

CANDIDATE INFORMATION PACK

Head of Heat Network Management

London & Nationwide

Presented by Joshua Robert on behalf of FirstPort — the
UK's leading residential property management company.

About FirstPort

The UK's leading residential property management company and a business at the forefront of industry change.

FirstPort is the UK's largest residential property management business, caring for thousands of developments nationwide and supporting close to a million residents. With a history spanning over 40 years, FirstPort manages leasehold, freehold, and later living developments across England, Scotland, and Wales, combining the scale of a national business with the local expertise that residents and clients expect.

The business is a proud member of The Property Institute (TPI), The Property Ombudsman, and ARHM, with safety, transparency, and service quality at the heart of everything it does. All account management is carried out in-house, never outsourced, ensuring that every development is managed by people who genuinely understand the communities they serve.

Across its portfolio of 100+ residential and mixed-use heat networks, FirstPort is making a major investment in energy governance and compliance, responding to the demands of the Energy Act and new Ofgem regulation. This is a business that takes its obligations to residents seriously, and that is now building the specialist capability to lead the sector in energy compliance.

40+

Years in business

1m

Residents nationwide

100+

Heat networks managed



The Opportunity

Job Title	Head of Heat Network Management
Location	Nationwide, primarily London
Reporting To	Director of Portfolio & Growth
Salary	Competitive salary
Seniority	Permanent, Full-Time

This is not a routine compliance hire. It is a chance to build the governance infrastructure that will define how one of the UK's largest property managers meets the demands of a rapidly evolving regulatory landscape.

The Energy Act and the emergence of Ofgem as the active regulator for heat networks represents one of the most significant shifts the residential property sector has seen in a generation. FirstPort manages over 100 heat networks, and the organisation has made a deliberate decision to invest in specialist leadership rather than spread this responsibility across an already stretched management structure.

The result of that decision is this role. The Head of Heat Network Management is a newly created, senior position that will own the full compliance, governance, metering, billing, and customer protection agenda across the heat network portfolio.

The successful candidate will not be walking into an existing framework, they will help build one that is fit for purpose, properly resourced, and recognised by Ofgem and other stakeholders as an example of how the sector should operate.

You will lead a specialist team that spans technical staff, accountants, and customer service representatives, and you will report directly to the Director of Portfolio and Growth. Critically, this role also carries the ambition of transforming the compliance function into a value-generating part of the business in the medium term, with the potential to become a recognised centre of excellence.

The successful candidate will:

- Own the full regulatory compliance and governance agenda for 100+ heat networks
- Act as the primary interface with Ofgem, ensuring audit-readiness and transparent reporting
- Build and embed compliance frameworks, metering strategies, and data governance controls
- Lead a multi-disciplinary team with a mandate to raise standards across the portfolio
- Play a visible role in shaping FirstPort's response to leasehold reform and energy regulation
- Operate at board level, reporting on risk, compliance performance, and strategic direction

The Role

Strategic. Technical. Consequential. This is a role for someone who can turn complex regulation into clear operational reality.

As Head of Heat Network Management, you will lead the governance, regulatory compliance, metering, billing, and debt management functions across FirstPort's entire heat network portfolio. You will report to the Director of Portfolio and Growth, with exposure to the MD and board.

The role demands a unique combination of skills: the technical depth to understand the regulatory environment in granular detail, and the leadership capability to translate that understanding into frameworks, controls, and team behaviour that delivers consistent, auditable outcomes. You will be the organisation's senior voice on heat network regulation, engaging directly with Ofgem and taking formal accountability for compliance sign-off.

