

July 2017

Trust in water

Information for applicants

**Associate, Data and Portfolio
Analyst, PPM Resource Pool
Ref: OFW BC-140**

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Introduction from Cathryn Ross, Chief Executive



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The water sector in England and Wales has come a long way in the past 25 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 £116 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. The Director will play a central role in helping shape our future work programme. This includes, our Water 2020 programme: the design of the regulatory arrangements for PR19 and the development of upstream markets to support the delivery of the Water Act. The

director will take responsibility for driving forward a rigorous analytical approach to develop and implement approach to upstream markets and regulation and articulate and communicate policy to stakeholders. They will help apply Ofwat's new strategy and regulatory model to the way we regulate and challenge the sector. 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.

Programmes and Project Management (PPM) resource pool

The Associate, Data and Portfolio Analysis role, will play a central role in the realisation of our ambitious strategy through supporting the effective delivery of our portfolio of programmes by analysing data to help Ofwat make better business decisions.

The Programme and Project Management resource pool holds a range of skills including project, programme and portfolio management, risk management, procurement, FOI and DPA. The pool is an integral component of Ofwat and provides resource to programmes, contributing significantly to Ofwat's Portfolio Management Office. In short, skills within the pool are there to ensure our governance processes works, it provides a strategic overview of Ofwat's performance, and to check and challenge all programme activity. The pool's mandate also includes serving as a partner to other areas of Ofwat, striving to introduce common core approaches and good practice (whilst ensuring space for innovation) and providing advice, support and coaching in the execution of programmes/ projects. In doing these things at the programme and project level it is able to facilitate effective portfolio management.

In particular, the Associate, Data and Portfolio Analysis role will take forward the work to analyse our information (financial, programme, plans, management information etc) for reporting to internal and external stakeholders.

Role expectations

Ofwat is pursuing an ambitious business transformation programme to enable us to deliver our ambitious new vision for the water and sewerage sectors. The driving force behind the transformation is Ofwat's ambitious strategy that is in line with our strategic priorities, helps us discharge our duties and drives us towards our goal of building 'trust in water'.

Reporting to a Principal in the PPM pool, this role will be required to co-ordinate, analyse and report data from multiple sources to support the decision making process across our portfolio.

The role will be responsible for coordinating the outputs from a number of different data source sources, including our Ofwat vision dashboard, programme dashboards, our project and programme management system and financial data.

You will develop and use 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.

One of the main purposes of this role is to allow our Senior Leadership Team to effectively make decisions on the investment of resources across our portfolio of work, and allow for effective prioritisation. Improving the information that we base these decisions on is crucial. By effectively developing the ways in which we capture information and analyse the data, we will be more assured in making the right decisions.

You will be responsible for presenting information in a manner that is easy to digest and suitable for the audience it is aimed at, by using our internal systems in the most effective way.

Key responsibilities

Working closely with the Principal PPM, you will:

- Collate information and produce regular reports including the Ofwat dashboard and the Compliance and Assurance dashboard.
- Provide high quality management information and reports to the organisation to assist in decision making and prioritisation.
- Develop improved reporting mechanisms of management information making the best use of the internal systems in place.
- Make proactive use of information gathered to highlight trends and areas of concern that need to be escalated.
- monitor and audit data quality
- liaise with internal and external clients to fully understand data content
- design and carry out surveys and analyse survey data
- manipulate, analyse and interpret complex data sets relating to the Ofwat's business
- prepare reports for internal and external audiences using business analytics reporting tools
- create data dashboards, graphs and visualisations
- mine and analyse large datasets, draw valid inferences and present them successfully to management.

Leadership

- Take ownership and accountability for doing whatever you can do to contribute to the success of your project(s)
- Question and challenge others in a way that is in line with our values, and is constructive
- Understand the skills, knowledge and behaviours that you bring to Ofwat and proactively seek out opportunities to make a contribution in line with business need
- Proactively contribute to conversations about change. Support colleagues through change by articulating the benefits, dealing with concerns and pointing out where further improvement is possible.

Corporate

- To contribute to the overall success of Ofwat.
- To provide constructive and effective challenge across Ofwat.

- To take responsibility for own continuing professional development and to keep abreast of key developments within the sector, profession, and domestic/European legislation in so far as it affects the role.
- To promote a positive image of Ofwat externally when in discussions with partner organisations, stakeholders and outside bodies.
- To ensure that the principle of delivering equality in service provision and employment is consistently and vigorously applied across the service.
- To adopt a visibly positive approach to stakeholders (both internally and externally) in both behaviour and outputs.
- To actively pursue and work in support of the Ofwat strategy at all times.
- To support the matrix management operating structure through a flexible approach to work.

Stakeholder

- Build relationships and networks with relevant external peers – e.g. other regulators, relevant stakeholders or professional bodies
- Maintain a positive approach with external peers in order to influence, persuade and negotiate effectively as required by your project(s)
- Develop and maintain an understanding of different approaches to stakeholder management and be able to make an informed recommendation about which approach to use to maximum effect.
- Develop awareness of what’s going in Ofwat wider than your own project(s) and use this to identify opportunities to collaborate effectively

Professional requirements

	Critical	Expected
Qualifications	<ul style="list-style-type: none"> • Graduate qualification in a numerate subject (or equivalent experience) 	
Experience	<ul style="list-style-type: none"> • Deploying analytical skills through working with large amounts of data: facts, figures to see through the data and analyse it to find conclusions. • Demonstrable ability to effectively communicate through presentation of findings, or translate the data into an understandable document, having the ability to write and speak clearly, easily communicating complex ideas. • Ability to communicate tailored messages to audiences of all levels. 	<ul style="list-style-type: none"> • Competent in the use of other statistical software packages e.g. SPSS. • Experience of developing management information and utilising this to inform decisions • experience of statistical

	Critical	Expected
	<ul style="list-style-type: none"> • Demonstration of critical thinking through reviewing numbers, trends, and data and come to new conclusions based on the findings. • Evidence of having the ability of attention to detail, to provide precise analysis and come to correct conclusions • Experience of having worked with a variety of stakeholders • Personal resilience, drive and the ability to work to, and meet, tight deadlines under pressure and see work through to deliver results. • Experience of working within a matrix environment • the ability to produce clear graphical representations and data visualisations • Excellent numerical and analytical skills. 	<p>methodologies and data analysis techniques</p>
Knowledge	<ul style="list-style-type: none"> • knowledge of data modelling, data cleansing, and data enrichment techniques • knowledge of data analysis tools - you don't need to know all of them at entry level but you should show advanced skills in Excel • Understand the strategic context of the sector and what this means for delivery of Ofwat strategy. 	<ul style="list-style-type: none"> • Knowledge of data protection issues

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for this role is £23,043 – £32,362 depending on relevant skills and experience required for the post. Salary is paid monthly by credit transfer.

Location

The role will be based in either Birmingham or London. However, it is likely that travel between offices and throughout the UK 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**. However it is unlikely that the PA will be required to be in London more than two days a month

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 such as mini-medicals, flu vaccinations, employee assistance programme and occupational health; 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.

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 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	8 August 2017 at 5:00PM
Sifting	10 and 11 August 2017
Interview date	End of August, early September 2017

If you have any queries about any aspect of this role or selection process, please email recruitment@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 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.