



Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

| Job details | |
|----------------------|------------------|
| Job title | Internal Auditor |
| Job reference | WW-C-IA |
| Location | Edinburgh |

| The application process | |
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| Application deadline | 25 November 2022 |
| Interview date | Week beginning 28 November 2022 |
| Interview location | Edinburgh (or online via Teams/Zoom) |
| Interview format and length | Panel interview |

| Contact details | |
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| Completed application forms for this job | recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH |
| General enquiries about this job | recruitment@warmworks.co.uk |
| For an informal discussion about this job | marc.moffat@warmworks.co.uk |

About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the country.

Warmworks has already helped more than 25,000 homes to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

About the Team

Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions, and support sustainable local economic development in communities across the country.

Team aims

We deliver the best possible help to people who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating, and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance, and the management of a diverse supply chain across the UK.

| Job Description | |
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| Job title | Internal Auditor |
| Job reference | WW-C-IA |
| Salary and grade | Up to £30,000 depending on experience |
| Location of job | Edinburgh (Flexible) |
| Hours and terms | 37 hours per week |
| Holiday terms | 25 days' annual leave, plus 9 public holidays |

| General terms and conditions |
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| <ul style="list-style-type: none"> • There are no overtime payments for this post. • You may need to undergo a criminal record check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks 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. |

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| Responsible to | Commercial and Compliance Director |
| Responsible for | - |

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| Purpose of the job | Your role as Internal Auditor will be to lead an effective internal audit service. |
| Main objectives and goals | <ol style="list-style-type: none"> 1. Undertake internal audits across Warmworks' corporate accreditations including, but not limited to, Quality, Environment and Health & Safety (ISO 9001, ISO14001 and ISO 45001) in accordance with internal and external requirements. 2. Ensure the accuracy, quality and delivery of all audit reports and additional materials in line with agreed timescales. 3. Detailed planning, scoping & performance of audit work to support delivery of an Internal Audit Plan. 4. Carrying out risk assessments on relevant business activities. 5. Any other reasonable duties as may be required. |

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| <p>1. Undertake internal audits across Warmworks corporate accreditations including Quality, Environment and Health & Safety (ISO 9001, ISO14001 and ISO 45001) in accordance with internal and external requirements</p> <ul style="list-style-type: none"> • Delivering robust, evidence-based internal audits and maintaining the internal audit register • Ensure that objectives of audits are fully achieved • Leading a wider team on larger audits • Identify the root cause of control issues and recommend practical solutions • Acting as a trusted source of expertise across the business |
| <p>2. Ensure the accuracy, quality and delivery of all audit reports and additional materials in line with agreed timescales</p> |

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| <ul style="list-style-type: none"> • Delivering high quality, clearly written audit reports for Senior Management Team following conclusion of internal audits • Supporting the root cause and corrective action activities and ensuring, where applicable, non-conformance reports are completed • Delivering high quality, clearly written action plans to agreed deadlines • Leading audit outcome meetings with Senior Management Team and other colleagues, resolving contentious issues, gaining cross-departmental agreement on control and process improvements. |
| 3. Detailed planning, scoping & performance of audit work to support delivery of an Internal Audit Plan |
| <ul style="list-style-type: none"> • Maintaining an internal audit plan, and ensuring internal audits are undertaken in accordance with the internal audit plan • Agreeing scope of internal audits with Senior Management Team • Maintaining external networks and knowledge of professional developments in order to continuously improve methodologies and tools |
| 4. Carrying out risk assessments on relevant business activities |
| <ul style="list-style-type: none"> • Participation in, with potential to lead, working groups and other projects related to the management system as required • Delivering value-adding advisory engagements to provide insight to different areas of the business • Identify and share best practice across the business and support continuous improvement |
| 5. Any other reasonable duties as may be required |

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| Key contacts |
| <ul style="list-style-type: none"> • Warmworks Senior Management Team • Colleagues across Warmworks • Representatives of Warmworks' supply chain • External agencies and suppliers • Warmworks' key stakeholders |

| Person specification | | |
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| Please explain how you meet the following criteria in your job application | | |
| | Essential | Desirable |
| Qualifications | | |
| Relevant degree or other higher education | | ✓ |
| Lead auditor, or equivalent qualification | ✓ | |
| NEBOSH general certificate | | ✓ |
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| Experience | | |
| Experience of auditing ISO 9001, 14001 & 45001 | | ✓ |
| Experience in management systems auditing against recognised standards. | ✓ | |
| Experience of auditing ISO 27001 & BS 18477 | | ✓ |
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| Skills | | |
| Excellent and proven communication and interpersonal skills | ✓ | |
| Excellent organisational skills | ✓ | |
| Excellent written communication skills, including effective report writing | ✓ | |
| Good standard office skills (Microsoft 365) | ✓ | |
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| Knowledge | | |
| Full understanding of the ISO 9001, 14001 & 45001 standards | ✓ | |
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| Personal qualities and attributes | | |
| Ability to work as a self-starter, problem identifier and problem solver | ✓ | |
| Ability to work as a member of a high-performance team | ✓ | |
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| Staff Expectations of Management Experience |
| <p>The post holder should expect and be open to</p> <ul style="list-style-type: none"> • Effective leadership • A positive, honest, and enthusiastic working environment • Being supported and 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 one-to-one meetings and annual review and associated processes • Having the opportunity to feedback to manager regularly and through the annual review process • Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues |

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| Complexity |
| <p>The post holder must be able to:</p> <ul style="list-style-type: none"> • Adhere to and advocate Warmworks values • Demonstrate flexibility and versatility |

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| Creativity |
| <p>The post holder will be required to:</p> <ul style="list-style-type: none"> • Use their own initiative where appropriate to provide the best possible outcomes |

Special conditions

- Some out-of-hours, overnight stays and weekend working may be required, for which time off in lieu will be given.