



ng homes Recruitment Pack

Heat Network & Energy Manager



Our Vision: A community where people can flourish and prosper





Welcome to ng homes

Thank you for showing an interest in ng homes and the role for which we are currently advertising. We hope you find this pack provides you with a glimpse into the Association and the vital work we do – and helps support you as you complete your application.

We wish you every success in your application.

Who we are

The Association was started in 1976 as Mansel St Monance Housing Association and over the last five decades has acted to represent, support, and serve the people of the area.

ng homes is a leading community based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow. We have over 5,000 homes across North Glasgow in the communities of Springburn, Balornock, Possilpark and Parkhouse.

What we do

ng homes sits at the heart of the North Glasgow community. We are more than just a provider of homes. We are an anchor organisation which works with the community to improve the standard of living and housing and ultimately improve the lives of our tenants.

We accept the responsibility we have as a social housing provider to not only provide the highest quality of homes, but also to provide support, advice and services which go beyond providing a roof over people's heads.

We offer financial advice and guidance and support with community development. We invest in the area and work closely with local politicians, councils, businesses, and people. We champion industry, equality, and diversity. We are dedicated to providing opportunities for local people.

We want to be synonymous with the progress and work done in this region. This is ongoing – we are dedicated to ensuring services and support are in place which meets the challenges of the area and needs of local people.

But there is still much work to be done, and that's where you come in.

By joining ng homes, you will be a part of an Association that puts local people first and which aims to play a pioneering role in the future of Scottish Social Housing. As a team, we are dedicated to this cause.

