Groundwork London Role Description

Role: **Head of Water Efficiency**

Responsible to: Director of Development & Strategic Programmes

Responsible for: Water Efficiency Senior Management Team (SMT); 3 direct reports and approx. 120 staff in total

Location: Across Groundwork London and Groundwork South operational areas

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Role Background:

The Head of Water Efficiency provides strategic leadership and overall accountability for the commercial, financial and operational performance of the water efficiency programme portfolio across Groundwork London and Groundwork South.

The water efficiency portfolio is made up of multiple water company contracts for services including domestic and business water efficiency, wastage fixes (low-level plumbing repairs) and customer engagement support.

The role ensures contracts meet delivery targets and client standards in a financially sustainable way. It also leads the growth and development of Groundwork's water efficiency services.

The Head of Water Efficiency leads through the SMT and is expected to achieve and report on:

- delivery against contractual targets and performance measures for every client;
- the programme's financial performance against budget and forecast;
- retention and renewal of existing contracts, and new contracted work won;
- customer satisfaction and complaint levels within client requirements;
- health, safety and safeguarding performance;
- service improvements and innovations that increase water savings, efficiency, environmental or social impact.

Main roles and responsibilities:

Strategic leadership and client relationship

- Provide strategic leadership and overall accountability for operational and contractual performance, ensuring all water company contracts meet agreed targets and standards.
- Act as the senior client relationship lead, maintaining effective relationships at operational, management and executive levels.
- Represent Groundwork in strategic discussions with clients, influencing programme design, delivery priorities and longer-term partnerships.
- Lead client and programme reviews and reporting, with overall responsibility for contractual compliance and client satisfaction, working across client departments.
- Respond to, develop and lead requests from water companies for new or temporary programme support in other assigned areas and locations.
- Lead the strategic development and continuous improvement of Groundwork's water efficiency services, promoting innovation, operational efficiency and opportunities to maximise environmental and social impact.

Financial and Operational Management

- Take overall responsibility for the water efficiency portfolio's budgets, forecasts, financial risks and performance.
- Lead regular financial and performance reviews and ensure corrective actions are taken where needed.
- Provide commercial leadership including contract negotiation, variations, pricing and resource planning within agreed delegated authorities.
- Oversee the resolution of operational, service and contractual issues.
- Maintain oversight of programme risks, ensuring effective mitigation, escalation and business continuity across all contracts.
- Escalate significant issues promptly to the Director of Development & Strategic Programmes and, where appropriate, to clients.
- Ensure high standards of customer service and use feedback to drive continuous improvement across delivery teams.
- Work with the Contract & Performance Manager to ensure effective monitoring and reporting on all operational services and activities to clients, as well as internally as appropriate.
- Work with IT and data services leads to maintain secure systems for planning, managing and monitoring contracted work.
- Ensure the security, maintenance and performance of all Groundwork assets deployed in the delivery of programme requirements.
- Ensure accurate, up-to-date records are maintained through agreed systems including operational KPIs (such as appointment bookings, completed visits, referrals, conversion rates and delivery efficiencies), staff absence training, appraisals and equipment issued.
- Propose and deliver service improvements and share best practice.
- Develop delivery methods and staff training to maximise water saving and waste reduction including technical evaluation of water saving devices and plumbing materials and their installation.
- Work with the Contract & Performance Manager and the Corporate Services team to ensure all appropriate office and storage spaces support programme delivery.

Health & Safety, safeguarding and compliance

- Provide senior leadership and accountability for health, safety and wellbeing across all programmes, ensuring robust governance, compliance, risk management and a positive safety culture.
- Ensure effective safeguarding arrangements for customers, including vulnerable people visited in their homes, with appropriate training and incident procedures.
- Ensure all hazards, near misses and incidents are recorded, escalated and reported.
- Ensure compliance with Groundwork's health and safety policies and each client's requirements, including manual handling and lone working.
- Ensure the SMT carries out routine safety checks on delivery practices and assets including vehicle checks and tracking, and acts on concerns.
- Ensure all programme activity complies with data protection and GDPR requirements and that data security is maintained.

Staff Management

- Lead, develop and empower the SMT, setting clear accountability and performance expectations and building a culture of collaboration and high performance.
- Oversee recruitment, induction, training, appraisal, performance management and staff development through the SMT, in line with Groundwork policies.

