

February 2017

Trust in water

# Information for applicants

**Senior Associate (People Partner),  
Operations  
Ref: OFW1649**

[www.ofwat.gov.uk](http://www.ofwat.gov.uk)

**ofwat**



## Introduction from Cathryn Ross, Chief Executive



### **Water is not a dry issue.**

Water is not a dry issue.

The water sector in England and Wales has come a long way in the past 27 years. At privatisation, polluted beaches and rivers and neglected infrastructure meant we were seen as the ‘dirty man of Europe’.

The regulation of this sector was entrusted to the Water Services Regulation Authority (Ofwat) which has maintained a steady hand in driving and incentivising the sector to deliver and to improve. Over the period since privatisation, the water companies have invested more than £120 billion in maintaining and improving services for consumers and the environment. Today, for example, the amount of water lost through leaks is down by about a third since the mid-1990s. In addition, salmon have returned to the River Mersey, once considered one of the most polluted in Europe. All of this has been delivered efficiently too – a litre of tap water, supplied and taken away, costs less than half a penny.

But the world is changing. The water sector faces new problems and very different challenges. In the future, climate change may mean we get more droughts and more floods, making it harder to maintain resilient supplies. Our population is growing, putting more pressure on the water we use. Lifestyle changes have increased our appetite for water in our homes, our work places and our places of leisure. The changing social and economic landscape also means we need to reconsider how business operates and how customers are able to afford their water and sewerage bills.

Ofwat needs to be at forefront of determining and implementing a regulatory system that will protect customers’ interests, drive efficiencies and innovation, enable efficient companies to finance their functions and to ensure that the ‘promises of privatisation’ are delivered. We all need sustainable solutions to these problems.

Thank you for your interest in joining Ofwat at what is a very exciting time for us. We look forward to receiving your application.

**Cathryn Ross**  
**Ofwat Chief Executive**

## About Ofwat and the role

Ofwat (the Water Services Regulation Authority) is the economic regulator of the water and wastewater sector in England and Wales. Our role is to help it build trust and confidence with customers, the environment and wider society. Our strategic priorities include:

- delivering the reforms provided for in the Water Act 2014 and help to ensure that they deliver real benefits for water customers and society. This includes putting in place the arrangements for the opening of the non-household retail market to competition in April 2017. It also includes supporting the development of water trading and abstraction reform. Doing these things will require further changes to the way we set prices limits in our 2019 review;
- maintaining the confidence of investors in the water sector and our regulation of it, though this period of change; and
- developing the means by which we monitor the sector's performance against our vision of trust and confidence, and receive assurance from the sector.

## Operations resource pool

Our Operations resource pool delivers essential services across the whole of Ofwat, as well as providing specialist advice and flexible support to enable our demand-driven programmes and projects to deliver their strategic objectives.

## Role expectations

As a Senior Associate you'll have autonomy, responsibility and leadership opportunities, and you'll have ample opportunities to develop and consolidate your skill set. You will be or will quickly become familiar with the Ofwat programme and project management tool kit and will role model its use. You'll definitely be a self-starter and to that end will require minimal supervision and oversight from senior colleagues. You'll continue to hone your judgement and be expected to exercise it responsibly in line with our strategy and ways of working. You will also be developing and using your ability to persuasively communicate and engage with stakeholders, both internally and externally. You'll be expected to provide support to colleagues across the office, proactively sharing skills and knowledge, and equally will be supported by coaching and mentoring.

## Key deliverables

- To be the lead People Hub contact for designated resource pools, acting in a Business Partner capacity to support and enable people related solutions to the organisation to enhance delivery.
- To work closely with Strategic Resource Managers and Resource Managers (who manage the delivery and development of our people) to build and maintain effective, professional working relationships and partnerships.
- To develop the capability of our Resource Managers through support and coaching as well as through training activities, to maximise their ability and improve the overall standard of resource and people management across Ofwat.
- To implement our People Strategy through leading and/or contributing to projects and initiatives that are designed to bring about transformational change and improve employee motivation and engagement and, in turn, enable Ofwat to successfully achieve its objectives.
- To manage employee relations caseload proactively and appropriately.
- To contribute to the smooth running of People Hub transactional and operational activities, whilst also contributing to process improvement and development.
- To develop, maintain and implement our suite of people policies and frameworks to ensure that they are fit for purpose and easily accessible, and minimise the risk of employee relations issues or litigation. Work closely with our resource managers to help them implement these frameworks, which include managing sickness absence, under performance, grievance and disciplinary procedures, etc.
- To maximise our use of available data and technology including social media, our HR information system (Cascade), and our intranet (The Bubble), to ensure that we are able to use meaningful people metrics to both inform and streamline our activities (and to provide the information that central government requires).
- To work closely with our people, including our recognised trade unions and employee representatives, to develop relationships and improve our engagement, delivering better outcomes and greater effectiveness.

