

Commercial Heat network engineer

> Energy team

What's it all about

The Heat network efficiency engineer is a key part of the NHG energy team.

You will ensure our heat network meet regulation requirements and our customer's expectations.

You will bring together internal and external stakeholders to operate our heat networks efficiently.

The Energy Team is responsible for day-to-day maintenance, metering and billing and on-going site support services of all NHG heat networks

How you'll make a difference

You will support the contract management of installation, maintenance, and effective operation of heat network equipment (Boilers, Chillers, Fan coil units, HIU's, Valves Meters, water boosters PAYG devices & metering systems) deployed within our developments and homes. You will assist the energy team prepare for HNTAS regulation and reporting.

You will work closely with our consultants and contractors to deliver an exceptional service and build upon the reputation NHG has built within the industry.

How you'll do it

You will carry out audits on all works carried out on commercial heating systems, commissioning, HIU services and maintenance of heat metering equipment **and water boosters**. This role will be an integral component to ensure NHG meets the requirements of HNTAS requirements.

Duties & Responsibilities Specific responsibilities include

- Auditing maintenance of Metering and Billing systems and Heating and Cooling Systems:
- Auditing Day to day responsive maintenance works across a varied and wide range of heating and water delivery systems.
- Auditing Response service, fault diagnosis, repair, and renewal work.
- Auditing Planned preventative maintenance works.
- Working to relevant Health & Safety Practices while on site.
- Ensure that any work carried out is compliant with relevant legislation and is in line with contract SLAs.

- Ensuring our contractors deliver a service that is "Good Industry Practice" (GIP) as Heat Network Operator (as generally referred to in CIBSE Heat Networks: Code of Practice for the UK CP1 2020)
- Heat Networks performance review, optimisation, and Energy balance reporting. CHP performance
- Attending meetings with Developers, Clients, managing agents and other stakeholders to discuss and review the performance of the HN.
- Defining an ongoing strategy for plant replacement and justification
- Requirements under the Heat Network (Metering and Billing) Regulations 2014 and amendments
- Auditing Water treatment regimes
- Monitor individual site KPI.
- Monitor remote BMS.
- Collate data and build outage and KPI packs for continued contractor performance updates.
- Heat and Cooling Network Acceptance Testing.
- Mentor and manage apprentices and upskill non-technical team members.
- Attend site outages and co-ordinate communication to the business and tenants and ensure contractor rectify the issues within time frames.
- Liaise with & report to site staff (clients, principal contractors, consultants & heating / plumbing sub-contractors)
- Conduct site surveys and assist the team with KPI and SLA monitoring of contractors.
- Support on-going Customer Services.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

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|-----------------|-------------|
| • Compassionate | • Inclusive |
| • Progressive | • Empowered |
| • Dependable | |

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#).

Essential knowledge, experience and skills including qualifications and professional membership

- Be confident and experienced in using a laptop/ tablet including inputting and uploading data.
- Competent with Microsoft office, power point, excel.
- Experience and knowledge of heating control systems is also preferred. (Trend and equivalent)
- Previous experience in a service and maintenance environment
- Experience of building services engineering within district and community heating or large-scale plant rooms/energy centres.
- Excellent verbal communication skills.
- Experience of writing reports and collecting all relevant data and presenting it in a way everyone can understand.
- Full, clean driving license and access to a vehicle
- Contractor management skills, especially ability to challenge and motivate.
- CIBSE CP1 qualified or willing to work towards
- Ability to interpret and utilise heat meter data
- Commercial & Domestic Gas Qualifications - COCN1, CIGA1, ICPN1, TPCP1/1A, CCN1, CENWAT, CKR1, HTR1, (Minimum six months remaining prior to renewal of certification).
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