- Lead strategic workforce planning, so the programme has the capacity, skills and organisational structure for current and future contractual commitments.

Business Development

- Lead the identification and development of new business opportunities within the water efficiency sector, working closely with the Director of Development & Strategic Programmes and wider Groundwork colleagues.
- Take a leading role in the development of major tenders, contract renewals and commercial proposals, ensuring competitive, innovative and financially sustainable solutions.
- Build and maintain senior-level relationships with existing and prospective water company partners, identifying opportunities to expand Groundwork's services and influence future programme development.
- Contribute to the wider strategic development of Groundwork's environmental services, sharing expertise and supporting opportunities across the Groundwork Federation.

Other Responsibilities

- Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of Groundwork, as may reasonably be requested by the Director.
- Work with due regard for Groundwork's core values and objectives.
- Ensure adherence to the Groundwork's policies and procedures, including those on equality, diversity, health and safety and recruitment.
- Ensure compliance with all other regulations governing Groundwork.
- 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.

Personal and Professional Development

- Participate in the Trust's Performance Management processes, agreeing short-, medium- and long-term goals with their line manager, and direct reports.
- Identify learning and development needs with line manager and evaluate the effectiveness of training and development.
- Share best practice and achievements and actively seek opportunities to present outcomes and case studies.
- Contribute to the learning of others in Groundwork and across partner organisations by sharing knowledge and skills, both formally and informally.
- Maintain a strong understanding of developments in the water industry, including water efficiency policy, regulation, emerging technologies, market opportunities and best practice, ensuring these inform Groundwork's strategic and operational development.
- Represent Groundwork at relevant industry forums, conferences and sector networks, promoting organisational expertise and contributing to sector-wide discussions on water efficiency and demand reduction.
- Support the development of other aligned Groundwork programmes.

Person Specification – Head of Water Efficiency

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

Criteria		Essential or Desirable	Application form	Interview	Task or Portfolio	Certificates or Qualifications
1	Relevant degree, professional qualification or equivalent senior management experience.	E	✓			✓
2	Demonstrable track record and experience leading complex, multi-contract or multi-service delivery operations with accountability for performance, quality and customer outcomes.	E	✓	✓		
3	Proven experience of managing significant budgets, financial performance, forecasts and commercial risks, including contract pricing, negotiations and financial sustainability.	E	✓	✓	✓	
4	Demonstrable track record leading managers and multidisciplinary teams, including organisational development and workforce planning.	E	✓	✓	✓	
5	Experience of using performance information, financial data and customer feedback to improve service quality, productivity and efficiency.	E	✓		✓	
6	Proven ability to manage major client relationships, contractual commitments, performance reviews and service issues, including engagement with senior client executives.	E	✓			
7	Proven experience of securing new business, renewing or growing contracts and contributing to competitive tenders and commercial proposals.	E	✓	✓		
8	Knowledge of the UK water sector, regulatory environment and water efficiency priorities.	D	✓			
9	A high standard of IT skills and the ability to use performance data, management information and financial reporting to improve operational and contract performance.	E	✓			
10	Understanding of health and safety, safeguarding, lone working and data protection requirements in customer-facing service delivery.	E	✓			
11	Ability to undertake strategic planning and exercise sound judgement and decision-making that balance commercial, operational and organisational priorities.	E	✓	✓		
12	Communicates clearly and persuasively with different audiences, including clients, senior colleagues and operational teams.	E	✓	✓	✓	
13	An effective and supportive leader who builds strong management teams, delegates responsibility and holds people accountable for results.	E	✓	✓		
14	Proven ability to work on own initiative, analyse complex information, think creatively, problem-solve and make timely, well-informed decisions, including under pressure.	E		✓		
15	Able to work flexibly outside normal working hours including attendance at evening and weekend events in response to operational needs.	E	✓			
16	Demonstrate a commitment to and understanding of the principles of equity, equality, diversity and inclusion in both employment practices and service delivery.	E		✓		
17	Driving licence and ability to be reasonably insured on the company policy.	E	✓			✓

Appointment to this role is subject to a Basic Criminal Records check through the Disclosure and Barring Service (DBS).