

Senior M&E Engineering Manager



> Homes > Compliance and Energy > Engineering

What's it all about

You will lead the operational delivery of engineering assurance across NHG's M&E and Fire Safety systems, ensuring that standards are applied consistently and that works delivered to homes and communal environments meet the required technical, safety, and quality expectations.

Managing a multi-disciplinary team of engineers, inspectors, and technical assurance specialists, you will play a key role in delivering the engineering assurance framework and ensuring it operates effectively across NHG.

You will provide independent oversight of contractor performance, helping to ensure services remain safe, reliable, and consistent for residents.

Through your team, you will also ensure a responsive technical presence for managing incidents and issues, including coordinating out-of-hours support to colleagues when needed.

How you'll make a difference

You will ensure that M&E and Fire Safety systems across NHG's homes and communal environments are consistently assessed, inspected, and supported, improving the quality and reliability of contractor-delivered works and helping identify risks early.

By leading the engineering, inspection, and assurance teams, you will deliver a coordinated and effective assurance service, strengthening confidence in technical quality and supporting safe and compliant outcomes for residents.

How you'll do it

- Lead the day-to-day delivery of M&E engineering assurance activities, ensuring inspections, technical support, and assurance processes are coordinated effectively and

delivered consistently across homes and communal environments.

- Manage the performance and capacity of engineering, inspection, and technical assurance teams, ensuring resources are used effectively, priorities are clear, and service standards are delivered consistently.
- Accountable for ensuring monthly technical inspections are delivered and that issues relating to life safety systems are identified, escalated, and reported appropriately.
- Oversee the operation of the certification review process, ensuring submissions are reviewed in a timely way, supported by clear evidence, and aligned to engineering standards.
- Ensure that engineering teams provide a consistent and professional technical presence on-site and during out of hours emergencies, supporting contractor activity, resolving technical queries, and maintaining clear technical oversight of works.
- Support the identification and escalation of technical risks, ensuring issues identified through inspections or engineering activity are clearly communicated and addressed through the appropriate governance routes.
- Work closely with contractors and internal teams to improve the quality and consistency of delivery through desktop and site audits, providing constructive challenge and feedback on technical standards and performance.
- Ensure inspection, certification, and assurance activities produce accurate, complete, and reliable records, supporting audit requirements and the integrity of asset data.
- Monitor performance across engineering services, using data and insight to identify trends, highlight risks, and support improvements in quality and service delivery.
- Support the consistent application of engineering standards across all M&E works, ensuring teams understand expectations and apply them consistently in practice.
- Ensure engineering teams support contractors effectively on site and provide clear, consistent communication where needed, helping to minimise disruption and ensure residents receive a reliable and professional service.

- Contribute to the continuous improvement of engineering assurance processes, supporting more consistent, efficient, and effective ways of working across the service.
- Work collaboratively with compliance and energy department, operational teams, and other stakeholders to ensure engineering assurance activity is well coordinated with service delivery, while maintaining independence from contractor management and compliance ownership.
- Lead, manage, and develop the engineering team, setting clear expectations, managing performance, and building capability to ensure consistent delivery of high-quality assurance across services.
- Ensure you and your team maintain up-to-date knowledge of legislation, regulatory requirements, and professional development, applying this in practice so engineering activities and assurance processes reflect current standards.
- 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.

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.

This is a people manager role. Please refer to our people manager standards.

Essential knowledge, experience and skills

- Level 4 (or equivalent) in a relevant discipline such as an HNC in Building Services, Mechanical or Electrical Engineering
- Professional membership (e.g. CIBSE, IET) or be willing to work towards it
- Strong technical knowledge of M&E systems, with experience working in a regulated environment, and a working understanding of heating (including gas) and fire safety systems.
- Strong understanding of M&E-related legislation, standards, and regulatory requirements, and how these are applied in practice within housing, including Building Safety Act, Gas Safety Regulations, Electrical safety standards and testing requirements, Fire safety legislation and fire risk assessment frameworks and Construction (Design and Management) Regulations (CDM)
- Experience in a senior technical or operational role, including setting and applying standards, overseeing works, and working with contractors or DLOs.
- Experience of inspection and assurance activities, including checking quality of work, identifying issues, and ensuring appropriate action is taken or escalated.
- Strong people management skills, with experience leading remote or field-based teams and providing guidance on technical issues and escalations.
- Experience managing complex issues and escalations, including working with residents, contractors, and internal teams.
- Good judgement and problem-solving skills, with the ability to identify risks, make decisions, and provide constructive challenge.
- Ability to communicate clearly with a range of stakeholders, including colleagues, contractors, and residents.
- Basic understanding of cost and value considerations in operational decision-making.
- Full clean UK driving licence is required
- Intermediate IT and systems skills including Microsoft office

