

<b>Role Profile</b>	<b>Technical Support Officer</b>
<b>Business Area:</b>	<b>Technical &amp; Compliance</b>
<b>Reports to:</b>	<b>Technical &amp; Compliance Manager</b>
<b>Purpose of Role:</b>	
<p>Water Regs UK (WRUK) is a subscription company supporting water undertakers across the UK 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, important legislation which helps protect public health by keeping drinking water safe and preventing waste.</p> <p>WaterSafe Register operates a register of competent installers that undertake various work categories, self certifying work completed complies with the above legislation.</p> <p>The role of the <b>Technical Support Officer</b> is to provide technical information and guidance to members of WaterSafe Register so they meet regulatory compliance and support the WRUK Head of Technical &amp; Compliance.</p>	
<b>Main Responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Respond efficiently to telephoned, written and e-mailed general enquiries, about the water fittings regulations/byelaws, from WaterSafe Installers: providing high quality answers both in writing and orally so that water safety awareness and legislative compliance is increased.</li> <li>• Audit inspection results, complaints, witness statements.</li> <li>• Review WaterSafe articles and resources to ensure technical correctness and compliance, so that procedures are consistently applied.</li> <li>• Support WaterSafe Installers to maintain and apply competency.</li> <li>• Provide accurate technical support and advice to the WaterSafe Register to ensure compliance with relevant legislation and industry related normative documents.</li> <li>• Provide written notification and/or face to face briefings internally (colleagues) and externally (WaterSafe Register Installers) to ensure they are fully conversant with relevant legislation, standards, policies and procedures.</li> <li>• Participate in WaterSafe Appeal Panel meetings to give an independent view and provide technical expertise and information, when considering issues relating to evidence tabled at hearings dealing with a businesses removal or suspension from the WaterSafe Register.</li> <li>• Manage the process of researching, compiling, writing and editing the production of WaterSafe technical articles, technical publications and bulletins to ensure technical accuracy and consistency in order to maintain high standards.</li> <li>• Constantly review and provide technical information taking into account industry changes and technical standards attending committees organised by external bodies (e.g. BSI) and make recommendations on content of industry standards.</li> <li>• Support the creation of a WaterSafe Register training capability to support its members, stakeholders and partners.</li> <li>• Work closely with the Head of Technical &amp; Compliance.</li> </ul>	
<b>Qualifications and skills essential for the role:</b>	
<b>Business knowledge</b>	
<ul style="list-style-type: none"> <li>• Maintain an effective internal and external technical advice service to scheme members and stakeholders within predetermined service levels.</li> <li>• Maintain an effective written correspondence service within predetermined service levels.</li> </ul>	

- Support the scheme Complaints, Appeals and Brand Enforcement activities of the business
- Provide technical support at registered business events.
- Proactively maintain and improve individuals own technical knowledge of developments within the water industry, associated trades and new business areas.

### Technical knowledge

- City and Guilds / NVQ in water related service engineering (or equivalent).
- Appropriate Water Fittings Regulatory knowledge and qualification.
- Broad knowledge of water industry gained through at least 5 years post qualification experience.
- Plumbing systems and their controls.

### Other Key Attributes

- Ability to gather data and research so that effective decision making processes can be applied.
- Excellent understanding of health & safety, Water Regulations and other legislation.
- Strong prioritising, co-ordination, time management skills and the ability to work under significant pressure.
- A good knowledge and understanding of computer based systems
- Appreciation of issues affecting water installation businesses
- Ability to support a training function to members both online or face to face.

Capita Competencies	Role Specifics
Effective Communication	<ul style="list-style-type: none"> <li>• Communicates both upwards and downwards on the key issues to ensure things get done.</li> <li>• Exercises personal judgement in adapting the style and nature of written and verbal communication.</li> <li>• Demonstrates strong interpersonal skills including questioning for clarification and establishing of facts, observation and active listening.</li> </ul>
Delivery of the Business Service	<ul style="list-style-type: none"> <li>• Ensuring that the business and customer requirements are the first priority.</li> <li>• Promote compliance to business and project procedures and challenge where appropriate.</li> <li>• Adhere to documented business processes.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Makes decisions quickly, ensuring reasoning is clear.</li> <li>• When making decisions that impact others, will canvass opinion of key stakeholders.</li> <li>• Draws on the skills and experience of others when solving problems and making decisions.</li> <li>• Exercises sound judgement in letting others work out own solutions to tasks, but remains available for advice.</li> </ul>
Effective Teamwork	<ul style="list-style-type: none"> <li>• Adopt a flexible approach in supporting colleagues.</li> <li>• Demonstrate respect for colleagues.</li> <li>• Shares knowledge and experiences with other teams and business units that may improve performance</li> <li>• Exhibit commitment towards team and project objectives.</li> <li>• Show willingness to learn from colleagues.</li> </ul>
Results Focused	<ul style="list-style-type: none"> <li>• Manages deadlines and helps others do the same.</li> <li>• Identifies problems and their causes and takes action to solve them.</li> </ul>

Innovation and Continuous Improvement	<ul style="list-style-type: none"><li>• Thinks through how existing processes and offerings can be improved or enhanced.</li><li>• Is thorough in their approach to change, considering all aspects that will be affected.</li></ul>
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## Benefits

- Competitive salary – up to a maximum of £45,000 depending upon experience.
- Performance related annual bonus.
- Comprehensive private health insurance.
- Retirement savings plan with employer match (6%).
- Professional development and training opportunities.
- Flexible work arrangements (remote/hybrid options).
- Generous paid time off and holidays (initially 31 days including bank holidays).

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\*\*Closing Date for expressions of interest: before 12.00pm **Monday 13<sup>th</sup> April 2026**  
Please send your CV and short summary of why you are interested in the role to  
[Jonathan.samuel@waterregsuk.co.uk](mailto:Jonathan.samuel@waterregsuk.co.uk)