

Role Profile

Technical Delivery Lead

Business Area:	Technical & Compliance
Reporting To:	Head of Technical & Compliance
Salary:	Up to £47,000 annually (dependent upon experience)
Location:	Crumlin, South Wales (hybrid or remote working considered with periodic travel required)
Working Hours	Full Time (37 hours per week, Mon-Friday)
Role Summary:	
The Technical Delivery Lead (TDL) will primarily promote compliance with the water fittings regulations and byelaws through visible, influential and trusted technical expertise, whilst actively engaging with a broad range of stakeholders with interests in plumbing and water supply installation. Working within the Technical and Compliance function, the role will provide clear, authoritative technical guidance, oversee the development and delivery of training, contribute to continuous improvement across WIAPS and the WaterSafe Register, and help ensure that installers, subscribers and consumers receive practical information they can trust. This role is ideally suited to a professional that enjoys being a trusted technical voice: interpreting complex regulatory requirements, turning them into practical guidance, supporting professional standards across the industry, and working collaboratively with colleagues, water companies and external partners to improve outcomes for installers, consumers and the wider water sector. This is an excellent opportunity for a technically strong water fittings, plumbing or regulatory professional who wants to combine subject expertise with confident communication, sound judgement and a clear commitment to protecting public health by helping keep drinking water safe and preventing waste.	
About Us	
Water Regs UK is a subscription company supporting water undertakers across the UK who are responsible for enforcing the Water Supply (Water Fittings) Regulations 1999, the Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 and the Water Supply (Water Fittings) (Scotland) Byelaws 2014. These important pieces of legislation play a key role in protecting public health by preventing contamination and waste of the drinking water supply. Water Regs UK also operates the Water Industry Approved Plumbers Scheme (WIAPS) on behalf of some of its subscribers, approving qualified and insured professionals working in plumbing and other water supply installation sectors. It also administers the WaterSafe Register, providing a consumer-facing, trusted brand and directory of competent installers that also carry Approved Contractor status.	
Working With:	
This role includes leadership and supervision of the Trainer/Assessors employed by Water Regs UK and may deputise for the WIAPS Manager during periods of absence. Day-to-day you will work alongside the wider WIAPS team, as well as working closely with the Head of Technical & Compliance and WIAPS Manager. It is also expected that the TDL will frequently work with the Head of Communications, Water Company Liaison, representatives of subscribing water companies and other external stakeholders.	

Role Responsibilities:

- Provide oversight of Trainer/Assessors, ensuring consistent delivery of high-quality training and assessment activities.
- Co-ordinate the delivery of training by WIAPS Trainer/Assessors.
- Lead the development, review and improvement of available training resources, including publications, course delivery materials and modular online learning content.
- Provide governance of WIAPS scheme audit outcomes, complaint handling, disciplinary proceedings and matters of process adherence. This includes providing recommendations and technical determinations on these matters.
- Triage and respond to enquiries from consumers, installers, water company subscribers and other interested third parties on compliance with the Water Fittings Regulations and Byelaws, providing clear and technically accurate information through written correspondence and verbal responses.
- Present and communicate briefings and updates to colleagues, scheme members and a range of external stakeholders.
- Participate in industry events and relevant trade association exhibitions/shows where appropriate.
- Lead the process of researching, compiling and authoring technical articles, publications and bulletins aimed at scheme members and subscribers.
- Monitor, review and provide technical information to account for legislative/technical developments affecting the industry.
- Support the monitoring of brand usage and third-party information about WIAPS and the WaterSafe Register to identify misuse or misrepresentation.
- Support the review and continuous improvement of WIAPS/WaterSafe Register processes and procedures, supporting efficiency and ensuring alignment with best practice.
- Attend and contribute to technical standards committees organised by external bodies, such as BSI, and make recommendations on the content of industry standards.
- Support the Head of Technical & Compliance and, where required, the WIAPS Manager to meet the needs of Water Regs UK and its subscribers.

Qualifications, Skills & Experience:

Unless otherwise specified items are essential to the role.

Technical Knowledge

- ☐ Recognised qualification in the Water Fittings Regulations/Byelaws and demonstrable experience of application/enforcement.
- ☐ Knowledge and understanding of the water industry and regulatory framework that applies to the Water Fittings Regulations/Byelaws.
- ☐ Knowledge and understanding of plumbing systems, including design, installation, maintenance and operational requirements.
- ☐ Knowledge and understanding of standards and performance specifications applicable to water fittings and plumbing professionals.
- ☐ Experience of practical problem solving applicable to design, installation and maintenance of plumbing and water supply installations.

Desirable:

- ☐ NVQ in Building Services Engineering, Plumbing & Heating (or similar equivalent experience).
- ☐ Vocationally related training and/or assessor qualification (or similar equivalent experience).

Key Skills & Experience

- ☐ Experience of stakeholder management, engagement and communication.
- ☐ Experience in the provision of clear, accurate and concise technical advice both verbally and in written correspondence/publications.
- ☐ Excellent technical writing, editorial and presentation skills.
- ☐ Experience in the co-ordination and scheduling of face-to-face and virtual training.
- ☐ Proficiency in the use of Microsoft 365 products, including Outlook, Teams, Word, Excel and PowerPoint.
- ☐ Knowledge and understanding of data analysis, reporting and the use of insight to support decision making and strategy development.
- ☐ The ability to prioritise workloads both individually and across teams, co-ordinate resources and manage time effectively.

Desirable:

- ☐ Understanding of accreditation/operational requirements for both person and product certification schemes.

Why Join Water Regs UK?

This is an opportunity to play an influential role in protecting public health, shaping industry standards and supporting compliance across the UK water sector. You will work closely with water companies, industry partners and technical specialists while contributing to nationally recognised schemes and guidance that make a tangible difference.

As an employee, you will also benefit from:

- ☐ eligibility for a performance related annual bonus scheme
- ☐ comprehensive private health insurance
- ☐ retirement savings plan (employer pension contribution match up to 6%)
- ☐ professional development and training opportunities
- ☐ generous annual leave entitlement (initially 31 days total including bank holidays); and
- ☐ consideration for flexible work arrangements

To express interest, please send your CV together with a brief statement outlining your suitability for the role and relevant experience to lee.brooks@waterregsuk.co.uk.

The window for expressions of interest will close at 12.00pm on Friday 11th September 2026.