

August 2017

Trust in water

# Information for applicants

**Associate (Information and  
Modelling), Analytics  
Ref: OFW BC-138**

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

The information landscape is changing, too. In recent years, we have been able to create more transparency in the water sector than ever before – providing comparative information and analysis to help the water sector and others to challenge performance and resilience.

Our increasing use of information to assess and manage risks means that Ofwat needs to be at the very top of its game. Our information and modelling professionals

support our strategy by improving information governance and our ability to use information effectively to make these assessments – including driving the best out of our automated models and processes. As an associate, you will support this strategy by providing and developing a high level of technical skill, including building models in Excel, and championing good practice across Ofwat.

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
- 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
- maintaining the confidence of investors in the water sector and our regulation of it, though this period of change
- developing the means by which we monitor the sector's performance against our vision of trust and confidence, and receive assurance from the sector.

## **Analytics resource pool**

Members of the Analytics resource pool are flexibly deployed across the full range of programmes. The successful applicant is expected to be allocated to our Finance and Governance, Market Outcomes and Enforcement and Water2020 programmes and may also need to work flexibly on other programmes, as required.

Our Analytics resource pool plays an important role in delivering our strategy and our analytics people are economists, economic and financial modellers, information analysts, corporate finance/ investor relations experts, regulatory accountants and engineers. They apply specialist professional expertise, and tools and techniques to

economic regulation, as well as providing timely, high quality analysis, advice and solutions to ensure successful delivery of our programmes.

## **Role expectations**

The successful candidate will work primarily across two areas:

- Collecting, analysing and disseminating regular information about water company performance and resilience (as part of our Finance and Governance and/or Market Outcomes and Enforcement programmes); and
- Preparing for the collection and analysis of information at our next price review (PR19), including developing models and processes.

This will include introducing best practice in model building and information management to these programmes – including promoting the FAST standard of modelling that Ofwat has adopted; training others and raising awareness within the organisation; and supporting programmes to collect and manage their information.

This will also include developing and managing the data capture systems both for regular information capture, and company business plans in 2018 and 2019.

The successful candidate will also need to be able to seek out and understand wider sources of information, and advise others about their use. This will include engaging with the water sector and encouraging new and innovative ways to manage and share information.

We will expect candidates to be able to produce high quality Excel models, and carry out quality assurance of models developed by others.

Part of this role will involve working for the Single Source Regulation Office (SSRO)<sup>1</sup> for half of the contracted hours for the first six months. This may require the candidate to travel to London regularly to work at the SSRO offices. This will involve government statistical work and dissemination, and we therefore require a candidate with skills in this area.

---

<sup>1</sup> The SSRO regulates the UK government's procurement of 'single source', or non-competitive, military goods, works and services. It is the independent statutory regulator of single source defence procurement.

## Key responsibilities

Working with other team members the candidate will be responsible for the following key deliverables:

- Producing high quality Excel models – and carrying out quality assurance for others
- Work for SSRO – government statistical work, including dissemination
- Dissemination and publications – quality control for published figures, introducing automated systems for publications
- Preparing the regulatory database for receiving data collected by teams
- Uploading data to the regulatory database and managing data received
- Developing data requirements with input from other teams and stakeholders in the industry
- Collaborating with software developers to design, test and implement new software to improve the efficiency of Ofwat's data collection processes

While contributing to these deliverables you will:

### 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

- Contribute to the overall success of Ofwat.
- Provide constructive and effective challenge across Ofwat.
- 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.
- Promote a positive image of Ofwat externally when in discussions with partner organisations, stakeholders and outside bodies.

- Adopt a visibly positive approach to stakeholders (both internally and externally) in both behaviour and outputs.
- Actively pursue and work in support of the Ofwat strategy at all times.
- 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"> <li>• Graduate qualification (or equivalent experience)</li> </ul>	<ul style="list-style-type: none"> <li>• Graduate qualification in a numerate subject (or equivalent experience)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of building tools and processes for information management and/or analysis</li> <li>• Assessing the integrity of data from various sources</li> <li>• High level analytical skills and the ability to present complex topics and analysis in an effective manner</li> <li>• Experience creating content for publication and managing publication processes</li> <li>• Evidence of investigating operational needs and problems, contributing to recommendations for improvements in process and automation</li> <li>• Demonstrable abilities in operating quality assurance/user acceptance testing</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to produce clear graphical representations and data visualisations</li> <li>• Experience working in a project based environment</li> </ul>

	Critical	Expected
	<ul style="list-style-type: none"> <li>Stakeholder management skills dealing with both internal stakeholders and a wide set of external stakeholders</li> </ul>	
Knowledge	<ul style="list-style-type: none"> <li>Knowledge of data modelling, data cleansing, and data enrichment techniques</li> <li>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 including the ability to build and use spreadsheet models and complex formulae</li> </ul> <p>Understand the strategic context of the sector and what this means for delivery of Ofwat strategy.</p>	<ul style="list-style-type: none"> <li>Database design – SQL. Other analysis tools e.g. Stata</li> <li>Knowledge of data protection issues</li> </ul>

## Terms and conditions of employment

### Contract

This is a permanent appointment.

### Salary

The salary for this role is £23,043 to £32,362 based 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 – in particular, travel up to once per week to the SSRO offices in Holborn during the first six months.

## **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 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](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 [recruitment@ofwat.gsi.gov.uk](mailto: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	1 September at 5:00PM
Sifting	w/c 4 September 2017
Interview date	w/c 11 September 2017

If you have any queries about any aspect of this role or selection process, please email [recruitment@ofwat.gsi.gov.uk](mailto: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](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, 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