



City of Westminster

Head of Housing Heat Networks

What we value at Westminster	<p>Westminster City Council believes in creating a fairer Westminster, putting residents first. We will put residents at the heart of our decisions, and campaign for a government that is on their side.</p> <p>We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.</p>
Our culture	<p>At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.</p> <p>The Westminster Way is the council’s commitment to our staff and is underpinned by three pillars:</p> <ul style="list-style-type: none">• Personal development: Everyone has talent. We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.• Value our people and diversity: Everyone is valued. We embrace our differences, to bring new perspectives to the future challenges of our city.• The Westminster Way of working: Everyone is a leader. At Westminster our people are We encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work. <p>In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That’s why at Westminster we celebrate and embrace our differences.</p> <p>We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.</p>
Portfolio/responsibilities of this role	<p>Westminster operate a number of heat networks corporately, with over 7,000 homes on heat networks, including the Pimlico District heating undertaking (PDHU).</p> <p>As the Head of Housing Heat Networks, you will lead the strategic development, delivery, and regulation-readiness of the heat</p>

networks are managed by the housing team that serve our residential properties.

You will work with the wider corporate WCC Clean Energy team, ensuring we are aligned on the 'Future of PDHU' programme which they are leading, focussing on zoning and strategic heat network delivery and decarbonisation.

Your work will prepare the council to operate as a regulated heat supplier under forthcoming legislation, ensuring compliance, customer protection, and decarbonisation of heat supply.

You will also:

- Oversee the operational management of the housing department's heat networks and receive handover of new heat networks from our development department
- Prepare for and ensure the implementation of improvements to the housing heat networks to comply with Heat Network regulations
- Ensure fair pricing, reliable supply, and good customer service is delivered through our housing heat networks to our residents
- Manage the programme of work required to meet the technical requirements under the Heat Network Technical Assurance Scheme (HNTAS)
- Manage a multidisciplinary team covering compliance, billing, engineering, and customer service. Support staff development and succession planning
- Work with the wider council departments such as the environment team, corporate clean energy team regarding the future of the PDHU team to consider the most appropriate time and scale of decarbonising our housing heat networks
- To provide highly visible leadership to create an equitable and inclusive council, and positively and proactively lead, support and develop a team with equality, diversity and inclusion at its heart
- To ensure the impacts of housing heat network improvements and repairs on our residents are fully considered and managed, including through effective impact assessment, communications and engagement
- Maintain strong working relationships with the team leading the delivery of the 'Future of PDHU' programme, ensuring that technical, operational and programme-level interfaces are well coordinated

General Responsibilities

- Attend resident meetings and council cabinet meetings when required
- Work collaboratively with staff across the council to ensure the delivery of corporate objectives

	<ul style="list-style-type: none"> • Meet all health and safety requirements, ensuring continuous commitment to good safe working practices, ensuring that staff understand and adhere to Westminster’s health and safety policies, procedures and code of safe working practice • Ensure that the Equalities Framework policy is actively promoted and followed, with good working practices and fair opportunities for all staff and an understanding of the benefits of equality and diversity • Adhere to Westminster’s policies and procedures <p>Budget Responsibilities -</p> <p>Staffing >£1m</p> <p>Procurement >£50m</p>
<p>What do we expect this role to achieve?</p>	<ul style="list-style-type: none"> • Establish housing heat networks which comply with HNTAS, heat metering and billing regulations and OFGEM requirements • Develop decarbonisation road map with the corporate clean energy team and other internal & external stakeholders and communicate the requirements throughout the Council • Secure funding through successful applications to support getting Westminster heat networks regulatory ready and progress the councils Housing’s Sustainability goals and Climate Resilience requirements. Such as HNES, GNIF, SHDF, Offset funding • Improved customer satisfaction through customer focussed delivery and reduce Energy Ombudsman negative judgments • Establish and lead a heat networks team which is resourced with the right skills, experience and resilience to operate as a utility company delivering a service to customers • Develop and embed SLAs, policies and processes to enable the objectives of the team and council are delivered • Establish strong relationships with residents, community groups, developers, utilities, and government bodies
<p>Band/Salary range</p>	<p>Band 5 Level 1</p>
<p>Work style</p>	<p>Agile with flexible working conditions</p>
<p>Your manager & team</p>	<p>Reports to Chief of Sustainability and Housing Heat Networks</p> <hr/> <p>Direct Reports:</p> <ul style="list-style-type: none"> • PDHU Contract Manager • PDHU Engineer • Technical Analyst • Housing Heat Networks Project Manager • Energy Manager • Energy Team Leaders (x2) • Energy Officers (x2)

