



## 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-CS-IA
Location	Edinburgh (flexible working options available)

The application process	
Application	Please provide your CV and a cover letter (max 500 words)
Application deadline	Apply now – applications will be assessed as they are received and interviews arranged for selected candidates
Interview date	TBC
Interview location	Edinburgh (or online via Teams)
Interview format and length	Panel interview lasting no longer than one hour
Other	The application process may include a short at-home, desktop exercise

Contact details	
Completed application forms for this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a> or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>

## About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Sureserve. Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the UK.

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. 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.

From 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland, since when it has gone on to manage a range of contracts across the UK.

Warmworks has already helped around 50,000 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

Since Warmworks was launched in September 2015, we have provided a high-quality, end-to-end service, guiding customers through government-funded fuel poverty programmes, from initial referral through to assessment and the installation of energy efficiency measures, along with appropriate aftercare and support for thousands of households.

Warmworks manages fuel poverty programmes, guiding and supporting customers through the journey set out by individual scheme rules. We have internal teams that assess whether the homes of applicants are suitable to receive energy efficiency measures, and manage a wide range of sub-contracted installers, who physically install the measures deemed to be appropriate.

We make sure all work is undertaken in a way that meets health and safety standards, and inspect installations upon completion, to make sure that they meet the requisite quality requirements. Warmworks also has a range of environmental and social ambitions, which it promotes through its work.

**Team aims**

Warmworks is comprised of multiple operational departments, running the fuel poverty and net zero programmes that the organisation manages on behalf of its clients. There are teams dealing with customer service, sub-contractor management, health and safety, as well as central IT, HR, finance and commercial departments. The internal audit role sits within the commercial department. All of these teams work collaboratively to ensure that fuel poverty schemes are managed as effectively as possible and to the highest standard.

At any given time, Warmworks may be managing multiple fuel poverty schemes, on behalf of different clients, across the UK, from the Scottish Islands to the south east of England. Each scheme may have different operating criteria and parameters. Cooperation and collaboration are, therefore, key to the organisation's success and to helping as many people as possible enjoy the benefits of the schemes being managed and be freed from fuel poverty.

**Team activities**

Given the nature and complexity of Warmworks' work, maintaining a consistently high-quality standard of work is of vital importance. Ensuring that all work is done in a manner that protects the health and safety of everyone involved, is also key. In addition, as well as helping reduce carbon emissions through the schemes it manages, Warmworks has its own ambitious environmental and net zero goals relating to its own operations.

To help us achieve our objectives, Warmworks is accredited to the ISO 9001, ISO 14001, ISO 27001 and ISO 45001 standards. All of Warmworks' operations and activities are governed by policies that reflect our values, and these standards.

Job Description	
<b>Job title</b>	Internal Auditor
<b>Job reference</b>	WW-CS-IA
<b>Salary and grade</b>	Up to £40,000, depending on experience
<b>Location of job</b>	Edinburgh (flexible working options available)
<b>Hours and terms</b>	37 hours per week
<b>Holiday terms</b>	25 days' annual leave, plus 9 public holidays

General terms and conditions	
<ul style="list-style-type: none"> <li>There are no overtime payments for this post.</li> <li>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.</li> <li>All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

<b>Responsible to</b>	Head of Legal Services
<b>Responsible for</b>	-

<b>Purpose of the job</b>	The internal auditor is required to schedule and conduct internal audits, in order to ensure that Warmworks' operations are compliant with its accreditations, policies and written procedures. You will also lead on the external audits of the ISO standards, ensuring that the external auditor has access to the required documents and individuals across the business.
<b>Main objectives and goals</b>	<ul style="list-style-type: none"> <li>Undertake internal audits across Warmworks' corporate accreditations including, but not limited to, Quality, Environment and Health &amp; Safety (ISO 9001, ISO14001 and ISO 45001) in accordance with internal and external requirements.</li> <li>Prepare written audit reports, and ensure the accuracy, quality and delivery of all audit reports and additional materials in line with agreed timescales.</li> <li>Liaise and hold meetings with auditees, in order to gather information for, and provide feedback on, audits.</li> <li>Detailed planning, scoping &amp; performance of audit work to support delivery of an internal audit plan.</li> <li>Ensure that the business is aware of any upcoming changes to relevant ISO and other relevant standards.</li> <li>Carry out risk assessments on relevant business activities.</li> <li>Assist with the managing of Warmworks' Risk Register, and chair meetings of relevant stakeholders.</li> <li>Any other reasonable duties as may be required.</li> </ul>

