

GLPC Job Description

	Job Title	Heat Networks Officer
	Directorate	Neighbourhoods & Regeneration
	Department	Inclusive Regeneration & Climate Action
	Grade	PO4
	Reports to	Heat Network Strategy Manager
	Staffing Responsibility	Up to 5 contractors and/or consultants

Job Purpose:

1. Lead on a variety of strategic, policy and operational workstreams relating to heat networks owned by or providing heat to Brent Council.
2. Support the Heat Network Strategy Manager in ensuring that Brent Council achieves and maintains compliance with the Heat Network Regulations, including consumer protection requirements, technical standards under the Heat Network Technical Assurance Scheme (HNTAS) and Heat Network Zoning requirements.

Principal Accountabilities and Responsibilities:

1. Develop, review and keep updated the heat network strategy and associated policies for Brent Council owned and operated networks and other networks which supply Brent Council tenants.
2. Coordinate and support the Council's cross-departmental Heat Network Strategy Group to oversee the council's responsibilities relating to heat network management, and report to other boards as appropriate.
3. Develop and oversee the delivery of block meter and final customer meter installations to bring the council in line with the latest regulations and to deliver on our energy efficiency objectives, as well as any other projects that can improve performance of heat networks.
4. Coordinate and contribute to technical specification, procurement, project and contract management processes relating to council-led heat networks, ensuring effective management of consultants, contractors and service providers including installation, data collection, maintenance and heat metering and billing.
5. Assist in establishing and maintain an asset management register relating to heat meters – putting in place arrangements to monitor, maintain, repair and replace meters as and when faults develop.
6. Assist in developing and manage a robust and effective heat metering and billing policy covering matters such as heat tariff setting and income and debt policies, ensuring effective and timely engagement and communications with heat consumers.

7. Work closely with the Heat Network Strategy Manager and the District Energy Network Manager on strategies to decarbonise heat networks.
8. Oversee calculation of the heat tariff for various sites annually, taking into account all costs associated with networks, whilst also considering affordability.
9. Support compliance with the Heat Metering & Billing Regulations, ensuring that the Council has complied with legislation by registering all the relevant networks and, where relevant, obtained exemptions.
10. Support the engagement of residents and other users of heat networks as required, including education on the function of heat meters and heating controls, through for instance on-line resident tools including videos.
11. Support the development of business cases and external funding bids to further the council's climate emergency ambitions in relation to heat networks.
12. Support the Heat Network Strategy Manager on continuous monitoring and horizon scanning on key developments, best practice, and newly released research across all related aspects of the council's heat networks both existing and proposed, building the council's evidence base to assist with developer discussions and ensuring the Council has a robust strategy.
13. Engage and advise a wide range of internal and external stakeholders including directors, senior managers, elected members, other council staff, professional bodies, partner organisations and national and regional government departments and agencies on all matters relating to heat network strategy, management and operations.
14. Answer Environmental Information Requests, service requests, Members Enquiries etc in relation to the heat network management and heat metering & billing in a timely and effective manner.
15. Deputise for the Heat Network Strategy Manager as required.
16. Provide any other ad-hoc project management across a variety of workstreams as necessary.
17. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
18. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
19. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
20. Undertake any other duties commensurate with the general level of responsibility of this post.

Politically Restricted	No

Person Specification

	To be identified by: <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i> <i>(Please indicate all that apply)</i>
Qualifications and Professional Membership requirements:	

Knowledge (please specify all essential criteria): • Knowledge of district heating systems and heat metering and billing technologies and processes, including relevant legislation, regulations and standards. • Knowledge of the principles underpinning consumer protection. • Knowledge of environmental issues such as energy efficiency, fuel poverty, air quality, and climate change, including relevant legislation, policy and best practice in an urban setting.	A, I for all points
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Experience (please specify all essential criteria): • Experience of managing projects and contractors effectively, preferably within a housing context. • Experience of developing and implementing policies and processes, preferably within a housing context.	A, I for all points
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Skills and abilities (please specify all essential criteria): • Excellent communication skills, able to communicate complex issues clearly and simply with a wide range of expert and non-expert stakeholders and audiences • Excellent project management and organisational skills • Excellent team working and people skills, able to work with colleagues across all of the council's different directorates • Able to proactively plan and work on own initiative, work under pressure to tight timescales and to adapt to changing circumstances • Comfortable working with members of the public and in public facing environments • A creative and proactive individual, able to problem solve and design and develop effective and efficient services to end users • Able to operate effectively within local government's democratic and governance processes • Able to undertake research, for instance to increase knowledge on Brent's heat network portfolio or to identify heat network best practice • Good financial and commercial acumen, able to manage financial resources effectively and secure external investment for projects. • Demonstrable commitment to the principles of equality, diversity and inclusion principles when working with employees and customers, able to put the customer at the centre of the development and delivery of frontline services. • Displays commitment to, and takes responsibility for, the direction of personal and organisational development	A, I for all points
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List desirable criteria:	
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