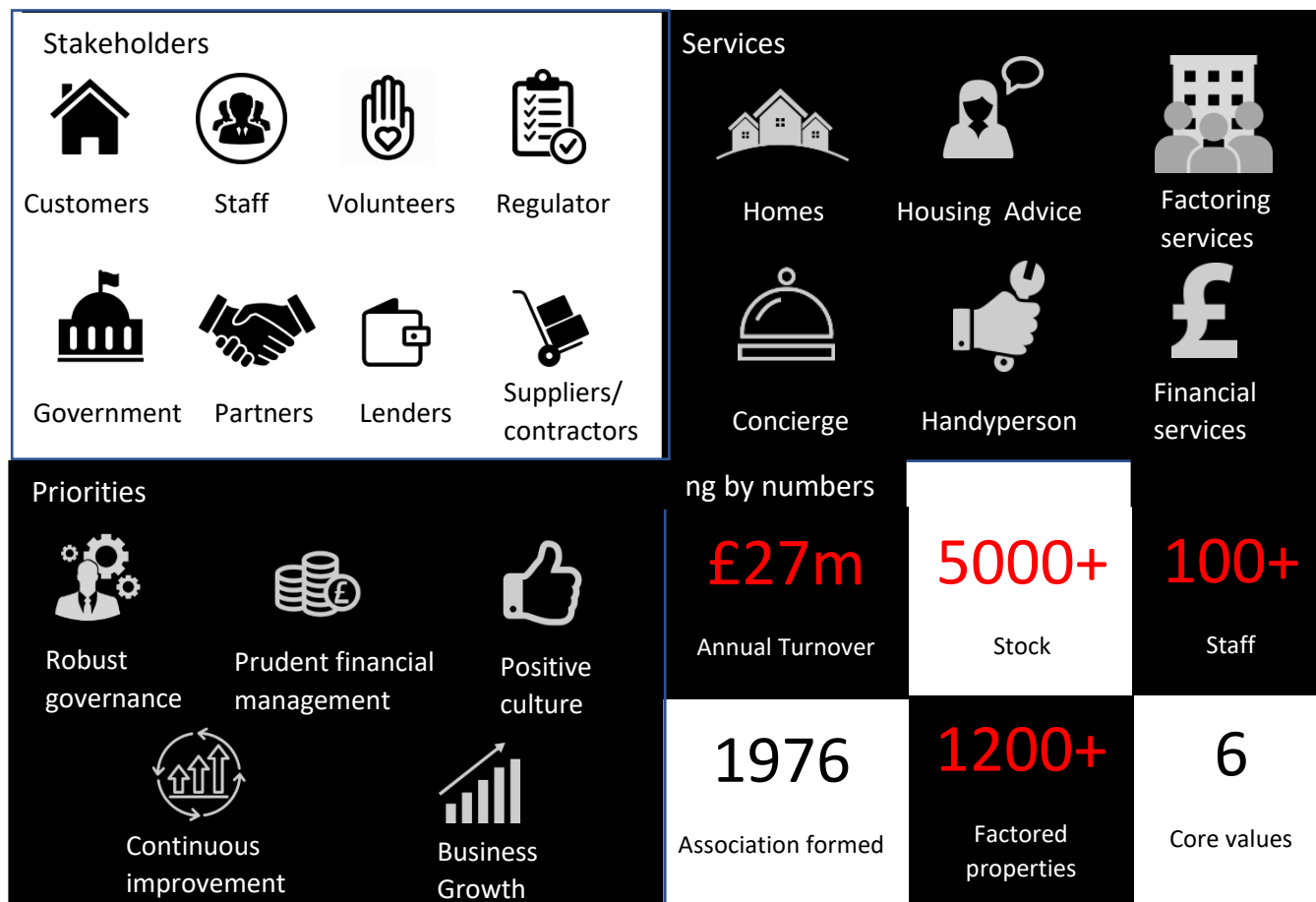


Our Values

- ⇒ We are a quality organisation delivering excellence
- ⇒ We act with integrity
- ⇒ We are friendly and treat people with respect
- ⇒ We are customer focused and put the customer first
- ⇒ We are trusted and trusting
- ⇒ We are accountable

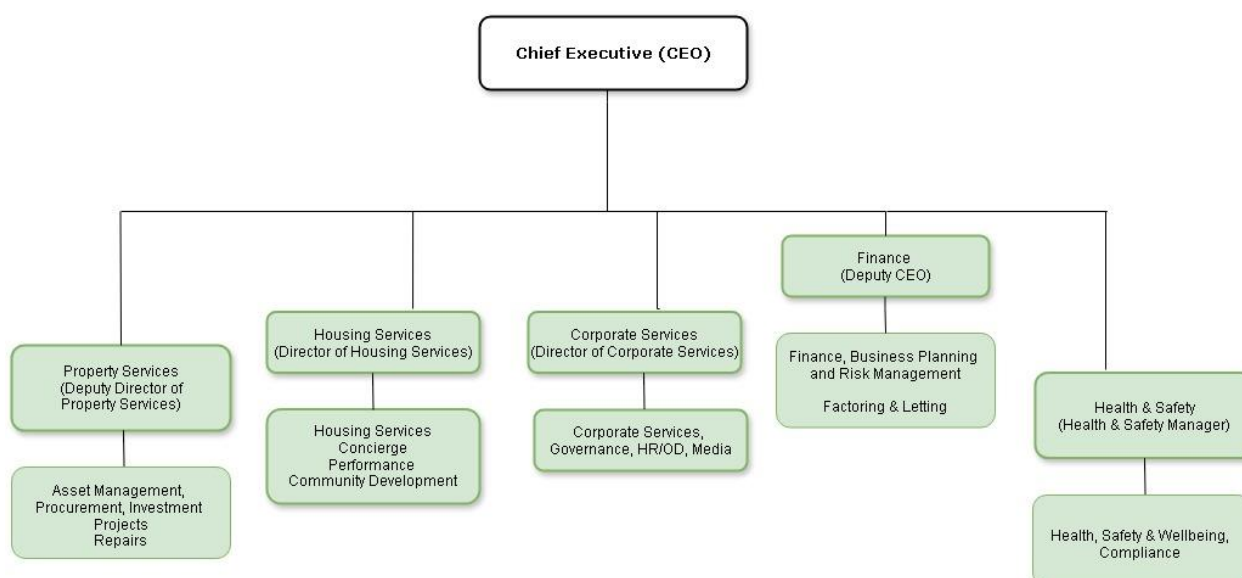


ng background



Our full business plan is available on our website at www.nghomes.net

Structure





Why work for ng homes?

