

## JOB DESCRIPTION

**Job Title:** Project Manager | Water Efficiency

**Reports to:** Client Services Director

**Job Ref:** HRJ 020

## ROLE OVERVIEW

As Project Manager, you'll lead the delivery of water efficiency and field-based projects, ensuring they run smoothly, profitably, and to the highest standards of customer service. You'll manage delivery teams, coordinate with clients and planners, and work closely with a dedicated Data Analyst who will manage reporting through MS Power BI.

As the Project Manager for water efficiency household and non-household audits, you will supervise the day to day running of the team including recruiting and training as well as contributing to the creation and improvements of the systems being used. In addition, you will liaise with both the Customer Planning Manager and Data Analysts to assist you in running the contract(s).

You will be expected to oversee and report on the efficiency and quality of the delivery of audits. Plan, manage and evaluate workflows including conducting the actual audit itself reviewing and improving relevant processes as required, always ensuring the highest in customer service.

Reporting will be supported by MS 365 and the Aqualogic Data Analysis team.

You must ensure your team maintain GDPR standards, and health, safety & wellbeing and environmental protection rules and requirements for each contract you are responsible for. Specification may vary from contract to contract, subject to client requirements.

## KEY RESPONSIBILITIES

- Manage the delivery of water efficiency and plumbing-related projects.
- Act as the primary contact for stakeholders, ensuring contracts are delivered on time, on budget, and to specification.
- Recruit, train, and motivate delivery teams; manage performance, welfare, and wellbeing.
- Oversee scheduling and planning in collaboration with the Customer Planning Manager and Data Analysts.
- Manage and process time and cost centres in preparing for monthly performance reporting and client invoice management.
- Work in partnership with the Data Analyst to ensure accurate and timely reporting via MS Power BI.
- Monitor KPIs, productivity, and quality, providing clear updates to clients and management.
- Ensure compliance with GDPR, health & safety, and environmental standards.

- Support and improve internal systems and processes.
- Participate in company management meetings and contribute to business-wide initiatives.
- Assist in the rollout of new technologies and pilot projects (e.g. mobile leak detection).

### KEY INTERFACES

- Director (personal) HR related, holidays, absence, wellbeing etc.
- Client: Project delivery, planning, strategy, targets, goals, reporting.
- Call Centre Manager; reviewing bookings for relevant project
- Analyst; Project information and reporting.
- Aqualogic Support Services: HR, Fleet, Stores, Logistics as required.

### SKILLS AND EXPERIENCE

- Good working knowledge of water efficiency, plumbing and water systems
- Experience working in or with a water company or contractor
- Excellent organisational, leadership, and communication skills
- Customer-focused approach with the ability to engage and influence stakeholders
- Strong IT literacy – confident with MS 365; understanding of data reporting (Power BI desirable).
- Experience in supervising field teams or call centre operations desirable.
- Full UK driving licence (essential).

Training and improvement support will be provided in areas related where mutually identified.