Groundwork London Job Description

Job Title:	**Area Manager, Water Efficiency Programme**
Reports to:	Operations Manager
Responsible for:	Smarter Home Visit and Smarter Business Visit Advisors
Location:	London and South region

Job summary

The Area Manager (AM) will provide the single point of contact for Water Efficiency clients and their partners within London and South. The AM will lead the Smarter Home Visit Advisors (SHV), Smarter Business Visit advisors (SBV) to deliver a Water efficiency water saving campaign for Groundwork London.

Main Duties:

- Line manage and support SHV and SBV Advisors to ensure that the project fully meets the client's requirements; is delivered on time, within budget and to agreed quality standards within the agreed administrative and financial frameworks. Specific targets for the post-holder will be agreed for this project.
- To coordinate Advisors, coordinating resource as required to meet or exceed our target number of home visits, reacting to take on new work streams with speed and efficiency.
- As and when required by the programme, undertake some home and business visits to install simple and effective measures to help residents and businesses and public premises to reduce their water consumption and to save money.
- This post will work closely with the Plumbing Operations Manager to ensure services are coordinated within the programmes.

Key Area: Project Management

- Deliver all services within the financial budget and forecast allocations.
- Using our Project Management software, report on a monthly basis to your line manager where the project currently stands on a financial basis against budget and the milestones/outcomes requested by of it by water efficiency clients and actual versus predicted performance in terms of Project Performance Measures.
- Ensure suitably skilled staff are available and assigned to meet the plan requirements and the operational infrastructure is maintained to the required volume and quality. To effectively plan and manage resource requirements in order to achieve our target number of visits, liaising regularly with team leaders to schedule shift patterns and manage absences.
- To resolve operational issues and be responsible for the communication and reporting of progress to colleagues, managers and the client.
- To attend weekly planning/progress meetings with the Client and ensure that all daily planning meetings are attended and action taken as required to support changing arrangements
- To ensure that contingencies are in place that are both effective and appropriate for managing plan changes, equipment failure, weather management etc.
- To maintain electronic files, or paper files as needed, for work planning, assessment, management and monitoring of all contracted work.
- In identifying operational and service issues, escalate them as appropriate and in a timely manner to Groundwork London's Programme and the Corporate Services Manager for remedial action.
- To monitor, manage and report on the quality of the operational services within the delivery area.

- To ensure that full records are kept using the systems including; reporting on all health & Safety occurrences including hazards, near misses and incidents, and any complaints monthly in line with KPIs.
- To keep a running log of work and to provide a standard Management report.
- To propose options for service improvements and share best practice; implementing changes and improvements to achieve business objectives.

Key area: Staff Management

- Manage team development and cohesion create individual action plans as needed, for training and personal development as well as, managing underperformance.
- Deliver relevant SHV, and SBV Advisors team meetings and training surgeries to raise awareness of the programme and targets as these evolve.
- Ensure review meetings including one to one and performance appraisals are in place. Ensure staff are using Outlook, Zoho, and mobile devices to keep their records up-to-date, and that they action any relevant updates on the programme delivery, as well as, that Groundwork's current processes and policies are correctly followed.
- To undertake recruitment as required to ensure the availability of suitable skilled staff.

Key area: Partnerships and Stakeholder working

- To be responsible for formalising partnerships and building strong links with stakeholders.
- Be the focal point for the team and their partners. To build strong links with clients, sub-contractors and external partners to ensure effective delivery of Groundwork objectives and programme tasks.
- To meet with existing and potential clients to develop strong client relationships, identify future opportunities and discuss existing project performance.
- To lead SHV and SBV work programmes across the area, identifying future business opportunities.

Key area: Quality

- Actively assists with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and clients.
- Focuses on customer satisfaction and delivers a quality service to the agreed standards.

Key Area: Health & Safety, EMS

Groundwork is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety and to be aware of the environmental impact of carrying out their role.

Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to your line manager.
- To comply with Groundwork London Health & Safety Policy and Regulations.
- To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager. To understand the risk assessments and procedures relevant to their role e.g. ladder or asbestos. To store all equipment safely and securely with an awareness of COSHH.
- Will actively support in their daily operations and duties Groundwork London's Environmental Management System, be aware of carbon foot print and minimise energy and other wastage in carrying out this role.

Other Responsibilities

- Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director
- Work with due regard for Groundwork's core values and objectives

Personal and Professional Development

- Participate in the Groundwork London Performance Management systems, agreeing short, medium and long term goals with line manager, and direct line staff
- Identifying learning and development
- Share best practice and achievements, and actively seek opportunities to publicise our work
- Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally through training and development programme.

November 2026
HR: 201/1328

Person Specification – Area Manager, Water Efficiency

Note to Applicant: When completing your application form, you should demonstrate/evidence of your Interest, experience, knowledge, skills & education based on the criteria shown for the post. The grid also show at which stage of application and interview these are scored.

Criteria			Desirable Essential	Application Form	Interview	Task	Certificate
Knowledge, Skills & Experience	**1**	Level 3 (6049, 6176 or 6068) or NVQ Level 2 Plumbing or equivalent.	**E**	✓			✓
	2	Good level of literacy and proven numeracy skills for planning and budgeting. A minimum of one year's experience of successfully delivering a similar role	**E**	✓			
	3	Demonstrable track record in operational management including managing and monitoring activities and projects to agreed service levels	**E**	✓	✓		
	4	Demonstrable experience of acting as a project lead, with successful proactive management and problem-solving track record	**E**	✓			
	5	A good knowledge of health and safety issues and reporting	**E**	✓	✓		
	6	Experience of using MS Office 365 , or similar to a high standard, using tech. (e.g. iPad/laptop)	**E**	✓		✓	
	7	Excellent communication & presentation skills, both written and verbal to communicate effectively with a wide variety of contacts, customers, stakeholders and partners, internally and externally	**E**	✓	✓	✓	
	8	Strong team skills for creating and supporting way of closely working with colleagues to achieve results. Experience of managing & motivating teams to deliver to agreed target levels	**E**	✓	✓		
	9	Knowledge of energy efficiency and home energy products and giving advice in relation to them	**D**	✓	✓		
	10	An understanding of wider environmental issues	**D**	✓	✓		
	11	Knowledge of Utilities industry	**D**	✓			
	12	Willingness and ability work flexibly e.g. attendance at evening and weekend events/sessions as required by the role.	**E**	✓	✓		
	13	Full UK driving licence which must be held for at least 12 months. Due to insurance provision, candidates must be aged 21 plus with more than 12 months driving history	**E**	✓	✓		✓
	14	Suitable DBS check clearance enabling you to work in schools & premises as part of your role.	**E**				✓

Appointment to this role is subject to an Enhanced records check via the Disclosure and Barring Service (DBS)