

A nighttime photograph of a cityscape. In the foreground, a bridge with a glowing green and blue light structure spans across a body of water. In the background, a large, modern building with a curved glass facade is illuminated from within, reflecting on the water. The sky is dark blue.

Join our team

Job title

Network Operations Manager (Clean water and wastewater)

Department

Operations team

Location

Cannock office or home-based, with travel to sites nationwide as required

Reports to

Operations Director

Job type

Full-time

Job purpose

At mua Group, we're both an independent distribution network operator (IDNO) for electricity and an independent gas transporter (IGT) for gas. We don't own the gas or electricity, but we collect a fee from the energy supplier for safely and reliably delivering their gas and electricity to homes and businesses through our pipes and cables.

We've also recently expanded into the water sector, adopting water and wastewater networks across England and Wales as a regulated NAV company.

We're looking for a Network Operations Manager who will be responsible for overseeing the daily operations of our clean water and wastewater networks.

In this role, you'll manage the processes and procedures relating to the operation of our water networks, ensuring regulatory compliance and optimising operational efficiencies.

About mua

mua Group is a joint venture between one of the UK's largest gas distribution companies, SGN, and leading international specialist engineering and construction group Murphy. We invest in long-life utility assets to connect homes and businesses to essential utility infrastructure and deliver energy and multi-utility services through our networks in the simplest, smartest and greenest way possible.

Our vision is to be the first-choice, multi-utility network operator. We'll achieve this by delivering outstanding value and service to our customers. We're committed to fostering an engaging and collaborative work environment in which every colleague's career is nurtured and developed. We focus on a culture of innovation and positive work-life balance.

Role responsibilities

In this role, you'll be proactively managing the day-to-day operations of our clean water and wastewater networks. This will include overseeing new connections, sampling and testing, inspections, monitoring and maintenance.

As our Network Operations Manager for clean water and wastewater, you will:

- Implement accurate record keeping to ensure our network assets have been installed, tested and commissioned in line with industry, regulatory and legislative requirements and standards
- Maintain technical and safety audit and inspection records, SLP whereabouts, authorisation records, and pre and post construction records for all water infrastructure assets we adopt
- Support and manage the CRMC clean water process, routine maintenance and inspection programme
- Oversee the maintenance, repair and replacement of infrastructure, including pumping stations, pipelines, attenuation and sewers
- Manage all maintenance, fault and emergency logging through the end-to-end process, driving improved outcomes from our service providers
- Monitor water quality and implement treatment solutions, ensuring all safety protocols are met in accordance with UK legislation
- Ensure compliance with UK water quality standards and regulations, set by Ofwat, the Environment Agency and the Drinking Water Inspectorate (DWI)
- Implement contingency plans for water emergency planning and response, supply disruptions, droughts or contamination incidents in line with UK emergency planning frameworks
- Provide support to the wider mua team to ensure we're providing exceptional service to developers, SLPs and our customers.

Knowledge, skills & experience

We're looking for an operations manager or engineer with a minimum of five years' operational experience at a water utility company or within the wider utilities sector.

Your skills and experience will include:

- Previous relevant experience at an incumbent water company or in the construction industry
- General knowledge of the WIRS SLP water construction process
- Understanding of Non-Conformance Reporting, including root cause analysis knowledge, and inspection, test and quality plans
- Audit experience with a solid understanding of ISO 9001:2015
- Confidently and competently managing operations and maintenance records
- Strong attention to detail
- Excellent IT skills, particularly Microsoft Office
- A full, valid UK driving licence

Ideally, you'll have experience within utilities engineering and construction for electricity and gas, in addition to water.

Benefits

- 27 days holiday, plus bank holidays, increasing with your length of service
- Option to buy an additional two days' holiday each year
- Discretionary annual bonus and annual salary review
- Above market rate contributory pension scheme
- Life assurance, health screening and enhanced sick pay
- Enhanced maternity and paternity pay and a maternity returner's bonus
- Extra week's holiday for all employees getting married and a wedding bonus
- Dedicated and continued investment in your professional development
- Subsidised canteen facilities in core locations
- Other benefits include retail discounts and cashback, discounted gym memberships and cycle to work scheme