<b>1. Detailed planning, scoping &amp; performance of audit work to support delivery of an Internal Audit Plan</b>
<ul style="list-style-type: none"> <li>• Maintaining an internal audit plan, and ensuring internal audits are undertaken in accordance with the internal audit plan</li> <li>• Agreeing scope of internal audits with the Senior Leadership Team</li> <li>• Maintaining external networks and knowledge of professional developments in order to continuously improve methodologies and tools</li> </ul>
<b>2. Undertake internal audits across Warmworks corporate accreditations including Quality, Environment and Health &amp; Safety (ISO 9001, ISO14001 and ISO 45001) in accordance with internal and external requirements</b>
<ul style="list-style-type: none"> <li>• Delivering robust, evidence-based internal audits and maintaining the internal audit register</li> <li>• Liaising, and holding meetings, with auditees, in order to gather information for, and provide feedback on, audits</li> <li>• Ensuring that the objectives of audits are fully achieved</li> <li>• Leading a wider team on larger audits</li> <li>• Identifying the root cause of control issues and recommend practical solutions</li> <li>• Acting as a trusted source of expertise across the business</li> </ul>
<b>3. Ensure the accuracy, quality and delivery of all audit reports and additional materials in line with agreed timescales</b>
<ul style="list-style-type: none"> <li>• Delivering high-quality, clearly-written audit reports for the Senior Leadership Team, following conclusion of internal audits</li> <li>• Supporting the root cause and corrective action activities and ensuring, where applicable, non-conformance reports are completed</li> <li>• Delivering high-quality, clearly-written action plans to agreed deadlines</li> <li>• Leading audit outcome meetings with the Senior Leadership Team and other colleagues, resolving contentious issues, gaining cross-departmental agreement on control and process improvements</li> </ul>
<b>4. Carrying out risk assessments on relevant business activities</b>
<ul style="list-style-type: none"> <li>• Participating in, with potential to lead, working groups and other projects related to the management system as required</li> <li>• Delivering value-adding advisory engagements to provide insight to different areas of the business</li> <li>• Identifying and sharing best practice across the business and supporting continuous improvement</li> </ul>
<b>5. Working on the organisation's risk register</b>
<ul style="list-style-type: none"> <li>• Chairing meetings at which all relevant risk owners will report on changes in the risks that they manage</li> <li>• Reporting on changes to risks to Warmworks' Chief Financial Officer</li> <li>• Managing risk records on the organisation's SharePoint system</li> </ul>
<b>6. Any other reasonable duties as may be required</b>

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

Person specification		
	Essential	Desirable
<b>Qualifications</b>		
Relevant degree or other higher education		✓
Lead auditor, or equivalent qualification	✓	
NEBOSH general certificate		✓
<b>Experience</b>		
Experience of auditing ISO 9001, 14001 & 45001		✓
Experience in management systems auditing against recognised standards.	✓	
Experience of auditing ISO 27001 & BS 18477		✓
<b>Skills</b>		
Excellent communication and interpersonal skills	✓	
Excellent organisational skills	✓	
Excellent written communication skills, including effective report writing	✓	
Good standard office IT skills (Microsoft 365, including Word, Excel and use of SharePoint)	✓	
Use of Microsoft Power Automate and SharePoint Lists		✓
<b>Knowledge</b>		
Possesses demonstrable competence in auditing in accordance with ISO 9001, ISO 14001, and ISO 45001 standards.	✓	
<b>Personal qualities and attributes</b>		
Ability to work as a self-starter, problem identifier and problem solver	✓	
Ability to work as a member of a high-performance team	✓	

Staff Expectations of Management Experience
<p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> <li>• Effective leadership</li> <li>• A positive, honest, and enthusiastic working environment</li> <li>• Being supported and empowered to effectively achieve objectives and goals within your role</li> <li>• Being treated fairly and with respect</li> <li>• Being provided with appropriate training to ensure your ability to effectively carry out your role</li> <li>• Regular and appropriate feedback through one-to-one meetings and annual reviews and associated processes</li> <li>• Having the opportunity to feed back regularly and through the annual review process</li> <li>• Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues</li> </ul>

**Complexity**

The post holder must be able to:

- Adhere to and advocate Warmworks' values
- Demonstrate flexibility and versatility

**Creativity**

The post holder may be required to:

- 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.