

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

Job details	
Job title	Researcher (Energy and Sustainability Intern)
Job reference	RICT3

The application process	
Application deadline	
Interview date	
Interview location	Edinburgh, 36 Newhaven Road

Contact details	
Completed application forms for this job	Via Adopt an Intern
General enquiries about this job	Via Adopt an Intern
For an informal discussion about this job	Via Adopt an Intern

About Changeworks

Changeworks is a recognised leader in the delivery of solutions that enable people to live and work more sustainably. We are an environmental charity and social enterprise, working in collaboration with public and third sector organisations, schools, communities and businesses to:

- Inspire and enable action to reduce CO₂, waste and fuel poverty
- Build confidence and skills to make sustainable choices
- Share our knowledge and learn from others to maximise our impact
- Deliver the best possible service creatively and professionally.

Changeworks Services

First established in 1989 as Lothian and Edinburgh Environmental Partnership (LEEP), Changeworks has built a strong reputation for effective and innovative service delivery. With more than 120 staff in Edinburgh, Inverness, Shetland, Orkney, the Western Isles and Argyll, Changeworks services span a range of needs:

- **Changeworks Recycling** for businesses is one of the most successful examples of a sustainable, profit-making social enterprise in Scotland.
- **Consultancy services** that deliver respected, impartial services including training, energy modelling, behaviour change research and feasibility studies for renewable energy.
- **Projects** that advise and support householders and communities needing assistance with fuel poverty, waste prevention and energy efficiency.
- **Home Energy Scotland advice centres**, delivered by Changeworks in South East Scotland and Highlands and Islands, support householders, community groups, businesses, local authorities and registered social landlords with improving sustainable energy, transport and water use. Energy Saving Scotland is part of the UK-wide Energy Saving Trust.
- **Offering access to expertise and networks**, for example we are on the boards of Zero Waste Scotland, the Community Resource Network Scotland, Waste and Resource Use 2020, SCVO Policy Committee and Edinburgh Voluntary Sector Strategy Group and numerous steering groups. Changeworks also takes a coordinating role in the exchange of ideas and information among public sector, housing and partner groups who share our aims.

Changeworks: Maintaining High Standards

Changeworks received a Scotland's Best Workplaces Award and special category Sustainability in Excellence Award in 2012. We won Best Public Service Provision in The Scottish Green Awards 2011. We hold the Investors in People and Investing in Volunteers national standards, and continue to achieve the international environmental management accreditation ISO 14001.

About the Consultancy Team

Introduction and context

Changeworks Consultancy Team has an extensive track record in supporting organisations with developing projects, research and best practice for environmental sustainability. As an enterprise arm of environmental charity Changeworks, we're able to use expertise gained from over 20 years in frontline delivery.

Changeworks Consultancy has considerable experience analysing the issues and solutions for energy efficiency and energy generation in Scottish housing, with a particular emphasis on hard-to-treat homes. In addition we have particular expertise and experience researching issues related to fuel poverty. We work with a diverse range of public, private and third sector clients including Scottish Government and associated bodies, local authorities, registered social landlords, private sector landlords and community groups. Our work is not exclusive to domestic properties. The role will make a telling contribution to the development of that work and the identification of solutions for properties and people. We appreciate solutions may be wide ranging and therefore we are required to provide knowledge and expertise related to insulation, heating systems, controls, microgeneration, user guidance (written and verbal) and user behaviour change and the policies that impact on those.

This work is delivered at a time of ongoing market changes which are impacting on the way energy efficiency retrofit of existing homes and non-domestic properties is funded, incentivised and prioritised. Policies such as the Energy Company Obligation (ECO) sit alongside national strategies and incentives including the Home Energy Efficiency Programme, the revision of housing standards, the newly introduced Renewable Heat Incentive (RHI) and the current programme of Feed in Tariffs which is under policy review. How organisations from the public, private and third sector engage and maximise the potential of these significant changes is an important part of our work.

In addition shifts in energy policy, welfare, building standards and the economy have a significant impact on those experiencing fuel poverty. The Consultancy Team continues to develop and deliver research projects in this area and has a focus on better support for tenants and householders so they can efficiently use their heating systems or newly installed low carbon technologies.

This role is therefore to provide a key research function in support of project development and delivery. The role will require a committed individual who meets the job specification and has a demonstrable enthusiasm for the field and the wider sustainability agenda.

Team aims

Changeworks Consultancy aims to work with clients to clarify need and then provide the highest standard of service to meet that need. We are value driven, impartial and committed. Our work also makes a wider contribution to Changeworks objectives and we do that by working with clients who are wanting to

- Make informed decisions connected with climate change, energy efficiency, micro-renewables, waste prevention and fuel poverty
- Tackle sustainability issues
- Embed behaviour change approaches into their organisation and/or projects
- Find the best way to make buildings sustainable

- Increase skills and knowledge in their organisation
- Evaluate project impact and success

Team activities

- Energy Surveying, Modelling and Analysis
- Behaviour Change Support and Training
- Technical Support and Training
- Research and Evaluation
- Adaptation and Mitigation Strategies
- Feasibility Studies and Project Development
- Event and Partnership Facilitation

Resources

The Changeworks [website](#) provides a comprehensive review of the organization and the Consultancy Teams services, projects and resources.

