

Heat Network Lead

This role focuses on excellent strategic asset management of Southern Housing's 160 heat networks. Identifying performance and affordability issues, this role will drive efficiencies and reduce energy consumption across the heat network portfolio.

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Heat Network and Energy Manager you will be responsible for assessing the viability of heat networks, providing information to inform short-, medium- and long-term financial plans. You'll support the delivery of the heat metering and billing programme roll out and be the main point of contact for resident queries.

You'll assist the Heat Network and Energy Manager with overheating assessments and debt recovery solutions, and undertake assessments for new heat networks, gathering data that feeds into SHIFT reporting. You'll maintain policies and data returns to keep the organisation compliant with new and existing legislation.

You will lead on the delivery of net zero surveys against the heat network portfolio, to assist the Heat Network Manager with the development of a heat network decarbonisation roadmap.

You'll provide procurement and delivery support of a regulation readiness review to ensure that Southern Housing is aware of future legislation in the heat network and energy environment.

You'll also provide updates and performance data monthly for the production of performance dashboards.

The location

You'll be based at our main office in Farringdon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Respond to day to day enquiries on Southern Housing's heat networks
- Complete regulatory returns and data collection to maintain the organisation's compliance with the heat metering and billing regulations.
- Maintain the organisation's heat metering working group
- Develop and implement performance monitoring of energy use, affordability and KPIs around heat networks
- Collect and analyse data to assess the viability of heat network retrofits, using this data to support the development of the retrofit programme.
- Support development of the metering and billing strategy
- Utilise a programme of asset identification to diagnose performance and affordability issues.
- Procure specialist consultants to help deliver items set out in the sustainability strategy
- Maintain the risk register and regulatory readiness action plan to ensure the organisation is well placed to respond to changes and deliver a consistent service
- Establish processes and procedures to measure, monitor and report heat network performance.
- Undertake checklist inspections on new developments that feed into SHIFT
- Review debt levels and make recommendations in the form of business cases
- Working with the Sustainability Performance team to undertake overheating assessments
- Support the design and specification of heat networks by our development team
- Develop approach to handovers including commissioning and acceptance testing

What you'll need:

Knowledge & Experience

- Relevant experience in delivery of utilities services.
- A proven track record working on the key tasks within the role – procurement, financial management, data analysis, stakeholder management, preferably within the social housing sector

- Experience of working in a customer focussed environment and engaging with residents and staff; providing advice and support regarding the technicalities of heat networks and financial models to deliver these works.
- An excellent knowledge and understanding of heat networks services and products, renewable energy and low carbon energy generation.

Skills

- Data handling, analysis and report writing.
- Understanding the nature of heat networks and what factors affect their performance.
- Developed project coordination skills.
- Excellent interpersonal, listening and communication skills (oral and written).
- Good attention to detail with a sense of focus.
- Effective management of relationships with colleagues and partners.
- Good level of IT skills including databases and spreadsheets.
- A commitment to high quality customer service.
- Strong project coordination skills.
- IT skills including databases and spreadsheets
- Full UK driving licence and access to a car OR ability to travel between properties in management and attend meetings

Qualifications

- The possession of a relevant academic qualification (relevant recognised degree standard qualification in a relevant environmental science or equivalent work based experience).