

Senior Heating Engineering Manager



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What's it all about

Role purpose and function, the overview. You will manage the delivery of technical assurance and engineering oversight for heating and water booster systems across NHG's homes and communal assets, ensuring works are delivered in line with defined standards and regulatory requirements

Leading a specialist team, you will oversee the day-to-day assurance of domestic heating, water boosters and heat network systems, ensuring consistent inspection, audit, and technical challenge of contractor delivery.

How you'll make a difference

You will ensure that heating and water systems across NHG are consistently assessed, effectively maintained, and aligned with recognised technical and safety standards—driving improved reliability, performance, and customer service. You will lead the progression of all NHG heat networks towards full compliance with the Heat Network Technical Assurance Scheme (HNTAS), embedding best practice, strengthening assurance, and supporting long-term efficiency and regulatory readiness.

Through managing engineering and inspection teams, you will deliver a consistent and effective assurance service, strengthening confidence in contractor performance and supporting safe, compliant homes for residents.

How you'll do it

- Manage the delivery of heating, water and heat network engineering assurance across all in-scope services, ensuring inspections, audits, and technical reviews are carried out consistently and in line with defined standards, and that work is effectively planned and prioritised across domestic and communal heating systems.
- Be accountable for the performance and consistency of heating assurance activity, ensuring outputs are reliable, evidence-based,

reportable and support safe and compliant systems.

- Lead, manage, and develop the heating engineering team, setting clear expectations, managing performance, and ensuring the team has the capability, capacity, and support to deliver consistent, high-quality assurance across services.
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- Ensure that inspection and assurance programmes are applied consistently, resulting in improved quality, early identification of issues, and reduced risk across heating and water services.
- Ensure contractor works are subject to effective technical oversight and challenge through your team, driving improved quality, consistency, and adherence to standards, while monitoring performance, identifying underperformance, and supporting improvement.
- Manage the identification and escalation of technical issues, risks, and system failures, ensuring issues are resolved or escalated appropriately and in a timely manner.
- Ensure all heating and booster works are assessed against relevant legislation, standards, and policies, supporting compliance outcomes without holding statutory accountability.
- Ensure certification, inspection outputs, and technical records are accurate and complete, supporting audit requirements and the integrity of asset data.
- Use system data, inspection findings, and performance information to drive service improvements, improving consistency and reducing recurring issues, while contributing to continual improvement in asset performance, system optimisation, and future service planning.
- Support the delivery of planned works, upgrades, and improvement programmes, ensuring technical oversight and assurance requirements are applied.
- Ensure consistent technical standards and processes are applied across heating and

water services, supporting a clear and unified approach.

- Lead on the resolution of complex technical issues and escalation cases through your team, ensuring consistent and effective responses.
- Work collaboratively with Heat Energy and Water department, Operations, and other engineering teams, ensuring alignment between assurance activity and service delivery.
- Support responses to regulatory queries, complaints, and investigations, ensuring technical issues are appropriately reviewed and evidenced.
- Obtain and maintain NHG gas safe registration. Ensure NHG meet and maintain all Gas safe registration requirements
- Ensure the heating engineering team hold and maintain required qualifications and demonstrate relevant CPD
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills

- Valid Commercial and Domestic ACS Gas Qualifications, including; COCN1, ICPN1, TPCP1/1A, CIGA1, CDGA1, CCN1, CENWAT.
- Significant experience in; heating and gas service delivery, heat networks and communal systems, compliance and auditing within a regulated environment
- Strong knowledge of Gas Safety Regulations and Heat network standards and guidance.
- Experience managing technical or operational teams and contractors
- Ability to manage technical risk and resolve complex issues
- Strong analytical and problem-solving skills, including interpreting performance and system data
- Ability to communicate technical information clearly to a range of stakeholders
- Full clean UK driving licence

All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