Key Responsibilities

- Lead the interpretation and implementation of heat network regulation, translating legal and policy requirements into robust internal frameworks aligned with leasehold obligations
- Act as the organisation's primary interface with Ofgem, ensuring accurate, timely, and transparent regulatory reporting and full readiness for audit and inspection
- Provide oversight and formal compliance assurance across all heat network activities, identifying and mitigating regulatory, financial, and reputational risk
- Set and oversee the strategy and controls for metering, billing, and data governance to ensure accuracy, integrity, and full regulatory compliance
- Ensure debt management practices are fair, compliant, and effectively governed, balancing financial performance with resident protection
- Establish and maintain governance structures and reporting frameworks that provide clear visibility of compliance, risk, and performance to senior leadership and the Board
- Lead, develop, and align a specialist multi-disciplinary team, fostering collaboration across regulatory, technical, and financial functions
- Embed customer protection, transparency, and fairness into all aspects of heat network delivery, ensuring positive resident outcomes
- Monitor site-specific plant maintenance across the portfolio, ensuring supply chain performance is effectively managed and maintenance proposals are technically sound and represent fair value
- Track legislative developments and proactively adapt internal policy, procedures, and communication in response to regulatory change

The Role

What Success Looks Like

- **Regulatory confidence established:** Ofgem and other regulatory bodies recognise FirstPort as a transparent, well-governed operator with robust compliance infrastructure
- **Frameworks built and embedded:** metering, billing, debt management, and compliance controls are in place, documented, and operating consistently across the portfolio within the first 12 months
- **Data quality transformed:** accurate and well-governed data underpins billing, reporting, and regulatory submissions, with a credible roadmap toward smart metering capability
- **Team capability elevated:** a high-performing specialist team operating with clear accountability, strong cross-functional relationships, and a culture of continuous improvement
- **Board-level confidence:** senior leadership and the Board receive clear, timely, and actionable reporting on compliance performance, risk exposure, and portfolio health
- **Compliance as a value driver:** early steps taken toward positioning the function as a centre of excellence and, in time, a profit-generating part of the business

A SECTOR IN TRANSITION

A regulatory environment demanding specialist leadership.

The Energy Act and Ofgem's new regulatory framework are fundamentally reshaping obligations for heat network operators. FirstPort is investing now to lead the sector in how those obligations are met.

100+ HEAT NETWORKS

Managed across residential and mixed-use portfolios nationwide

The Ideal Candidate

You understand heat network regulation, and you have the leadership capability to turn that understanding into something the organisation can rely on.

We are looking for a technically credible compliance professional with significant experience in the heat network or wider energy sector, who combines regulatory expertise with the leadership instinct to build frameworks, develop teams, and engage effectively with both executive stakeholders and external regulators.

This role suits someone who is a senior compliance or regulatory professional from the heat network, district heating, or energy utilities sector ready to step into a leadership mandate with real scope; a regulatory manager from a related sector, water, gas, or residential property, who can apply transferable governance expertise to an evolving legislative environment; or a technically strong operator who understands metering, billing, and energy data and is ready to take accountability at a portfolio level.

Essential Experience & Qualifications

- Strong, working knowledge of heat network regulation and energy compliance frameworks, including the Energy Act and emerging Ofgem requirements
- Significant experience in metering and billing operations within a regulated environment, with demonstrated oversight of billing governance, reconciliation, and data validation
- Proven experience engaging with Ofgem or equivalent regulatory bodies, including formal reporting, audit preparation, and compliance assurance
- Experience designing and implementing compliance frameworks, translating regulatory requirements into operational controls and internal policy
- Demonstrable experience supporting or overseeing debt management strategies in a customer-facing, regulated context
- Senior leadership and line management experience, with the ability to lead multi-disciplinary teams and build cross-functional capability
- Strong analytical capability and the ability to interpret complex data, identify risk, and present clear findings to senior leadership

Most Importantly, You Will Demonstrate

- Regulatory authority: the ability to represent FirstPort confidently with Ofgem, industry bodies, and executive stakeholders
- Governance-led thinking: a natural instinct to build structures, frameworks, and controls that deliver consistent, auditable outcomes
- Clarity under complexity: the ability to translate fast-changing legislation into clear, actionable internal policy without delay
- Commercial awareness: an understanding of how compliance and financial performance interact, and how the function can add value beyond risk mitigation
- Collaborative leadership: a leader who brings people with them and builds effective working relationships across technical, financial, and operational teams
- Resilience and agility: the confidence to operate in a fast-changing regulatory environment and hold firm on standards when it matters

Why Join FirstPort?

