

JOB DESCRIPTION & PERSON SPECIFICATION

Energy Manager

Location: ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR

Reports to: Head of Partnerships, Procurement and Energy

Direct reports: None

Team: Partnerships, Procurement and Energy

Directorate: Development

JOB SUMMARY: To lead the organisation's energy management strategy, ensuring efficient, compliant, and cost-effective operation of heat networks, metering and billing services, solar PV assets, and bulk procurement of gas and electricity. The role drives decarbonisation reduces energy costs for residents and ensures regulatory compliance across all energy-related activities.

PRINCIPAL RESPONSIBILITIES:

Heat Networks & Communal Heating

1. Oversee the operation, performance, and optimisation of communal heating and hot water systems, including district and block-level heat networks.
2. Ensure compliance with the Heat Network (Metering and Billing) Regulations, Heat Network Technical Assurance Scheme (HNTAS), and consumer protection requirements.
3. Lead on tariff setting, cost allocation, and ensuring transparent, fair resident billing.
4. Manage contracts for heat network maintenance, metering, billing, and energy centre operation.
5. Monitor system efficiency, losses, and plant performance, identifying opportunities for improvement and investment.

Metering & Billing

6. Oversee metering strategy for heat, electricity, and water where applicable.
7. Ensure accurate meter data collection, validation, and billing processes.
8. Manage relationships with metering and billing providers, ensuring SLAs and KPIs are met.
9. Resolve complex billing queries, disputes, and complaints, working closely with resident services teams.
10. Ensure compliance with consumer protection standards and emerging heat network regulation.

Solar PV & Renewable Energy Assets

11. Manage the organisation's solar PV portfolio, including performance monitoring, maintenance contracts, and optimisation.
12. Ensure compliance with Feed-in Tariff (FiT) or Smart Export Guarantee (SEG) requirements where applicable.
13. Lead on new renewable energy projects, feasibility studies, and integration with battery storage or heat pumps.
14. Provide technical and commercial advice on expanding renewable generation across the stock.

Bulk Procurement of Gas & Electricity

15. Lead the procurement of bulk gas and electricity for communal systems, landlord supplies, and corporate buildings.
16. Manage relationships with energy brokers, frameworks, and suppliers.
17. Monitor market conditions, risk, and pricing to secure best-value contracts.
18. Ensure accurate forecasting, budget setting, and reconciliation of energy costs.
19. Support financial planning by modelling future energy price scenarios

Energy Performance, Data & Reporting

20. Maintain accurate energy data across heat networks, PV systems, landlord supplies, and corporate buildings.
21. Produce regular performance reports for Executive Team, Audit & Risk Committee, and Board.
22. Analyse consumption trends, identify inefficiencies, and recommend interventions.
23. Ensure compliance with ESOS, SECR, and other statutory reporting requirements.

Decarbonisation & Sustainability

24. Support the development and delivery of the organisation's Net Zero and sustainability strategies.
25. Identify opportunities for carbon reduction, energy efficiency, and renewable energy deployment.
26. Work with asset management teams to integrate low-carbon technologies into planned investment programmes.
27. Lead pilot projects and innovation trials related to energy systems.

Contract & Supplier Management

28. Manage contracts for energy procurement, heat network operation, metering, billing, and renewable asset maintenance.
29. Monitor supplier performance, KPIs, and compliance with contractual obligations.
30. Lead contract reviews, re-procurement, and commercial negotiations.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

Champion equity, diversity and inclusion in all aspects of work, ensuring policies are actively applied and the principles of fairness, inclusion and respect are positively promoted with colleagues, residents and wider stakeholders.

Maintain a safe, compliant and responsible working environment by ensuring full adherence to health and safety and data protection requirements, and by promoting practices that protect personal wellbeing, organisational data and the safety of others.

Ensure organisational priorities are met through flexible and responsive working, adapting approach and taking on additional reasonable responsibilities as required to support the needs of the team, directorate and ISHA, as and when required.

PERSON SPECIFICATION		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	Good general education with excellent literacy and numeracy skills.	✓	
3.	Relevant technical or energy qualification or working towards (e.g., engineering, energy management, CIBSE, EI).	✓	
Experience			
4.	Substantial experience in the energy requirements for housing associations and heat networks	✓	
5.	Experience using energy related systems and markets	✓	
6.	Experience of working in the housing sector.		✓
7.	Experience with metering and billing services, including regulatory compliance.	✓	
Knowledge & Skills			
8.	Excellent interpersonal and emotional intelligence skills.	✓	
9.	Strong analytical skills with the ability to interpret complex energy data.	✓	
10.	Strong technical understanding of heat networks, communal heating systems, and energy centre operation.	✓	
11.	Knowledge of solar PV systems, performance monitoring, and maintenance requirements.	✓	
12.	Experience procuring bulk gas and electricity in a commercial or public sector environment.	✓	
13.	Excellent stakeholder management and communication skills.	✓	
14.	Ability to manage suppliers, contracts, and performance frameworks.	✓	
15..	Highly developed communication skills, including the ability to share complex information with others (individuals and groups).	✓	
16.	Experience of managing energy requirements for a housing association	✓	
17.	Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines.	✓	
18.	A high level of proficiency using Microsoft Office.	✓	