## Professional requirements

	Critical	Expected
<b>Qualifications</b>	<p>Educated to degree level or equivalent work experience</p> <p>Qualified in or working towards a relevant and related area of expertise to the job role e.g. Chartered CIPD</p>	
<b>Skills, experience and knowledge</b>	<p>Ability to analyse complex ideas or proposals and use multiple sources of information to create meaningful solutions, including a good working knowledge of employment law and developments in employment legislation.</p> <p>Seek opportunities to add value to the organisation's programmes and projects by working as part of a team, or being able to work on own initiative and to challenge and influence the thinking of others, including senior leaders.</p> <p>Take action to protect the organisation through implementing risk management and compliance procedures whilst understanding the complexities of the Civil Service.</p> <p>Provide expertise in one or more fields within the resource pool by acting as a HR business partner</p>	<p>Experience of handling Tribunal cases</p> <p>Experience of working within the Civil Service is preferable</p> <p>Experience of operating in a matrix environment, and understanding of associated people management issues</p> <p>Coaching experience and understanding of different models</p> <p>Commercial awareness Project Management experience</p>
	<p>Commitment to the ability of HR to genuinely add value and improve organisational effectiveness.</p> <p>Self-starter and motivator, positive can do attitude accompanied by tact and diplomacy and ability to adapt style as the situation demands.</p> <p>Flexible and adaptable with the ability to work within a rapidly</p>	

	<b>Critical</b>	<b>Expected</b>
	<p>changing environment and respond to competing demands.</p> <p>Good judgement, prioritisation and decision making skills.</p> <p>Ability to present issues credibly, confidently and clearly – both written (in public documents) and orally, and to adapt style to influence others.</p> <p>Ability to build, manage and maintain effective working relationships with people at all levels.</p> <p>Strong people management skills and the ability to manage upwards as well as with peers.</p> <p>Ability to take a problem-solving approach to analysis of information and situations and generate risk based recommendations and solutions.</p> <p>Excellent planning, organisational and time management skills and able to deliver to deadlines.</p> <p>Demonstrate commitment and personal responsibility for continuing professional development.</p>	

## **Terms and conditions of employment**

### **Contract**

There are three vacancies:-

- 1x permanent appointment
- 1x temporary FTC appointment for 1 year
- 1x temporary FTC appointment for 2 years

For the FTC vacancies, we will also consider applicants who are interested in a loan or secondment opportunity.

## Salary

The salary range for this role is Band 3 - £32,363 - £48,406. External candidates can expect to achieve a starting salary from the bottom of the band up to £41,000, depending on relevant skills and experience required for the post. Salary is paid monthly by credit transfer.

Internal and Civil Service candidates already at this job level would normally maintain their existing salary arrangements as this would be classed as a level transfer. If applying for the role as a promotion, these candidates can typically expect to be appointed on a salary at the bottom of the band or a 10% increase to existing salary, whichever is greater.

## Location

The role will be based in either Birmingham or London. However, it is likely that travel between offices will be needed to be effective.

## Contracted place of work and taxable expenses

Any person who regularly works more than two days a month in both the Birmingham and London offices, irrespective of their contracted place of work, is considered by HMRC to have [two permanent workplaces](#).

The payment of your rail fare, accommodation or subsistence in this situation attracts tax and National Insurance because you are receiving a benefit.

Ofwat meets the cost of the tax and National Insurance by grossing up your expenses and recovering the net amount through your monthly pay package. But the expenses are classed as taxable earnings, which could impact on any attachment of earnings – for example, student loan repayments, high income child benefit and state benefits.

For further information on taxable expenses, please email [payroll@ofwat.gsi.gov.uk](mailto:payroll@ofwat.gsi.gov.uk).

## Hours of work

The successful post holder will be required to work a minimum of 37 hours, excluding lunch breaks. You will be required to work such additional hours as is reasonable and necessary for the efficient performance of your duties.

## Probation

There is a probationary period of six months for all new entrants. Subject to satisfactory performance, the post holder will be transferred to permanent/temporary (depending on role) establishment at the end of their probation.

## Annual leave

On appointment the post holder will be entitled to 25 days annual leave plus 10½ days' public and privilege holidays a year. Annual leave entitlement will be increased by one day for each year of continuous employment with Ofwat, up to a maximum leave allowance of 30 days.

## Pension

On appointment, you are eligible to join the Civil Service Pension. The Civil Service offers a choice of defined benefit and stakeholder pensions, giving you the flexibility to choose the pension that suits you best. We offer you a choice of two types of pension.

**Alpha:** alpha is an occupational pension scheme and provides a defined benefit worked out on a Career Average basis.

From 1 April 2016, employee contributions will be:

Payband (full-time equivalent basis)		Employee contribution rate (%)
From	To	
£0.00	£21,210	4.60
£21,211	£48,471	5.45
£48,472	£150,000	7.35
£150,001	and above	8.05

From 1 April 2016, employer contributions will be:



Payband (full-time equivalent basis)		Employer contribution rate (%)
From	To	
£0.00	£22,500	20
£22,501	£45,000	20.9
£45,001	£75,000	22.1
£75,001	and above	24.5

- **Partnership:** this is a stakeholder pension with a contribution from Ofwat. 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.

