

August 2017

Trust in water

Information for applicants

IT Systems Programme Manager
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ofwat



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. As programme manager for the IT systems work-stream of our F3 programme, you will be responsible for ensuring that the programme’s IT projects deliver the future proof, agile, resilient services and systems that enable Ofwat to adapt to meet changing business demands and achieve its strategic goal of having the skills, experience, systems, processes and culture to support our strategy. 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

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.

All of the work we deliver here at Ofwat is done through our programmes and projects. You will be working within a programme in a matrix environment that will require you to plan your work, manage risks and report on progress. You will report into the Fit for the Future (F3) Programme Director who is responsible for the progress and deliverables of our F3 programme.

About the Fit for the Future (F3) programme

Our vision for the water sector in England and Wales is one where customers and wider stakeholders have trust and confidence in vital public water and wastewater services. To enable this, our vision for Ofwat is one where our people are empowered and accountable, they will take appropriate risks and share their learning with the organisation, they work at the leading edge of regulation, build and foster networks, have a growth mind-set and live by our values.

For the last 3 years we have undertaken business transformation which has been far reaching and revolutionary. We have made some incredible changes within Ofwat including a progressive operating model through pools and programmes, new accommodation and supporting technology to enable flexible working, new governance framework and delegations to support our operating model, a modern and inviting employer value proposition to attract talent and the foundations of our 5 year workforce plan.

The business transformation programme laid some incredible foundations for Ofwat, but it is now time to move away from transformation and focus on embedding the good work that we have done so far and build on this work to move from 'innocence to excellence'.

For the F3 programme our focus will be to embed our ways of working as defined by our blueprint and values, to make sure we have the right balance between programmes and pools and our people have clarity about their roles and what is expected of them. A critical part of the programme will be to implement our workforce plan to ensure we have the right people at the right time with the right skills as well as supporting the 'build' principle of our plan with a robust corporate learning framework.

Specifically, the work within F3 aims to:

- Create an organisation that is trusted and respected through the way we work and can easily respond to its environment;

- Ensure the organisation is the right shape, has the right people, skills and support in place to fulfil its strategy;
- Understand the horizon and have internal strategies and plans in place to support delivery and to ensure we are the organisation we want to be;
- Assess current and future needs of the organisation and respond to close the gaps;
- Ensure our services are delivered in the most effective way and continuously looks for improvements.

About the Role

As programme manager for the IT systems work-stream within the F3 programme, you will be accountable for delivering the intended programme business results within time and budget, scope and quality and tolerances. You will be responsible for managing and implementing all aspects of change through the lifecycle of the programme.

You will be responsible for regular and effective communication with the programme director, IT systems project managers, project sponsors and other key stakeholders to report progress, resolve issues and mitigate risks where necessary. You will be an experienced Programme Manager and you will also have skills in negotiation and change management.

You will be responsible for managing the IT systems work-stream to ensure that our IT projects deliver the future proof, agile, resilient services and systems that enable Ofwat to adapt to meet changing business demands and achieve its strategic goal of having the skills, experience, systems, processes and culture to support our strategy.

Role expectations

Proven experience of IT programme management is essential for this role, preferably in a IT systems implementation and business transformation environment. The role also requires a good understanding of solution definition, selection of systems, resource planning and the governance required to manage a wide range of IT projects and their interfaces into the related business workstreams

As programme manager for the IT systems work-stream of the F3 programme, you will be expected to:

- Ensure that our new systems are properly implemented and embedded within the organisation
- Manage the Unified Communications project, to roll out new mobile phones and removal of current telephony infrastructure.
- Manage stakeholder relationships to ensure delivery of the programme.
- Communicate at all levels (Written and Verbal), focussing on ensuring that programme board members and senior managers understand the current and planned future status of all programme activities
- Create and maintain the IT workstream plan and other documentation in line with company standards
- Manage the key interdependencies within the workstream and those external to the programme.
- Manage changes in direction, scope, costs and timing.
- Ensure risks, issues and assumptions are managed and escalated to the right level
- Ensure benefits are tracked and realised, ensuring baseline information is captured.
- Manage the budget for the IT systems work-stream and ensure that the projects within the IT systems work-stream are properly resourced
- Fully integrate into the programme team, working collaboratively to deliver the IT workstream and overall F3 programme benefits.
- Ensure good engagement and communication with the organisation at all times – understanding their business cycle and taking this into account when asking for engagement.
- Work at all times in line with our values and behaviours.

As part of the role you will also assist with the planning for the Technology and Infrastructure (T&I) arm of the Compliance, Assurance and Improvement (CA&I) programme. For this work, you will report to the Head of T&I rather than the F3 Programme Director.

Contract

This is a fixed term appointment until 31 March 2018.

Salary

The salary range for this role is Band 4 £48,407 - £74,042. External candidates can expect to achieve a starting salary from the bottom of the band up to £60,000

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 Ofwat's Birmingham and London offices will be needed to be effective.

Professional requirements (please complete with bullet points)

	Essential	Desirable
Qualifications	<p>Qualified in, or working towards a relevant programme or project management qualification: APM Practitioner, PMI PMP, MSP</p> <p>Qualified in or has working knowledge the following delivery methods: Prince2, Agile, Digital/DevOps, Service Management (ITIL)</p>	<p>Agile Project Management (AgilePM) certification.</p>
Experience	<p>Experience of successfully managing large/complex IT programmes to demanding timescales. This would include mobilisation of programmes, planning, resource management, budget management, development of business cases, and the identification and management of benefits and risks</p> <p>Experience of IT in a complex business environment with the ability to translate technical</p>	<p>Adjusts quickly to changing priorities and conditions</p> <p>Has been seen as a subject matter experience over several years in the IT & technology industry. Is able to</p>

	Essential	Desirable
	<p>concepts into business terms</p> <p>Has a proven track record of delivering technology services via appropriate programme and project management methodologies utilising the best of Waterfall and Agile.</p> <p>Experience of establishing, managing and influencing relationships with a variety of stakeholders at all levels</p> <p>Experience of successfully embedding change into an organisation</p> <p>Has strong leadership capabilities, or potential in a team environment, or within a matrix management structure</p> <p>Has had previous people management responsibilities and/or allocation of resources within a department or project environment</p> <p>Evidence of mentoring a team or supporting personal skills development</p> <p>Personal resilience, drive and the ability to work to, and meet, tight deadlines.</p>	<p>give specialist advice to others and with experience of driving technology change.</p> <p>Visible internally across the business, sought out for help and advice</p> <p>Is able to show the potential of IT solutions, to senior management and/or leadership teams</p>
Knowledge	<p>Understands business models within the IT industry and market</p> <p>A good understanding of finance operating procedures within IT</p> <p>Experience of developing and implementing solutions and strategies in a multi supplier environment</p>	

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	14 September 2017 at 6.00PM
Sifting	15 September 2017
Interview date	20 – 21 September 2017

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.

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