

Heat Network Officer

Assets & Sustainability

Overview	
Role Purpose	Manage contractors delivering operations, maintenance and metering services to c.18 metered heat networks plus additional non-metered heat networks to ensure reliable and efficient heat and hot water services are delivered to residents. Ensure statutory, regulatory and corporate standards are met, for the benefit, health and safety of residents.
Responsible for	<p>Management of contractors delivering maintenance and repairs services to a patch of heat networks managed by NHG including plant, pipework and meters.</p> <p>Compliance with Heat trust standards</p>
Reports to	Heat Network Operations Manager
Line management	N/A
Tier	Tier 9
Expectation Level	Colleague
Role relationships	
Internal	<ul style="list-style-type: none"> • Colleagues supporting the billing services of NHG heat networks. • Local officers to answer heat network queries and resolve issues and complaints. • Development colleagues to provide feedback on heat network operations. • Finance colleagues for payment services.
External	<ul style="list-style-type: none"> • Heat network contractors and consultants. • Residents to communicate maintenance and repairs

Role accountabilities
<ul style="list-style-type: none"> • Support the Heat Network Operations Manager to deliver reliable and efficient heat and hot water services to a patch of c.18 metered heat networks plus additional non-metered heat networks. • Ensure contractors deliver services that meet relevant statutory, regulatory and corporate requirements, including the Heat Trust standards. • Be the first point of contact for residents and local officers with queries relating to the operation and repair of heat networks on your patch. • Ensure contractors complete maintenance and repair services on time and to the standards expected. • Ensure contractors have the appropriate third-party accreditation for their service specialism and that consultants are performing effective quality control. • Lead regular, scheduled contract review meetings with the appropriate agenda to scrutinise contractual KPIs, discuss health and safety matters and hold the contractor(s) to account. • Be the main point of contact for operational colleagues, contractors, stakeholders and

Role accountabilities

residents for queries relating to your contracts or workstream.

- Deliver services that provide value for money for our residents and business and meet budget expectations.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Essential

- Experience of contractor and/or stakeholder management.

Desirable

- Awareness of property compliance requirements.

Professional expertise (know how & experience)

Essential

Desirable

- A working knowledge of delivering heat network services.
- An understanding of the statutory and regulatory requirements relating to the services under your control.
- An understanding of public sector procurement methods.

Skills

Essential

- Effective communication skills
- Relationship management
- Effective IT skills including intermediate MS Office skills

Desirable

Qualifications and/or professional membership

Essential

- GCSE (or equivalent) Grade A-C in English and Maths.

Desirable

- A recognised contract management qualification.

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.