The most compelling opportunities are rarely the comfortable ones. This is a chance to build something important in a business that is serious about getting it right.

FirstPort is a business with scale, resources, and a clear ambition to lead the sector in how it manages energy obligations. The heat network regulatory environment is moving fast, and the business has made a deliberate choice to invest in specialist leadership rather than hope that existing structures can absorb the complexity. That choice is what makes this role genuinely interesting.

The person who joins will not be maintaining a finished system. They will be building the frameworks, the team culture, and the external relationships that will define FirstPort's reputation as a compliant, well-governed operator for years to come. That is an unusual level of mandate, and it will be visible at the highest levels of the organisation.

What Makes This Role Stand Out

- A clearly defined mandate to build, not just manage, you will create the compliance infrastructure from the ground up
- Board-level visibility and direct reporting to the Director of Portfolio and Growth, with exposure to MD and CEO
- A multi-disciplinary team already in place, including technical specialists, accountants, and customer service colleagues
- The ambition to transform the compliance function into a value-generating centre of excellence in the medium term
- A business engaged directly with government on the Leasehold Reform agenda, including MPs and the Housing Minister
- Scale without bureaucracy, the resources of a national business with the agility to move quickly on compliance priorities
- A competitive total package, including pension, private medical, life assurance, professional development support, and employee wellbeing benefits
- Career progression for the right person, with a clear path into a broader senior or group-level role as the function matures

FirstPort's Leadership Principles

At FirstPort, leadership is not just a title, it is a way of working. The four principles that define the culture here are:

Collaborative

Combining expertise across teams to deliver outstanding outcomes for clients and residents.

Consistent

Delivering dependable results that build trust, internally and externally.

Simple

Stripping away complexity to make decisions, communications, and processes clear.

Clear

Ensuring that information is accessible, transparent, and actionable at every level.

Leadership & Culture

A business that is transforming and looking for leaders to drive that transformation.

FirstPort's ambition is straightforward: to become the most trusted and professional residential property management company in the UK. In the energy and heat network space, that ambition is particularly urgent. The regulatory environment is changing at pace, residents are increasingly aware of their rights, and the sector is under scrutiny from government, Ofgem, and the media.

The culture is honest and direct. The leadership team is not interested in candidates who want to manage from a distance. They want people who are motivated by challenge, who see complexity as an opportunity to demonstrate expertise, and who take genuine pride in the quality of what they build. In return, you will be trusted, supported, and given the platform to do your best work.

Remuneration & Benefits

Salary: Competitive, dependent on experience | Industry-leading commission scheme

FirstPort recognises that its people deserve a package that reflects the seniority and impact of the role. The full remuneration package includes:

- Competitive salary (details shared confidentially at briefing stage)
- Private medical insurance
- Pension with matched employer contributions
- Life assurance
- Access to discounted gym membership and employee wellbeing benefits
- Accredited training and continuous professional development
- Extended maternity and paternity provisions
- Board-level visibility and genuine career development prospects



NEXT STEPS

The Recruitment Process

This search is being managed exclusively by Joshua Robert. To ensure a confidential, well-managed process, we ask all interested candidates to approach the role through us directly. The indicative process is as follows:

- 1 Initial confidential conversation with Joshua Robert to discuss the role and your background
- 2 Submission of your CV and supporting information to FirstPort with our endorsement
- 3 First-stage interview with the Director of Region and/or HR
- 4 Second-stage interview with the MD and wider leadership team
- 5 Offer and referencing

All conversations are treated in the strictest confidence. We will not submit your details to FirstPort without your explicit consent.



Contact

For a confidential discussion about
this opportunity please contact:



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