technical survey booking letters on a daily basis</li> <li>• Ensuring stocks of all relevant information leaflets, headed paper, stationery and other supplies are maintained.</li> <li>• To liaise with Changeworks Office Manager regarding facilities, including Health &amp; Safety issues.</li> <li>• Any other duties in which the HIS Management Team from time to time requires assistance</li> <li>• Assisting and developing procedures as requested</li> <li>• Organising of filing and directory structures</li> <li>• Assist with organisation of recruitment including booking adverts and sending out job packs and arranging interviews</li> <li>• Ensure data is entered accurately into CRM systems and cross reference with internal allocations database</li> </ul>

	<ul style="list-style-type: none"> <li>• Providing support in management of HIS vehicle fleet</li> <li>• Organising travel and accommodation for HIS staff</li> <li>• Ensuring materials such as uniforms, clipboards, bags and other material is accounted for and relevant documentation is completed</li> <li>• Reordering of any additional materials required.</li> <li>• Set up and schedule technical survey bookings for insulation installers</li> <li>• Staff survey booking line in evening and Saturday on a rotational basis</li> <li>• Scheduling assessor appointments</li> <li>• To Assist Logistics team as and when required duties are but not limited to: <ul style="list-style-type: none"> <li>• Preparing address lists</li> <li>• Prepare maps for distribution</li> <li>• Allocation of jobs to PDAs</li> <li>• Set up of PDA's</li> </ul> </li> </ul>
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<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>• Prioritising workload</li> </ul>
<b>Supervision and training received</b>
<ul style="list-style-type: none"> <li>• Training as required from time to time</li> </ul>
<b>Key contacts</b>
<ul style="list-style-type: none"> <li>• The post holder will be in regular contact with all Home Insulation Scheme project staff both in South East Scotland and Highlands and Islands.</li> </ul>
<b>Complexity</b>
<p>The post holder must be able to:</p> <ul style="list-style-type: none"> <li>• Communicate clearly and effectively</li> <li>• Manage a number of different requirements and requests at the same time</li> <li>• Analyse and assess alternative solutions</li> </ul>
<b>Creativity</b>
<ul style="list-style-type: none"> <li>• Developing new processes and solutions in support of the Home Insulation Scheme project</li> </ul>
<b>Special Conditions</b>
<ul style="list-style-type: none"> <li>• Leave periods need to be coordinated and authorised in order to meet projected targets</li> </ul>

<b>Person specification</b>		
Please explain how you meet the following criteria in your job application		
<b>Job Related Knowledge and Skills:</b>	<b>Essential</b>	<b>Desirable</b>
Excellent time management and prioritisation skills	✓	
Good numeric and literacy skills		✓
Excellent communication skills, both verbal and written	✓	
Good presentation skills		✓
Good IT skills	✓	
Ability to manage own time and work with minimal supervision	✓	
Ability to deal with customer complaints and handle sensitive issues effectively	✓	
Knowledge and understanding of energy efficiency, fuel poverty, renewable energy and transport energy matters		✓
Possession of practical and relevant knowledge in respect of the efficient use of energy in residential property		✓
Awareness of Health & Safety issues and obligations		✓
<b>Qualifications, General Education &amp; Experience:</b>		
Standard grades or equivalent in English Language and Mathematics	✓	
Experience of working in a customer care focused organisation	✓	
Experience of working to tight targets and timescales	✓	
Experience of working with a range of customers from a diverse range of backgrounds	✓	
<b>Personal Qualities:</b>		
An enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of work ethics	✓	
A good team member, self motivated and keen to foster a spirit of cooperation within the organisation	✓	
Confident and outgoing and able to deal effectively with people from a diverse range of backgrounds	✓	
Motivated by the desire to achieve objectives and targets	✓	
Diligent and attentive to detail	✓	
High standard of customer service and the ability to communicate difficult subject matters easily	✓	