



**Information  
for Applicants**

# **INSET MANAGER**

**The following pages are intended to give candidates some general  
information.**

**Issued by: Human Resources  
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## MAKING APPLICATIONS

Thank you for expressing an interest in this vacancy.

If you decide to submit an application it is important that you complete fully the application form (**CVs cannot be considered on their own**).

When completing the third page, please ensure that you describe fully where and how your experience, skills and abilities meet those described in the job specification.

To ensure that we treat all applicants fairly, we do not make any assumptions about you. We only look at what you tell us on the application form. Remember you will be selected for interview based entirely on the content of your application form, so read the job specification very carefully and match your information to it. This is crucial in enabling us to shortlist.

Please ensure that your application form is returned to the address shown on the application form by the closing date.

After the closing date shortlisting will be conducted to match your experience stated on your application form against specific criteria.

Each application is given equal consideration and if you meet all the criteria you will be invited to the next stage of the selection process which could be a work-based test, a presentation, a formal interview, or a combination of these.

We inform everyone who applies in writing of the result. Remember there is only one successful candidate for each job, so don't let an unsuccessful application discourage you from applying for other jobs within Ofwat.

**JOB TITLE:**  
**Insets Manager**

# Ofwat Job Specification

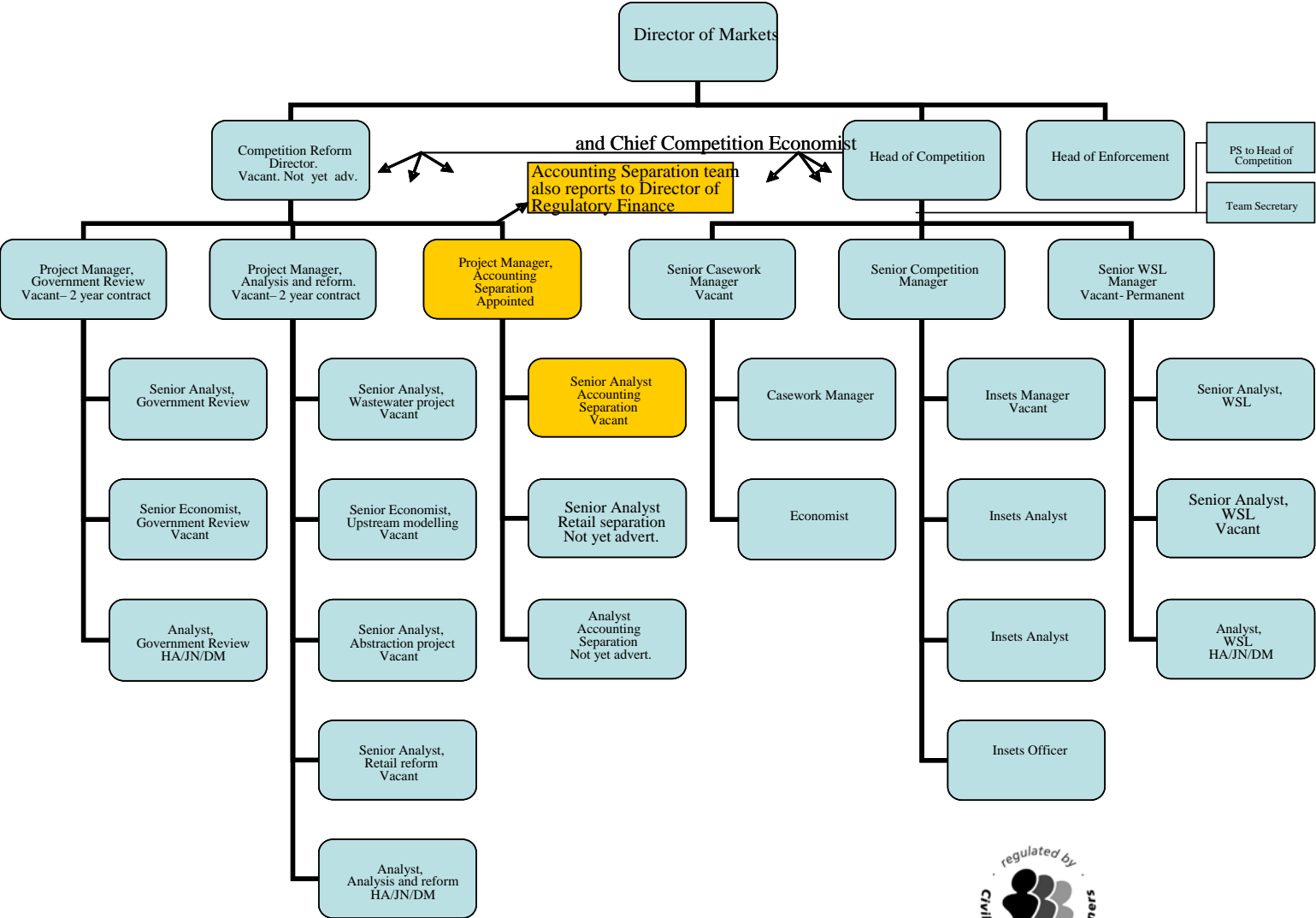
Reports to: Senior Competition Manager

Division: Competition and Markets

Location: Ofwat, Birmingham

**Job Purpose Statement** (briefly state the overall purpose of the job)

The Insets Manager's main role is to develop and implement policy on inset appointments and other competitive initiatives. It also includes managing enquiries about insets, handling general competition issues, and where appropriate contributing to the operation of the water supply licensing regime, Ofwat's review of competition and relevant work on CA98.



## **Key Duties and Accountabilities**

(Describe the important outputs the jobholder is expected to achieve. These will normally number between four and eight. As far as possible list in descending order of importance. Consider the range and depth of the responsibilities the jobholder is accountable for.)

### **A Policy development and implementation**

The jobholder is required to provide support to the Senior Competition Manager and Head of Competition in managing the inset appointment regime. The jobholder will retain day-to-day responsibility for managing proposals and applications for inset appointments, co-ordinating actions and ensuring effective progress.

The jobholder will need to maintain close working relationships with other colleagues within Competition and Markets Division and with others, particularly Regulatory Accounts team, to ensure that full support and advice is given to the Senior Competition Manager, Head of Competition and Director of Markets.

This includes fulfilling the following tasks:

#### **1. Insets and General Competition Enquiries**

- Manage the processes for handling inset appointment applications and expressions of interest for inset applications, in a timely and robust manner.
- Analyse inset appointment proposals, identify, consider and communicate 'potential showstoppers'.
- Consider what, if any, policy implications arise with each specific inset proposal. Consider, consult and provide recommendations on whether it is appropriate to adopt an alternative or amended policy approach. Brief senior managers on any new policy approach.
- Consider the possibility of adopting an alternative form of regulation and developing a new approach to price setting. Evaluate the principle of whether an existing undertaker should establish new affiliated inset companies.
- Highlight issues to Ofwat Board and / or Management Team, especially new policy proposals or significant inset applications. Review and develop the processes as they evolve over time.
- Revise the inset guidance in association with industry stakeholders.
- Advise stakeholders on the bulk supply determination criteria and manage the process for dealing with requests for bulk supply and sewer connection agreement determinations that arise through inset applications.
- Prepare reports on inset applications and expressions of interest and general competition enquiries, as appropriate.
- Consider, consult and provide recommendations on how Ofwat can develop competition in water and on the future development of competition policy.
- Liaise and consult with other Ofwat teams where issues inter-relate.

## **2. Water Act 2003 Water Supply Licences**

Where necessary and appropriate:

Contribute effectively to the Review of Competition and the operation of the new WSL regime. For example:

- where it inter-relates with the inset regime, provide advice and guidance to potentially eligible customers.
- consider lessons learnt from the inset process to be applied to water supply licence applications.
- Support Head of Competition and other staff on managing review of competition and WSL workload.

## **3. CA98 complaints and cases, Parliamentary Ombudsman referrals**

Where necessary and appropriate:

- Input to the handling of CA98 cases, to contribute to the development of effective competition, and Ofwat's reputation as a sound, fair and effective competition regulator.
- Deliver clear, well argued contributions to appeals on CA98 decisions before the Competition Appeal Tribunal (CAT) and other CAT enquiries, within CAT timeframes.
- Work to minimise the risk of a Parliamentary Ombudsman referral and Judicial Review challenge.
- With Legal division, manage the process of responding to Parliamentary Ombudsman referrals and Judicial Review challenges.

## **B Communication**

### **1. Explanation of policy**

The jobholder is required to explain and provide advice on all aspects of competition policy both internally to middle and senior management and externally to parties seeking advice on competition matters. This includes fulfilling the following tasks.

- Lead contact for competition issues involving inset appointment process and policy.
- Explain complicated policies in a clear manner both externally and internally, in particular to the Ofwat press office and library and external stakeholders.
- Provide general and specific advice via meeting, telephone or correspondence.
- Provide briefing and, where appropriate, make recommendations to senior

managers and Executive Office on competition policy.

- Ensure senior Ofwat staff, company advisors, CCWater, Defra, DWI and EA are kept informed as appropriate of issues and developments as they occur and progress.
- Present at public conferences and to overseas visitors on competition issues.

## **2. External contact**

In the context of competition work, external contacts include other Government departments, OFT, other regulators, commercial customers and their advisors, water companies, consultants and developers, CCWater members and Chairmen.

