



**Information
for Applicants**

TEAM ADMINISTRATOR (ENFORCEMENT POLICY TEAM)

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

**Issued by: Human Resources
October 2008**



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 SPECIFICATION

Reports to: Head of Enforcement Policy

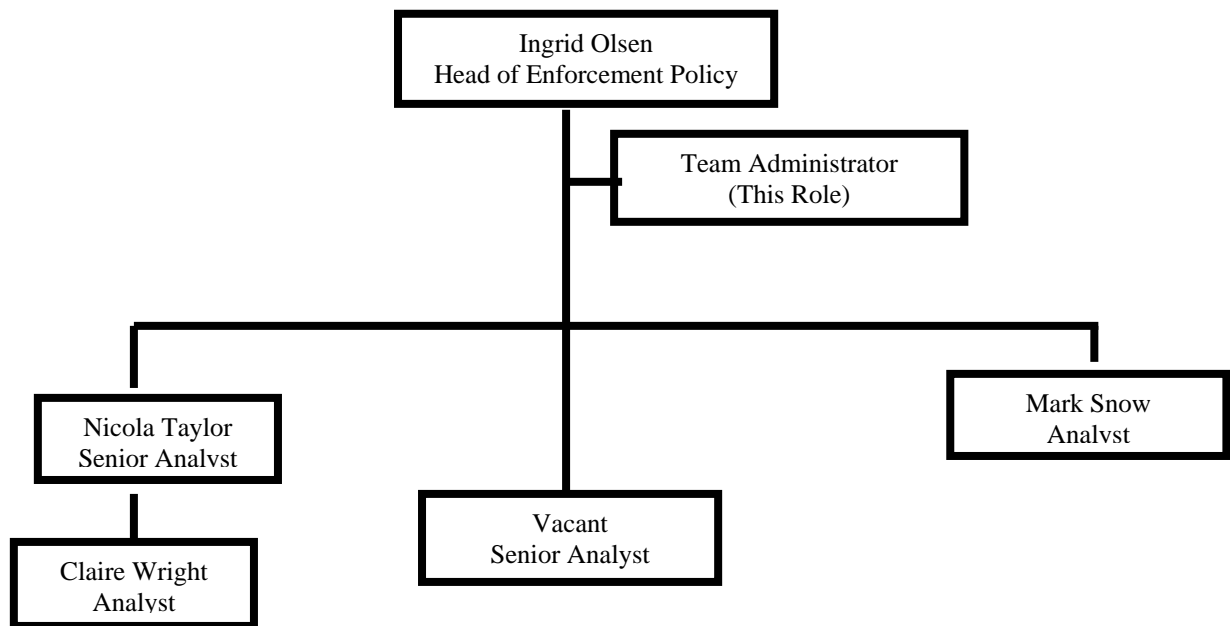
Division: Competition and Markets

Location: Centre City Tower, Birmingham

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

- To provide a professional administrative and secretarial service to the Head of Enforcement Policy and the Enforcement Policy Team.
- To coordinate the team's and others' contributions to implementing Ofwat's enforcement policy, e.g. handling the administration of penalties notices and any appeals that might arise.
- To manage the administration of any future Competition Commission references.

Organisational Information (describe position in structure, and include organisation chart as appropriate)



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.)

1. Communication
 - Ensure TL and members of team are aware of current issues that involve the team
 - Ensure TL is aware of team's diary arrangements
2. Meetings
 - Check/progress on papers for meetings
 - Ensure diary arrangements for meetings are correct
 - Ensure all details are correct for conference calls
 - Collate papers
 - Book meeting rooms
 - Receive visitors
 - Provide refreshments
3. Diary management
 - Arrange meetings with Ofwat staff and external organisations
 - Confirmation of meetings
 - Update Lotus organiser
 - Operate bring forward system
4. Travel arrangements
 - Book appropriate travel and accommodation
 - Handle expenses
5. Post
 - Record post received
 - Photocopying and distribution of post
6. Email
 - Manage email system to ensure meetings/deadlines are not missed
 - File emails
 - Archive emails
7. Typing
 - Manuscript typing
 - Photocopying and distribution of typed work
8. Action log
 - Enter new actions
 - Chase actions before deadline
 - Take off completed actions

Key duties and Accountabilities (cont)

9. Expenses
 - Keep record of expenses
 - Complete GPC statement for signature
10. Invoices
 - Check invoices received and prepare for authorisation
 - Distribute to Finance
11. Filing system
 - Maintain filing systems
 - Open new files when required
 - Delete redundant files
 - Ensure that all information is included in files so we have a comprehensive set of information in case of request for access to the file or any appeal
12. Absence returns
 - Monitor staff attendance and leave for team
13. Submissions
 - Take a key role in helping the team prepare penalties, notices, CC references and submissions
14. Consultants
 - Manage time records for any consultants working on behalf of the team
15. Team meetings
 - Prepare agenda
 - Take minutes and circulate these
16. Timelines
 - Maintain team's table of outputs and progress in meeting those outputs

Management of Resources

i) Financial resources (budgets for which the jobholder is responsible)

Limited signing powers for travel arrangements and stationery

ii) Human resources (staff for whom the jobholder is directly responsible)

None

iii) Equipment (range of plant and/or equipment for which the jobholder is responsible)

Personal computer

Contacts and Communication

(indicate significant others, both internal and external, giving reason for the contact)

Internal staff at all levels to arrange meetings etc.

Secretaries and/or MDs and RDs of water companies and senior government officials to arrange meetings, travel arrangements and to answer queries.

In addition to the duties described in this specification the jobholder may be required to carry out such other duties as may reasonably be required.

Staff costs budget holder _____

Signature _____

Date _____

PARTICULARS OF EMPLOYMENT

Team Administrator: Enforcement Policy

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.

The Job

We are looking for a super organised individual to join our small, friendly team at the hub of the Enforcement unit within OFWAT. Reporting to the Head of Enforcement Policy, you will be in the loop with everyone's work-flow, managing the diary for the team and aware of what everyone is working on at any one time.

Your Experience

Your organisational skills will extend to having everything in the right place at the right time for access and support.

You'll be a confident, robust character, able to talk to senior executives, external lawyers and accountants and work to tight deadlines.

You'll be able to use your initiative to know what needs to be done and who is the best person to do it.

This is an interesting and highly varied role in which no two days are the same. For the right individual it represents an excellent opportunity to work beyond the scope of the job description.

(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 range for this post is £16-20K, 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 **Friday 17 October 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 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

Ofwat'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. If you feel your application has not been treated in accordance with the Code and you wish to make a complaint, you should contact **Elizabeth Davidson, 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.