The benefits of working with ng homes:

✓ **Salary**

Salaries are paid monthly into your bank account. Salaries are normally paid on an increasing scale with progression to the next point of the scale yearly (1st April).

✓ **Hours**

Normal hours of employment shall be 35 hours per week.

✓ **Holidays**

Holiday entitlement is 27 days annual leave per year. There are also 17 days public/general holidays per year.

✓ **Pension Scheme**

We offer the choice of two pension schemes. One scheme is offered through the People's Pension and under the requirements of Auto Enrolment. The other pension scheme offered is a defined benefit care 80th scheme through SHAPS.

✓ **Staff Life Assurance**

A non-contributory staff life assurance scheme is in operation.

✓ **Sick Pay Scheme**

The Association operates a sickness benefit scheme for staff.

✓ **Continuous Service (in line with EVH Terms and Conditions)**

Certain previous employment may be considered reckonable for statutory and non-statutory benefits.

✓ **Company Health Plan**

The Association will provide a Healthcare Plan on behalf of all members of staff. The payment of this plan will be set by the Association and may be varied without consultation. This will be treated as a taxable benefit.

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Interested ...?

Here's what you need to know and how to apply.

Job Title:	Heat Network & Energy Manager
Contract:	Permanent
Hours:	35 Hours per week; Monday to Friday
Grade/Salary:	EVH Grade 8 PA28 – PA31 (£51,075 to £55,259 per annum)
Benefits:	Excellent benefits including pension and company health plan

ng homes is a leading community based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow. Our customers are at the heart of our business, and we strive to deliver customer service excellence in all that we do.

Reporting to the Project Manager, the Heat Network & Energy Manager is responsible for the day-to-day co-ordination, administration, compliance, performance monitoring and reporting of the Association's district heating networks, communal heating systems, and any future associated renewable energy projects.

The postholder will co-ordinate planned and reactive maintenance, monitor contractor performance, maintain compliance records, and manage communications with tenants, and other stakeholders. Ensuring robust data management, audit ready records, and compliance with all relevant legislation, regulatory requirements and industry standards, including Ofgem, the Heat Trust Code of Practice and the Construction (Design and Management) Regulations 2015.

Experience of contract administration and contractor performance monitoring, including KPIs, SLAs, progress meetings and action tracking, working knowledge of health and safety requirements within a maintenance and repairs environment, including CDM 2015 and Legionella control are essential as is knowledge of UK energy regulation and compliance frameworks, including Ofgem, the Renewable Heat Incentive (RHI) and the Heat Trust Code of Practice.

The successful applicant will have excellent organisational and communication skills, strong analytical skills, with proficiency in Excel, Power BI and asset management systems (e.g. HomeMaster), with the ability to interpret technical information.

If you wish to apply for this post, please download an application pack from www.nghomes.net or alternatively contact Marion Gallacher on 0141 336 1310 for a pack.

Completed application forms can be returned by email to hr@nghomes.net with the subject heading: Heat Network & Energy Manager.

If you are returning your application by post please send to: Marion Gallacher, Corporate Services Assistant, ng homes, Bill Rossine House, 51 Reidhouse Street, Springburn, Glasgow G21 4LS.

The closing date for receipt of completed applications is 12 noon on Friday, 4 September 2026. Applications received after this date will not be considered. Please note that we do not accept CV.