<p>Experience</p>	<ul style="list-style-type: none"> • In-depth knowledge and understanding of housing heat network delivery models • Experience at a senior level of the overall management, development and successful delivery of large, complex heat and energy infrastructure projects, programmes, and services • An in-depth knowledge and understanding of the legal, statutory, and legislative environment related to Heat Network operation. Including HNTAS, the CIBSE Heat Networks Code of Practice, emerging legislation on heat network zoning and metering & billing regulations in place now and planned • Experience of working across multiple programme interfaces, including coordinating input and dependencies with teams delivering related but separately governed programmes • Experience at a senior level of supervising in-house teams and multidisciplinary technical consultants in preparing reports, assessing feasibility, fault finding and delivering effective repairs and maintenance on heat networks • Clear and demonstrable experience of representing a large and complex organisation on matters of strategic significance, with the ability to successfully influence a wide range of key internal and external stakeholders at the highest levels • Clear experience in considering the financial and commercial implications of decisions and a strong track record of delivering value for money, securing external funding and deriving income/savings through creative, efficient working practices
<p>Skills</p>	<ul style="list-style-type: none"> • Strong leadership and ability to set the strategic direction, making decisions and driving forward progress with impact, in sometimes challenging or uncertain circumstances • Ability to identify and resolve problems, with a high standard of literacy and numeracy and to present new ideas in easy-to-understand formats • Ability to plan, organise and prioritise work own work under pressure, producing a high level of output to quality standards and deadlines • Exceptional people-leadership skills, with the ability to inspire, develop and manage a multidisciplinary team, setting clear direction, fostering high performance and creating a collaborative culture which supports professional growth and effective delivery of heat network services • Strong interpersonal and collaboration skills, with the ability to work effectively with teams managing parallel programmes, including the separate Future of PDHU programme, to ensure alignment while respecting differing remit and governance structures • Competent in overseeing of large-scale contracts, commercial risk management, business case development, and long-term investment planning

	<ul style="list-style-type: none"> • Able to ensure that housing heat network projects and services meet statutory, technical, and safety obligations, including emerging regulatory frameworks • Capable of translating technical issues into clear narratives for senior leaders, cabinet members, and non-technical audiences • Able to respond quickly and effectively to operational challenges, outages, or resident-impacting issues
Qualifications	<ul style="list-style-type: none"> • Skills and experience commensurate with the role and a demonstrable commitment to personal growth and learning • Professional membership of a relevant industry body (e.g. CIBSE) • Degree in engineering, energy or a related field
Corporate standards	<ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way • Values and behaviours Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision • Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate • Equality and diversity We value equality and diversity as a City Council, and we want you to support and promote this in your day-to-day work
Additional values and behaviours for Managers	<ul style="list-style-type: none"> • Role model the Westminster Way: <ul style="list-style-type: none"> ○ Demonstrate inclusive leadership ○ Take the lead in driving initiatives ○ Be proactive in being forward and outward looking, by regularly investing in own development • Driving forward performance by empowering staff to take the lead. Setting high standards, encouraging improvement and innovation. Supporting the team to achieve by adopting a coaching style of management • Having regular employee led conversations to develop our people – creating a safe environment for learning, taking time to understand their strengths and motivations, stretching them and coaching them to achieve • Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities • Delivering the Medium-Term Plan • Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback