

Job Profile

Job Title	Heat Networks Manager
Reports to (job title)	Lead Sustainability Manager
Job Reference No.	HOMEJD1099

The job in a **nutshell...**

You will manage Home Group's portfolio of heat networks ensuring we deliver efficient and affordable heating for our customers. Through effective portfolio management, you'll ensure we have a clear understanding of our heat networks performance and the impact on customer bills. Producing regulatory returns and performance management reports, you'll guide our approach to heat metering, billing consultants and drive improvements in thermal and mechanical efficiencies.

You'll support our Lead Sustainability Manager in creating a new and effective Heat Network management approach across our national asset portfolio.

What **success** will look like...

Our heat network portfolio delivers efficient and affordable heating for our customers across England and Scotland. Through effective portfolio management, you ensure we meet the regulatory and legislative requirements of Heat Networks today, alongside keeping an eye on upcoming changes so we are efficient and ready for the future.

We have centralised Heat Network management with a clear understanding of performance by managing key processes and providing information required for regulatory returns, customer requests and retrofit projects.

Developing and managing our internal Heat Network database to enable us to store and present information in an understandable and practical way, as required by a multitude of internal and external audiences. As our subject matter expert, presenting and explaining relevant aspects of Heat Networks to our internal and external customers at all levels.

By successfully influencing others, bringing all relevant internal and external parties together to achieve positive results across our heat networks performance through the management of working groups and customer focus meetings.

Having a keen eye and understanding of regulatory requirements, always ready to provide legislative returns on time, alongside future proofing our plans to make sure we are prepared for any changes.

Delivering positive change through specific projects and through influencing both senior colleagues and external parties, personally embracing the challenge and striving for the best results and customer outcomes.

Accessing and allocating available grant funding to deliver scheme improvement plans aimed at increasing both thermal and mechanical efficiencies.

Ensuring our teams understand the importance of measuring building thermal efficiency and heating performance, supporting them to be experts in linking SAP scores to applicable heating technologies and measuring current and projected outcomes.]

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are self starters • Build rapport and develop relationships • Be proactive • Be well organised • Be a technical specialist	Project management qualification and/or equivalent project delivery experience in heat networks (of scale up to £500,000) working with and influencing multiple stakeholders including Government departments, consultants, senior leadership teams, frontline colleagues and customers. Management of project finances and grant allocations and the production of progress reports.
We get where our customers are in their lives • Walk in our customers shoes. • Understand how your role makes a difference to customers • Listening to customers to understand their needs	Analytical skills with experience of managing large datasets, conducting data analysis to provide robust and accurate records and reports. Experience of presenting this information to multiple stakeholders.
We have an eye for detail • Use performance information to drive improvements • Has the technical qualifications • Applying legislation, working within policies and procedures	Experience of working with heating or billing systems and consultants as well as efficiency measurement, carbon data and consultant recommendations.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Being able to understand how heat network performance can be improved through intervention and education and the ability to understand and project the impact on customer bills.

It would be great if you have experience of working with Streamlined Energy and Carbon Reporting (SECR) and Energy Savings Opportunity Scheme (ESOS), Standard Assessment Procedure (SAP), reduced data (rdSAP) and Minimum Energy Efficiency Standards (MEES) would also be beneficial.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☐ Yes ☒... around 1 direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐

This role requires a DBS check No ☒ Yes ☐

Basic ☐ Standard ☐ Enhanced ☐

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