Lead on inset and general competition enquiries and deputise for the Senior Competition Manager and Head of Competition on inset appointments and related policy.

There will be a significant amount of external contact, in meetings, telephone conversations and written correspondence. The job holder must develop and maintain positive relationships with external contacts. Liaise closely with other regulators and public bodies, particularly where policy (and principle) inter-relates.

## **3. External comparators**

The jobholder is required to monitor developments in the water and the wider utility industry on matters relevant to competition to ensure Ofwat is aware of and up to date on relevant competition issues. This includes the following tasks:

- Maintaining contacts and dialogues with relevant industry bodies.
- Recommend changes in processes to the Head of Competition and implement changes as necessary.
- Keep abreast of developments in economic thinking where these might apply to competition in the water industry.

## **C Team Management**

### **1. Quality Control**

Aim to ensure that outputs are delivered 'first time right' by implementing quality control procedures.

### **2. Performance Management**

Conduct regular three monthly appraisals with the Senior Competition Manager and reporting staff (as appropriate), to set clear individual objectives linked to team objectives and identify and meet training needs, both on-the-job and externally.

### **3. Resource Management**

Provide general support to the Head of Competition by providing briefing and meeting notes, answering queries and assuming responsibility as appropriate when the Senior Competition Manager and Team Leader are unavailable.

Where appropriate, manage other Insets staff to ensure they contribute effectively to the Team's work on insets and other competition issues. This is either in a formal line management manner, or as a mentor to other staff.

## PARTICULARS OF EMPLOYMENT

### **Inset Manager**

You are invited to apply for the above post which is available in our headquarters office based in Birmingham City Centre.

### **The Office**

The Water Services Regulation Authority (Ofwat) is the economic regulator of the water and sewerage industry in England and Wales. Our role is to seek value for consumers. For further details, please refer to our website – [www.ofwat.gov.uk](http://www.ofwat.gov.uk).

### **The Job**

Ofwat is reviewing the wider options for competition in the water industry. As Inset Manager you will work in a challenging and rewarding role, with responsibility for managing applications for inset appointments.

### **Qualifications and Experience**

We want you to be self-motivated and a confident communicator, both in person and on paper. Your ability to work as a team player will be vital in building strong relationships with colleagues and external contacts. You should have good analytical skills, and preferably some regulatory or utility experience, together with an education at degree level or equivalent.

You will need to show your understanding of economic theory and have an interest in developing water competition.

(An overseas qualification is only acceptable if it is fully comparable with the required United Kingdom degree.)

### **Nationality and Immigration Control**

This post is open to nationals of states within the British Commonwealth and the European Economic area and certain members of their families.

There must be no employment restriction or time limit on your permitted stay in the UK.

### **Conditions of Service**

The appointment is a permanent one.

The salary for this post is £27,500 pa depending on experience, and is paid monthly by credit transfer. Further increases are dependent on performance, which is annually assessed.

### **Hours of work**

You will normally work a 5-day week of 37 hours excluding lunch breaks.

The department operates a system of flexible working hours (FWH), which is worked by most employees, but may vary slightly.

There are a number of terms associated with FWH. These are detailed below:

#### **Bandwidth – 07.00 hours to 19.00 hours at HQ**

- the times between which the office is open for work

#### **Core-time – 10.00 hours to 15.30 hours**

- the times, within the bandwidth between which it is normally essential for you to be present and at work; note that working core-time alone will not meet conditioned hours

#### **Flexible Lunch break – 11.45 hours to 14.15 hours**

- the times within which you take your lunch break. This can vary in length and timing within the overall lunch break times. The minimum break allowed is thirty minutes.

### **Probation**

There is a probationary period of six months for all new entrants. Subject to satisfactory performance the entrant will be transferred to permanent establishment.



## **Annual Leave**

Your annual leave allowance will be 25 days plus 10½ days' public and privilege holidays.

Annual leave entitlement will be increased by one day for each year of continuous Civil Service employment; up to a maximum leave allowance of 30 days.

## **Induction**

All new employees will have an induction training programme specifically prepared for them by Human Resources and their line manager.

## **Investors in People**

Ofwat has IIP accreditation and the ten IIP indicators reflect good practice throughout the organisation, covering the interdependence of:

- Business planning e.g. Ofwat Forward Programme, project plans etc;
- Objective setting e.g. divisional and individual objectives;
- Training and development e.g. courses, coaching, workshops and evaluation;
- Feedback, recognition and review e.g. regular 1-2-1s and appraisals.

## **Annual Travel Cards**

If you require it, you will be granted an advance of salary to purchase a season ticket for travel between home and office. This will be recovered within the life of the season ticket.