Job Profile/Person Specification



Job Details			
Job Title:	Heat Network & Energy Manager	Grade:	EVH Grade 8 (PA28-Pa31)
Department:	Property Services	Reporting To:	Project Manager
Date Completed:	July 2026		
Job Summary			
Reporting to the Project Manager, the Heat Network & Energy Manager is responsible for the day-to-day co-ordination, administration, compliance, performance monitoring and reporting of the Association's district heating networks, communal heating systems, and any future associated renewable energy projects. The postholder will co-ordinate planned and reactive maintenance, monitor contractor performance, maintain compliance records, and manage communications with tenants, and other stakeholders. Ensuring robust data management, audit ready records, and compliance with all relevant legislation, regulatory requirements and industry standards, including Ofgem, the Heat Trust Code of Practice and the Construction (Design and Management) Regulations 2015.			
Main Duties of the Post			
The main duties of the post are to co-ordinate the planned and reactive maintenance of the Association's district heating networks, communal heating systems, solar PV installations and associated renewable energy plant serving approximately 1,000 homes. The post holder will: • Schedule and monitor maintenance activities, certifying completed works within delegated authority and maintaining accurate records within the Association's asset management system. • Maintain comprehensive asset registers, servicing schedules, statutory inspection records, contractor obligations and key performance indicators (KPIs). • Monitor system performance, including efficiency, heat output, energy consumption, network losses and downtime, reporting trends and issues to the Project Manager. • Manage and oversee the meter and billing system following its transition in-house, ensuring accurate operation and data integrity. • Produce and issue annual tenant heat and energy statements, ensuring clarity, accuracy and compliance with relevant requirements.			

- Monitor and analyse credit, debit and expenditure trends to support financial control, tariff review and service performance improvement.
- Chair operational progress meetings, co-ordinate actions arising from maintenance activities, and resolve operational issues, complaints and claims relating to the heating network.
- Ensure all maintenance and repair activities comply with relevant health and safety legislation, including CDM 2015, Legionella management, electrical safety requirements and other statutory obligations.
- Work closely with the Concierge Team, who act as the first point of contact for residents reporting heating-related issues.
- Support the delivery of improvement programmes and future network expansion projects, including assisting with funding bids and subsequent implementation.
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Contract Management

- Monitor contractor performance against agreed service levels and KPIs.
- Act as the day-to-day operational contact for contractors and delivery partners, ensuring contractual compliance and escalating performance concerns where appropriate.
- Arrange and minute contractor progress meetings, monitor agreed actions and support continuous performance improvement.
- Ensure contractors provide appropriate Risk Assessments and Method Statements (RAMS) and all required compliance documentation in accordance with CDM Regulations.

Regulatory Compliance and Performance Reporting

- Support compliance with all applicable regulatory and industry requirements, including Ofgem Heat Network Regulations and the Heat Trust Code of Practice.
- Prepare and submit statutory Ofgem returns and maintain accurate, audit ready records for internal and external inspections.
- Assist in ensuring compliance with energy efficiency, carbon reduction and sustainability obligations, including EESSH, net zero objectives and Scottish Building Standards.

Billing, Income Management and Customer Services

- Work with the Deputy CEO to administer legacy Renewable Heat Incentive (RHI) claims and associated income reconciliation where applicable.
- Analyse heat metering and consumption data to support tariff reviews, income optimisation and operational performance.
- Respond to resident billing enquiries using heat metering systems, in-house Power BI and other management information.
- Co-ordinate the issue of annual heat statements, tariff notifications and customer communications.
- Act as the operational contact for PayPoint and any pre-payment metering arrangements.

Resident Engagement and Continuous Improvement

- Act as the principal liaison between the Project Manager, Concierge Team, Voids Client Representative and residents regarding heating enquiries, service interruptions and planned works.
- Identify opportunities to improve operational efficiency, reduce energy losses, enhance customer satisfaction and contribute to the Association's decarbonisation objectives.

