

July 2017

Trust in water

Information for applicants

Project Manager – Senior Associate
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www.ofwat.gov.uk

o f w a t



Introduction from Cathryn Ross, Chief Executive



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.

To do this, Ofwat needs to be at the very top of its game. This role is about managing a project to help us do just that. We are looking to procure a company to be our partner and help us transform our support services and provide us with additional capacity when we need it. 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:

- Working with the sector to improve the customer experience in particular by improving resilience, delivering a step change in customer service, maintaining affordability and driving efficiency.
- Improving information and transparency in the sector to hold companies to account.
- Supporting the development and investability of markets, to enable the sector to deliver more for less.
- Securing stakeholder engagement and support for change.
- Ensuring Ofwat has the skills, experience, systems, processes and culture to deliver the strategy.

Our focus as a regulator is on regulating in a pro-market way which means establishing an effective framework that improves information (e.g. quality and visibility); improves buyers' and sellers' ability to transact (e.g. reducing 'transaction costs'); and/or by improving incentives on buyers and sellers to transact efficiently. In addition, we will look to make targeted interventions only, rather than taking a prescriptive, one-size-fits-all approach.

About the Operations Resource Pool

Ofwat is pursuing an ambitious programme – called Fit for the Future - to enable us to deliver our new vision for the water and sewerage sectors. Supporting this change agenda is a compliance and assurance programme, which will embed robust corporate management processes, appropriate governance and proportionate assurance.

Central to the associated changes is a move to become a programme-based organisation, where resourcing is driven by programme demand and supported by first-rate matrix management. To realise this vision, we need to develop more effective corporate planning and performance management, and embed a culture of excellent programme and project management.

About the Role

We are looking for a qualified and experienced project manager to help us deliver the Alternative Delivery Models project which is part of the Fit for the Future programme. The aim of the project is to procure a partner (a private sector Company) who will then work with us on a 6-12 month improvement project. The improvement project is focussed on our support services (HR, Finance, IT, Procurement and Business Support) which enable high performance in our small but highly skilled organisation. The project aims to improve our processes in these areas and to provide resilience to these functions during peak periods of work by allowing us to buy in support from the partner.

Once we have completed the procurement of the partner – around January 2018 the improvement project will begin. The aim of the project is for Ofwat people to work with the partner and make our transactional processes more efficient and deliver a better service for customers. In doing so we will also bring our processes into line with the partners so the partner can provide us with off-site support when we have a busy period. This is an innovative approach and will be a high profile project.

We are looking for an experienced and qualified person to manage the project. You will join us about half way through the procurement and then oversee the improvement project. Experience of procurement or managing improvement projects within support services would be a distinct advantage but is not essential.

Contract

This is a fixed term appointment up to December 2018.

Salary

The salary range for this role is **Band 3 - £32,363 to £48,406**. External candidates can expect to achieve a starting salary from the bottom of the band up to **£40,000**, 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 Birmingham. However, it is likely that travel between Birmingham and our offices in London as well as throughout the UK will be needed to be effective.

Role expectations

As an experienced project manager 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.

Key deliverables

- Maintaining and tracking progress against the project plan to ensure key tasks are delivered on time and on budget
- Producing the project documentation – highlight reports, risk registers, budget, benefits profiles etc.
- Liaising between the project and the Change Mangers in the Business to ensure their requirements are reflected in the project and are kept informed.
- Liaising with external advisors (for example solicitors during the procurement or the Partner during the improvement project) to coordinate their input.

Professional requirements

	Essential	Desirable
Qualifications	Project management (Prince 2, Agile or equivalent) or Programme Management (MSP) and/or Change Management or substantial experience of delivering complex projects.	
Knowledge & Experience	An experienced project manager used to managing complex projects to time, cost and quality. Knowledge and experience of all stages of the project and project lifecycle, including project set-up and	Experience of procurement and/or of managing improvements project in support services an advantage. Experience in change management

	Essential	Desirable
	<p>initiation, implementation, evaluation and closure.</p> <p>Strong track record in planning complex projects and coordinating inputs to the project, both internal and external.</p> <p>Strong influencing skills able to get busy team members to deliver alongside other aspects of their job and ability to negotiate with and influence key stakeholders.</p> <p>Excellent organisational, planning and time management skills, including a clear and methodological approach to project planning.</p> <p>Effective risk and issue management skills.</p> <p>Strong interpersonal and communication skills (both written and verbal), including drafting of quality project documents such as business cases, briefs and reports.</p> <p>Attention to detail and the ability to analyse complex ideas or proposals and use multiple sources of information to create meaningful solutions.</p>	<p>Good business sense, with business and/or functional knowledge</p> <p>Financial management experience such as budget management, resource management and forecasting.</p>

The criteria highlighted in bold are they key essential and desirable criteria

How to apply

Applications should include a:

- curriculum vitae (**CV (up to 4 sides of A4)**) ;
- **covering letter (up to 3 sides of A4)** 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 recruitment@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	13:00 Friday 21 July 2017
Sifting	24 July 2017
Interview date	1 August or 2nd August 2017 (candidates must be available on this date)

If you have any queries about any aspect of this role or selection process, please email recruitment@ofwat.gsi.gov.uk by the closing date.

Working at Ofwat - Terms and conditions of employment

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.

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 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 2017, employee contributions will be:

From 1 April 2017, member contributions will be based on actual salaries.

From 1 April 2017, employee contributions will be:

Actual pensionable salary (annual)	All members
Up to and including £21,422	4.60%
£21,423 to £51,005	5.45%
£51,006 to £150,000	7.35%
£150,001 and above	8.05%

From 1 April 2017, employer contributions will be:

Revised Salary Band (£)	ASLC rate from 1 April 2017
23,000 and under	20.0%
23,001 to 45,500	20.9%
45,501 to 76,000	22.1%
76,001 and over	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.

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.

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 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, Director, 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