## **Stocks or shares**

Because of the nature of the information you will come into contact with and the need to be wholly independent of the water industry, you will be precluded from dealing in stocks or shares of any privatised water company or of any existing statutory water company. Your spouse or partner or any dependent children are also precluded from dealing.

## **Pension**

As soon as you start your new job, you are eligible to join the Civil Service pension arrangements. We offer you a choice of two types of pension.

- **Nuvos:** This is an occupational scheme that currently has a 3.5% member contribution rate. As your employer we meet the rest of the cost of the scheme.
- **Partnership:** This is a stakeholder pension with a contribution from ourselves. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age related contribution mentioned above.

## **Retirement**

The normal retirement age for staff is 65.

## **Immigration Control**

If you would like further information on Nationality, Immigration Control, or the Principal Civil Service, please write to Ofwat, Human Resources, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA or telephone (0121) 625 1323.

## **Application**

Your completed application form should reach Human Resources, Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA by **Thursday 31 July 2008**. Earlier receipt would help.

A late application may be accepted if it is possible to deal with it under the arrangements already made when it is received.

## **Selection**

Selection will be by work-based test and interview during **w/c 18 August 2008** in Birmingham.



After the closing date, all applications will be considered carefully and those candidates who appear from the information available to be the best suited for the post will be invited to interview. It is important, therefore, that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The Selection Board will recommend the candidate considered most suitable for appointment.

If you are successful, enquiries will be carried out into your nationality and other matters, to ensure that you are qualified for appointment. When the enquiries are completed satisfactorily, Ofwat will make you a formal offer of appointment. You will be expected to take up post as soon, as is possible.

### **Expenses**

Travelling costs will be refunded at the rate of standard rail fare for the journey or motor mileage rates as follows:

Cars: 25p per mile (the exact mileage will need to be noted, as we will ask you to record it on the expense form)

Please note that proof of purchase will be required for all public transport expenses.

Expenses for travel into the UK cannot be refunded. If you have to stay overnight away from home, you can claim the cost of your accommodation of up to a maximum of £90. (Receipts will be required)

### **Data Protection**

Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with us and will be stored in manual and electronic files. Any data about you will be held in completely secure conditions, with restricted access. Information in statistical form on present and former employees is given to appropriate outside bodies.

Data that you provide on the Equal Opportunities Monitoring form will be included in a general database, for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on equal opportunities in employment. Individuals will not be identified by name.

We shall consider that, by signing and submitting the enclosed forms, you are giving your consent to the processing of your data in the ways described above.



## **Guaranteed Interview Scheme (GIS)**

Ofwat is committed to the employment of disabled people. We use the Disability Symbol awarded by Jobcentre Plus to show our agreement to meet five commitments regarding the recruitment, employment, retention and career development of disabled people. As a symbol user, we guarantee an interview to anyone with a disability whose application meets the minimum criteria for the post. To be eligible for the guaranteed interview scheme you must have a disability or long term health condition. The disability could be physical, sensory or mental and must be expected to last for at least 12 months. You do not have to be registered as a disabled person to apply under the scheme.

## **Equal Opportunities and Diversity**

Ofwat aims to be an Equal Opportunities Employer. It intends to make sure that there is equality of opportunity and fair treatment for all, regardless of gender, marital status, age, race, colour, ethnic or national origin, disability, sexual orientation (lesbians and gay men), responsibility for dependents, religious or political beliefs.

We have undertaken a programme of diversity training for all staff to help understand the concept of diversity and how it compliments equal opportunities. It also provides an understanding of the implications of the legislation, for working with colleagues and customers.

All applications receive equal treatment regardless of sex, race, age, disability, religion, marital status or sexual orientation. Selection for a post will be based on merit.

We would like to assure you that the information you provide on the equal opportunities monitoring form will be treated in the strictest confidence and only used to help (Ofwat) monitor appropriate equal opportunities policies. This information plays no part in our selection process.

## **Religious Observance**

Religious and cultural beliefs are an issue for all of us: respecting our fellow staff and being sensitive and respectful of others and ensuring we all achieve and maintain a healthy work/life balance.

Ofwat respects the diversity of our employees and that they come from a variety of religious backgrounds. Our policy is to respect all religious faiths and we will, wherever reasonably practicable, be supportive when staff want to follow the particular practices connected with their religion.

We will be supportive in allowing time off for religious observance and for prayer, which can be taken as annual or flexi-leave if appropriate.

### **Complaints Procedure**

The Department's recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition as outlined in the Civil Service Commissioners' Code which can be found at [www.civilservicecommissioners.org](http://www.civilservicecommissioners.org). If you feel your application has not been treated in accordance with the Code and you wish to make a complaint, you should contact **Jabou Foon, Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA** in the first instance. If you are not satisfied with the response you receive from Ofwat, you can contact the Office of the Civil Service Commissioners.