To learn more about the Civil Service Pension schemes, please follow the link <http://www.civilservicepensionscheme.org.uk/>

## Ofwat benefits

We also offer a range of additional benefits. These include:

- access to our package of benefits via our ‘**Rewards on Tap**’ scheme. This is a voluntary benefits scheme where staff have access to exclusive discounts on a range of goods and services such as retail outlets, theatre tickets, holidays, insurance and gym membership;
- childcare voucher scheme;
- cycle-to-work scheme;
- season ticket loan for travel between home and office;
- flexible working arrangements;
- fees paid for membership of relevant professional bodies;
- regular professional development;
- health and wellbeing initiatives; and
- free eye tests and contribution towards lenses/spectacles for VDU users, if appropriate.

## Further information

### Security clearance

Any offer of appointment will be subject to satisfactory completion of security and pre-employment checks. Further information about the security checking procedure is available on request.

### Nationality and immigration control

This post is open to nationals of states within the British Commonwealth and the European Economic Area (EEA) and certain members of their families. There must be no employment restriction or time limit on your permitted stay in the UK.

If you would like further information on Nationality and Immigration Control, please email us at [people@ofwat.gsi.gov.uk](mailto:people@ofwat.gsi.gov.uk).

### 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 sector in England and Wales, you and your family (including your spouse or civil partner and any children or step-children under the age of 18 who still live at home, or any other member of your household) will be precluded from owning, purchasing or dealing in the shares of the water companies and their holding companies.

### How to apply

Applications should include a:

- curriculum vitae (**CV**);
- **covering letter** or supporting statement that outlines the contribution you can make to Ofwat, including how you feel you meet our professional requirements and demonstrate behaviours outlined in our competency framework;
- completed **CV supplement form**; and
- completed **diversity monitoring form**. This form is not mandatory.

Please email your CV and supporting documents to [jennie.ferguson@ofwat.gsi.gov.uk](mailto:jennie.ferguson@ofwat.gsi.gov.uk) by the closing date.

If you are unable to make an electronic application, you may submit your application on paper. Please contact us to find out how.

### **Selection timetable**

Closing date	1 March 2017
Sifting	2 and 3 March 2017
Interview date	7 and 8 March 2017

If you have any queries about any aspect of this role or selection process, please contact Jennie Ferguson (07753 428223 or [jennie.ferguson@ofwat.gsi.gov.uk](mailto:jennie.ferguson@ofwat.gsi.gov.uk)) or Natasha Harris (0121 644 7658 or [natasha.harris@ofwat.gsi.gov.uk](mailto:natasha.harris@ofwat.gsi.gov.uk)).

### **Expenses**

We will refund travelling costs at the rate of standard rail fare for the journey or motor mileage rates (cars: 25p per mile).

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

We cannot refund expenses for travel into the UK. If you have to stay overnight, please contact [recruitment@ofwat.gsi.gov.uk](mailto:recruitment@ofwat.gsi.gov.uk) for further details.

### **Data protection**

We will use your application only to inform the selection process, after which we will destroy it. If you are successful, it will form the basis of your personal record with us and we will store it in manual and electronic files.

We will hold any data about you in completely secure conditions, with restricted access. Information in statistical form on present and former employees is given to appropriate outside bodies.

We will include data that you provide on the diversity monitoring form 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 applying for this role, you are giving your consent to the processing of your data in the ways described above.

## **Diversity**

Ofwat aims to be an equal opportunities employer. We intend to make sure that there is equality of opportunity and fair treatment for all irrespective of:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership status;
- pregnancy and maternity;
- race, religion or belief; or
- sex or sexual orientation.

We would like to assure you that we will treat the information you provide on the diversity monitoring form in the strictest confidence and only use it to help us monitor appropriate equal opportunities policies. This information plays no part in our selection process.

## **Investors in People (IIP)**

Ofwat has IIP accreditation which reflects good management practices throughout our organisation, including in business planning, individual objective setting, learning and development opportunities, as well as continuous constructive feedback through our delivery and development conversations approach to performance management.

## **Complaints procedure**

The process of recruitment and assessment embraces the principles of fair and open competition and best practice. The first is to maintain the principle of selection for appointment to the Civil Service on merit on the basis of fair and open competition as outlined in the [Civil Service Recruitment Principles](#). The second is to promote an understanding of the [Civil Service Code](#) which sets out the constitutional framework in which all civil servants work and the values they are expected to uphold, and to hear and determine appeals made under it.

If feel your application has not been treated in accordance with the recruitment principles and you wish to make a complaint, you should contact Natasha Harris, Principal, Operations (People), 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 us you can contact the Civil Service Commission