

JOB TITLE	WIAPS Manager
REPORTS TO	Managing Director
LOCATION	WRAS Offices, Oakdale, Gwent.
LAST REVIEWED	January 2019

ABOUT WRAS

WRAS Ltd is a subscription membership company whose purpose is to contribute to the protection of public health by preventing contamination of public water supplies and to encourage efficient use of water by promoting compliance with the Water Supply (Water Fittings) Regulations and Scottish Water Byelaws, on behalf of UK Water Suppliers. WRAS currently delivers its purpose and objectives by proactively promoting the regulations, providing approval schemes & guidance, supporting and representing Water Supply Companies.

PURPOSE OF THE JOB

To effectively manage the Water Industry Approved Plumbers' Scheme on behalf of the subscribing water companies, to maximise the membership of competent plumbers and sector scheme members, and deliver high subscriber satisfaction levels.

To effectively manage the administration of WaterSafe and secure high satisfaction levels from the WaterSafe Board.

To manage the delivery of water regulations training on behalf of WRAS to support increase in Approved Contractor Scheme membership.

MAIN DUTIES OF THE JOBHOLDER

WIAPS

- To organise the administration of enquiries, applications and assessments for approved plumbers, maintaining a database for WIAPS.
- To proactively promote WIAPS.
- To liaise with WIAPS subscribers through WIAPS coordinating group, regular company updates, calls and subscriber meetings to ensure high subscriber satisfaction levels.
- To represent WIAPS in national discussions and, where appropriate, coordinate activities, with other approved contractor scheme organisers.

WATERSAFE

- To organise the administration service for the WaterSafe board, to include overseeing the website, maintaining the database and responding to enquiries and processing and marking of WaterSafe Initial Assessment applications

- To organise and administer the Water Company WaterSafe Practitioners Group

EDUCATION

- To organise the delivery of training and the assessment of candidates' knowledge of the Regulations
- To assess and recommend whether the water industry should endorse a specific training scheme and any conditions, which will apply and carry out annual audit of delivery and secure support from Water Suppliers for endorsement.
- To prepare advisory information, newsletter content, website content or other publications relevant to approved contractor schemes. This may include contributing to the development of a portfolio of learning solutions.

MANAGEMENT

- Manage team in line with company procedures and standards, including recruitment, training, monitoring, appraising and if necessary instigating first line disciplinary action.
- To draw up a budget and when agreed, to implement and monitor it, controlling expenditure to within the required limits.
- To prepare regular performance information on WIAPS, WaterSafe and training.

GENERAL RESPONSIBILITIES

- To participate in the response to Regulations technical enquiries on behalf of WRAS.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with the General Data Protection Regulations and ensure information concerning customers and other members of staff is treated as confidential
- To undertake such other duties as may be reasonably expected in-line with the overall purpose of the organisation. Changes will be discussed with the role holder before implementation
- Act as a role model and promote behaviours in keeping with the WRAS values

WORKING RELATIONSHIPS AND CONTACTS

The post holder has significant external liaison water company WIAPS subscribers, training certifications organisations, training organisations, approved contractor schemes, approved plumbers and installers and people seeking an approved plumber.

The role holder works closely with:

- the WIAPS team to deliver the scheme, WaterSafe administration and training
- the WRAS PR agency to support promotional activities
- The WaterSafe board and the WaterSafe PR agency
- WRAS website provider to resolve website issues and support development of the website
- the Approvals & Enquiries team to support them delivering guidance on complex queries

