

Domestic Heat and Water Operations Manager Assets & Sustainability

Overview	
Role Purpose	Lead a team of Contract Officers to manage our heat and water contracts to ensure our equipment is well maintained, and meets statutory, regulatory and corporate standards, for the benefit, health and safety of our residents.
Responsible for	Contract management of suppliers, delivering: <ul style="list-style-type: none"> • Landlord Gas Safety Record compliance • Non-metered heat network compliance • Responsive heating and hot water repairs • Planned and reactive boiler replacements • Water safety risk assessments, monitoring, and remedial works • Mechanical ventilation with heat recovery (MVHR) services • Boosted water
Reports to	Head of Heat, Water and Energy
Line management	Contract Officers
Tier	Tier 5
Expectation Level	Operations Manager
Role relationships	
Internal	<ul style="list-style-type: none"> • Operational Managers and their teams whose residents receive heat and/or water services. • Finance team for payment services. • Data team to maintain accurate asset records. • IT team to benefit from links between contractors and NHG.
External	<ul style="list-style-type: none"> • Suppliers delivering heat and water services. • Consultants supporting us in managing heat and water services. • Residents in receipt of heat and water services.

Manager criteria	
Functions	Compliance & Energy
Staff reports	Total: 5 Direct: 5 Indirect: 0
Budget size	c.£6.5m per annum
Specific designated, regulatory compliance requirements	<ul style="list-style-type: none"> • Landlord Gas Safety Records (LGSRs) • Non-metered heat network compliance • Water safety risk assessments, monitoring and remedial works
Other key data (i.e. size of operation, units managed, size of programme etc)	The team works across all tenures providing heat, energy and/or water services benefiting c.66,000 households.

Role accountabilities

- Manage the performance of the heat, energy and water contracts team to ensure the services are delivered as specified.
- Ensure our contractors have the appropriate third-party accreditation for their service specialism and that consultants are performing effective quality control.
- Ensure contracts are fully compliant with all relevant statutory, regulatory and corporate requirements
- Support the development and implementation of the NHG Sustainability Strategy.
- Lead the procurement and commercial evaluation of heat and water contracts including meaningful resident involvement.
- Ensure maintenance and repair services delivered by contractors meet our regulatory and corporate standards.
- Ensure compliance with water safety requirements.
- Deliver maintenance and repair services for mechanical ventilation and heat recovery equipment.
- Deliver maintenance and repair services for boosted water.
- Ensure policy changes are integrated effectively into our operations ensuring NHG complies with any new statutory, regulatory or corporate requirements.
- Support and develop your team to enable them to become high performing and creative.
- Deliver services that provide value for money for our residents and business and meet budget expectations.
- Explore innovative ways of delivering services taking advantage of new technology and best practice.
- Deputise for the Head of Heat, Energy and Water when requested.

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

Experience

Essential

- Substantial experience of contractor and stakeholder management.
- Demonstrable experience of performance management to improve service delivery and increase customer satisfaction.

Desirable

- Experience of delivering heat and/or water services.

Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> Comprehensive knowledge of heat and water services (including gas and water safety) and the applicable statutory and regulatory requirements relating to these services. A practical understanding of appropriate procurement methods. 	<ul style="list-style-type: none"> A qualification (either current or recent) relating to contract management, gas safety and/or water safety.
Skills	
Essential	Desirable
<ul style="list-style-type: none"> Leadership Commercial awareness Performance management Change management Relationship management Effective IT skills including intermediate MS Office skills 	
Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> GCSE (or equivalent) Grade A-C in English and Maths. 	<ul style="list-style-type: none"> Professional member of a body relevant to heat, energy and/or water services. A degree or relevant qualification in a relevant discipline. 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 an **Operations Manager** expectation level and therefore you should refer to the **Operations Manager** 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.