Job Description	
Job title	Researcher (Consultancy Team Intern)
Job reference	RICT3
Salary and grade	£15,015 per annum
Location of job	Edinburgh office but may deliver on a wider geographical basis
Hours and terms	35 hours per week, 3 months with potential to extend to six months
Holiday terms	26 days annual leave + 9 days bank holiday

General terms and conditions	
Responsible to	Senior Consultant
Responsible for	N/A

Purpose of the job	To assist in the delivery of new and existing projects and services provided by Changeworks Consultancy Team, with a focus on sustainable energy, fuel poverty and behaviour change
Main tasks and activities	<ul style="list-style-type: none"> • Deliver a range of research functions • Collate and disseminate knowledge • Deliver a range of project support functions

1. Deliver a range of research functions
<ul style="list-style-type: none"> • Working effectively in support of Senior Consultants and the wider team • Conducting face to face or telephone research interviews • Conducting comprehensive and referenced desk based research • Administrating and supporting the design of quantitative surveys • Analysis of survey data using basic statistical techniques and manipulating in MS Excel • Supporting the monitoring and evaluation of current projects and services • Presenting all research in a clearly written, logical and visual format • Conducting all research in an ethical manner

2. Collate and disseminate knowledge
<ul style="list-style-type: none"> • Writing and contributing to reports, guides, presentations and training materials • Contributing to Consultancy web content and administration • Collating information to support responses to consultations • Ensuring all written materials are clearly written with the target audience in mind • Developing an up to date understanding of energy and fuel poverty issues • Developing knowledge on wider sustainability agenda as instructed (i.e. transport, waste)

Job Title: RICT3 Researcher

3. Deliver a range of project support functions

- Establishing and maintaining good working relationships with partners, funders and clients
- Supporting workshop delivery and write up
- Supporting the production of project and funder reports
- Supporting the development of project and tender proposals
- Maintaining databases and information management systems as required
- Answering queries regarding Changeworks and its projects and services

The list above is not exhaustive and the range of duties may vary from time to time.

Decisions made by the postholder

- Organisation and management of personal workload with the support of their line manager

Supervision received

- Regular meetings with line manager

Key contacts

- Consultancy Team
- Close working with other Changeworks staff
- The post-holder will be in frequent contact with the public, partners and clients – this could include local authorities, housing associations, community groups, government bodies, fuel companies, the Energy Saving Trust, charitable organisations, national organisations and private companies

Person specification

Please explain how you meet the following criteria in your job application

	Essential	Desirable
Qualifications		
Relevant degree or other higher qualification	*	
Experience		
Use of qualitative research tools (e.g. interviews, writing up, reporting)	*	
Use of quantitative research tools (e.g. survey development, delivery and analysis)	*	
Collating and clearly communicating knowledge through reports and other channels	*	
Working effectively with a range of people to achieve a goal	*	
Skills		
Ability to utilise a range of qual/quant research techniques	*	
Collating large amounts of information and presenting it in a clear written and referenced form	*	
Conducting structured desk based research and literature reviews		*
Designing, administering and analysing surveys		*
Numerate with a grasp of basic statistics and working with survey data		*
Conducting and recording face to face or telephone research interviews		*
Excellent ability to communicate (verbally and written)	*	
Organised and analytical with excellent attention to detail	*	
Excellent computer skills, especially Word and Excel	*	
Able to manage multiple tasks and meet deadlines	*	
Knowledge		
A basic overview of the broader climate change and sustainability agenda (e.g. energy, waste and transport)	*	
A basic overview of domestic energy use and the causes of fuel poverty		*
Personal qualities and attributes		
Commitment to quality services	*	
Reliable and supportive team member	*	
Ethical in conducting research	*	
Additional requirements		
Full driving license		*

Complexity

- The post-holder must be able to demonstrate flexibility and versatility working with a wide range of different partners and stakeholders
- The post holder must be able to manage work on multiple projects and diverse range of associated tasks

Creativity

- Engaging in a wide range of written and verbal communication
- Presentation of guides and reports
- Using own initiative to create best possible outcomes

Special conditions

- Some out-of-hours and weekend work may be required, for which time off in lieu will be given
- There is no provision for overtime payments. Any overtime worked must be taken as time off in lieu of payment
- Some travel and overnight stays may be required
- All of the above responsibilities will be reviewed and modified as necessary through consultation with the Senior Consultant or Head of Consultancy

Staff Expectations of Management Experience

The post holder should expect and be open to

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- 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