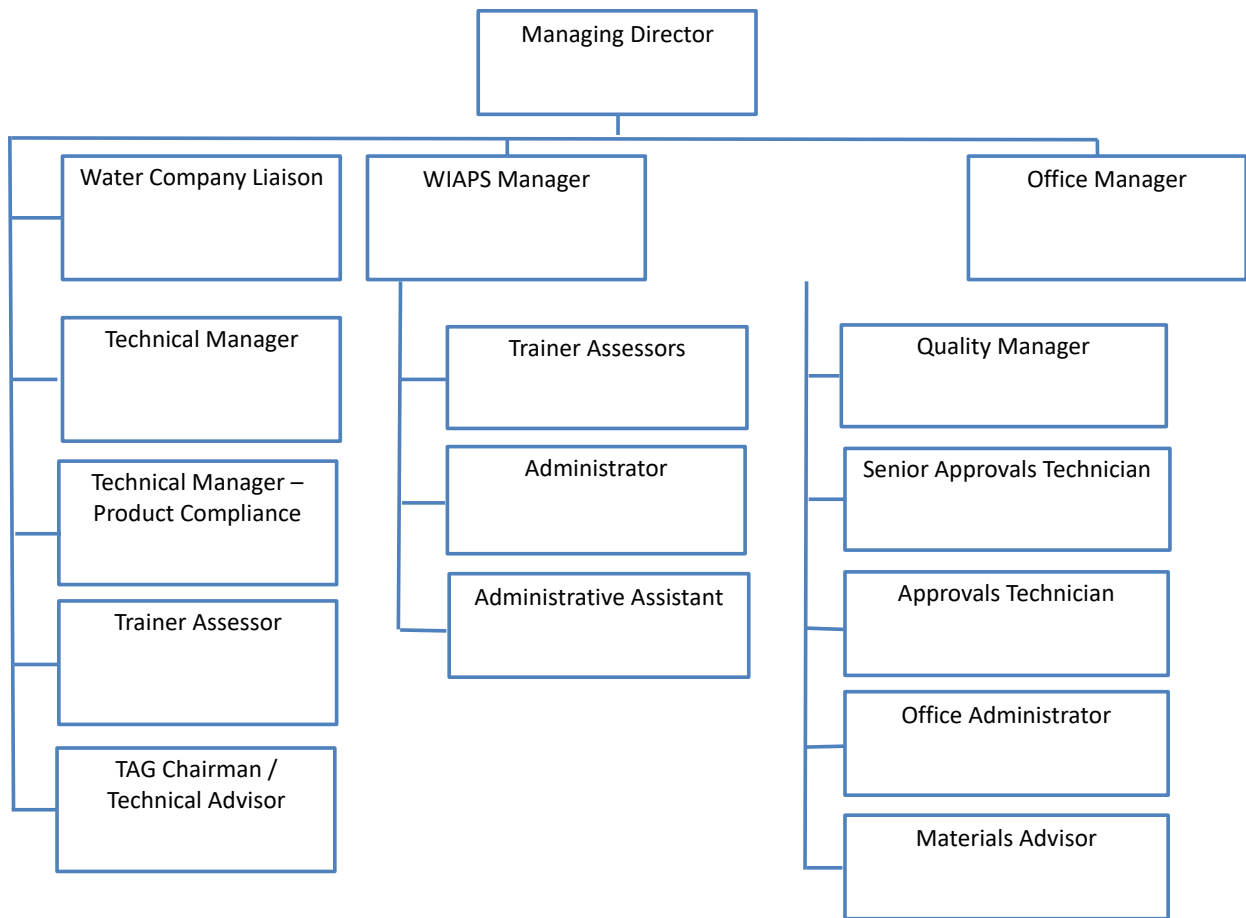
DIMENSIONS

WIAPS is funded by subscriptions from fifteen UK water companies. The Scheme has around 2700 approved plumbers and a further 3300 individuals approved for specific sectors.

The Regulations Training Assessors report to the WIAPS Manager. Working part time they deliver approximately 50 days of training each year.

WaterSafe has around 5862 recognised plumbers from 2911 businesses. Members will be administered primarily from their own scheme but WRAS will manage the website which contains the full list of members, the database, enquiries, finance and marketing.

ORGANISATION CHARTS



PERSON SPECIFICATION

Attributes

Essential/ Desirable

Education and Qualifications

- Educated to at least A level standard with two A levels in relevant subjects or Mechanical Services Engineering (plumbing) Level 2 or 3 S/NVQ Certificate E
- WRAS accredited certificate in Water Regulations Knowledge or Scottish Water Byelaws Knowledge. D

Knowledge

- The Water Supply (Water Fittings) Regulations and Scottish Water Byelaws and its application. D
- The plumbing sector and plumbing installation practice D
- The UK Water Industry organisation and operation D
- Formal education frameworks and qualifications within the plumbing sector D
- Marketing and promotion D

Experience

- A minimum of three years line management experience working within plumbing, water or technical training sector. E

Attributes

Essential/ Desirable

Skills and abilities or competencies.

- Customer Focus. Builds and maintains customer satisfaction with the products and services offered by the organisation. E
- Technical expertise. Applies and improves extensive or in-depth specialized knowledge, skills, and judgment to accomplish a result or to accomplish one's job effectively E
- Developing self and others. Focused on developing themselves and helps others increase capabilities, maximise their potential, or recognise options. Expresses positive expectations. Gives directions or makes helpful suggestions. Develops people by providing specific feedback. Coaches. E
- Collaborative and effective networker. Promotes and generates cooperation between WRAS and external organisations to achieve good collective outcomes. E
- Effective Communicator. Excellent verbal and written communications skills and an ability to communicate with people of all levels. They are a confident presenter. E
- Results Orientation. Takes personal responsibility for the quality and timeliness of work by the team and achieves results without oversight. Focuses on improving performance, meeting goals and producing results. Tracks performance, improves work processes, sets measurable, challenging goals and makes cost benefit analysis. E
- Holding people accountable. Provides task focus and direction; ensures that others understand performance standards. Provides task clarity. Sets limits and boundaries. Sets clear standards for high performance. Takes corrective measures to ensure compliance. E
- Good IT skills. Ability to use a variety of software packages including word, excel, access and power point. E

Other Requirements

- Holding a full valid driving licence and use of a car E