Technical Systems and Performance Monitoring

- Maintain knowledge of Building Energy Management Systems (BEMS), heat metering systems and associated performance monitoring platforms.
- Monitor network performance data to identify opportunities for service improvements and operational efficiencies.

- Support preventative maintenance programmes and continuous optimisation of heating system performance.

General Responsibilities

- Comply with all Association policies and procedures.
- Participate in internal and external working groups, meetings and projects as required.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

Person Specification

Category	Essential Criteria	Desirable Criteria
Experience and Knowledge	• Experience of contract administration and contractor performance monitoring, including KPIs, SLAs, progress meetings and action tracking. • Working knowledge of health and safety requirements within a maintenance and repairs environment, including CDM 2015 and Legionella control. • Understanding of district heating networks, including system operation, efficiency, heat distribution and heat loss. • Knowledge of UK energy regulation and compliance frameworks, including Ofgem, the Renewable Heat Incentive (RHI) and the Heat Trust Code of Practice. • Comfortable using management systems and analysing data to produce reports and maintain accurate, audit-ready records.	• Technical knowledge of heat network systems, including distribution networks, metering, heat exchangers, solar PV integration, and relevant consumer protection frameworks, such as Ofgem requirements and the Heat Trust Code of Practice. • Experience of supporting energy billing, tariff administration, heat metering and cost allocation within a communal or district heating environment. • Experience of working within a housing association, local authority or other public sector environment. • Familiarity with Building Energy Management Systems (BEMS), sub-metering and other energy management and performance monitoring systems.

Skills and Abilities	• Excellent organisational, and communication skills. • Ability to prioritise competing demands and manage a varied and complex workload. • Strong analytical skills, with proficiency in Excel, Power BI and asset management systems (e.g. HomeMaster). • Ability to interpret technical information and communicate it clearly to others • Strong report writing, and presentation skills.	
Qualifications		• Degree (or equivalent experience) in Building Services, Energy, Property/Asset Management, or related discipline.
Personal Qualities	• Reliable and self-motivated • Articulate, confident and enthusiastic • Approachable with a positive attitude to team working and assisting colleagues. • An effective team player with the ability to cope with changing circumstances and demands.	
Other Requirements	• Flexibility to work out with normal office hours, where required.	• Full UK driving licence



Guidance Notes for Job Application

Please tick the boxes to confirm you have read these notes carefully – they are there to help you make the best of your application.

Please ensure you complete and return the Application Form, Declaration of Interest Form and Eligibility to Work in the United Kingdom Form. Failure to return any of these forms may result in your application being withdrawn from the selection process.

All posts will be subject to confirmation of qualification, eligibility to work in the United Kingdom, satisfactory references, satisfactory health clearance and PVG check (if applicable to the post).

1. The form should be typed or completed in black ink or black ball-point pen for photocopying purposes.	Tick ☐
2. Please do not send in your curriculum vitae.	☐
3. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of your last employer or someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. Please note the referees will not be contact prior to interview.	☐
4. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will consider the information contained in your application form and assess this against the Person Specification.	☐
5. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.	☐
6. If you are short listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more details. This will include your commitment to and understanding of Equal Opportunities.	☐
7. If you are related to any employee of ng homes or our subsidiary company ng2, or to any Board or Sub-Committee member of ng homes or our subsidiaries ng2 or ng property (Scotland) – please provide details via the enclosed Declaration of Interest Form.	☐
8. ng group is an Equal Opportunities employer and we make appointment on merit, regardless of: age, disability, gender, reassignment, marriage & civil partnership, pregnancy & maternity, race (including colour, nationality ethnic or national origins and citizenship), religion/belief, sex and sexual orientation.	☐



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website: www.nghomes.net
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INVESTORS IN PEOPLE
We invest in people Gold
INVESTORS IN PEOPLE
We invest in wellbeing Gold



ng homes is the trading name of North Glasgow Housing Association Ltd.
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