

Job Description: Water Hygiene Team Leader

Function:	FM
Position:	Technical Services - Northumbria University
Job holder:	Water Hygiene Team Leader
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Ray Robson, Head of Technical Operations
Additional reporting line to:	N/A
Position location:	Water Hygiene Manager / Responsible Person, where appointed

Various sites across Newcastle upon Tyne and Gateshead, with support to other portfolio sites as required

1. Purpose of the Job

Responsible for the operational management/compliance and delivery of the University Water Safety and Legionella Control Programme across the student accommodation estate.

Ensures water hygiene activities are planned, completed, verified and recorded in accordance with legislation, guidance, Water Safety Plans, Legionella Risk Assessments and site-specific Written Schemes of Control.

Provides operational assurance that water systems are managed safely and effectively to minimise the risk of waterborne pathogens, including Legionella, while maintaining statutory compliance, operational performance and customer service.

2. Main Assignments

Supervise day-to-day delivery of the Water Safety and Legionella Control Programme across the estate.

Plan and verify monitoring, flushing, temperature checks, inspections, sampling and maintenance at the frequencies defined in each Written Scheme of Control.

Review compliance records, identify omissions, failures or adverse trends, and coordinate prompt corrective action and evidenced closure.

Coordinate routine and risk-based Legionella and microbiological sampling with competent laboratories and specialist contractors.

Investigate positive or adverse results and coordinate proportionate control measures, system disinfection and post-disinfection verification sampling.

Maintain and support the review of Water Safety Plans, Written Schemes of Control, Legionella Risk Assessments, schematics and asset information.

Provide day-to-day supervision, training, toolbox talks and competence assurance for personnel undertaking water hygiene activities.

Manage specialist contractors, review RAMS, audit delivery and documentation, and monitor performance against service levels, KPIs and completion dates.

Undertake compliance audits and site inspections, produce monthly and exception reports, and support internal, client and external audits.

Maintain complete, accurate and retrievable electronic and paper compliance records, including results, certificates, service reports, remedial evidence and training records.

Respond to incidents, system failures and adverse sampling results, supporting investigations, emergency controls, business continuity and resident communications.

Liaise with University representatives, operational teams, residents, contractors and the Water Safety Group, providing clear technical advice and performance updates.

3. Context and Main Issues

Operates across a multi-site student accommodation portfolio where occupancy, system condition and operational demands can change water hygiene risk and control priorities.

Must balance timely operational delivery, resident impact, water usage and sustainability without compromising required health controls.

Works within the Health and Safety at Work etc. Act 1974, COSHH Regulations 2002, HSE ACOP L8, HSG274 Parts 1, 2 and 3, HTM 04-01 where applicable, and the University Water Safety Plans and Written Schemes of Control.

Must promptly investigate exceptions, positive results, overdue high-risk actions and recurring failures, escalating matters requiring specialist or Responsible Person input.

Requires close coordination with laboratories, competent advisers, contractors and University stakeholders while maintaining a clear, auditable evidence trail.

Must act within personal competence, challenge unsafe work and ensure suitable safe systems of work and contractor control measures are in place.

4. Accountabilities

Water hygiene monitoring, inspection, sampling and maintenance activities are completed within required timescales and verified against the Written Scheme of Control.

Corrective actions, particularly high-risk and statutory compliance actions, are prioritised, escalated and closed with suitable evidence.

Compliance records remain complete, accurate, contemporaneous, auditable and readily retrievable.

Incidents and adverse results receive an effective, proportionate response with actions, verification and lessons learned completed.

Team and contractor performance, competence and service quality provide confidence to management, the client and relevant stakeholders that water hygiene risk is controlled.

5. Dimensions

Operational coverage across various University student accommodation sites in Newcastle upon Tyne and Gateshead, with support to other portfolio sites as required.

Oversight of planned monitoring, flushing, temperature checks, inspections, sampling, tank and calorifier activities, remedial works and associated compliance records.

Day-to-day direction and competence assurance for personnel carrying out water hygiene tasks, together with management of specialist laboratories, water treatment and hygiene contractors.

Regular reporting through monthly compliance reports, exception reports, Water Safety Group updates, audit evidence and action trackers.

6. Job Profile

Essential: recognised Legionella management or water hygiene qualification; ACOP L8 management awareness; IOSH Managing Safely or equivalent; and a full UK driving licence.

Essential: at least three years of relevant water hygiene experience, including Legionella control programmes, multi-site operations, contractors and compliance records.

Essential: strong working knowledge of ACOP L8, HSG274 and practical control measures for hot and cold water systems.

Essential: experience supervising staff, setting expectations, delivering training and checking competence.

Essential: clear written and verbal communication, including reports, escalation updates and stakeholder briefings.

Essential: competent use of Microsoft Office, compliance databases and CAFM systems.

Desirable: NEBOSH General Certificate; plumbing or mechanical engineering qualification; relevant Water Management Society membership; or a recognised risk assessment qualification.

Core competencies: planning and prioritisation, attention to detail, risk-based decision-making, contractor and stakeholder management, incident response, root-cause thinking, reporting and performance analysis.

Must work flexibly across the portfolio and support out-of-hours operational or emergency arrangements where required.

7. Organisation Chart

Head of Technical Operations - Ray Robson

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Water Hygiene Team Leader

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Water Hygiene personnel / specialist contractors (day-to-day operational direction and coordination)

Functional / additional reporting: Water Hygiene Manager (SME) / Responsible Person, where appointed.

Received:

Date:

Date:

Job holder

Immediate Manager