

November 2017

Trust in water

# Information for applicants

**Associate, Internal and External  
Engagement**  
**Ref: OFW BC-180**

[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 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. The Associate will play a key role in ensuring that Ofwat responds to the media effectively. 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.

## Corporate Communications resource pool

Corporate Communications in Ofwat is an essential tool for the delivery of our strategy, working across the business to encourage effective engagement and communication amongst our own people and with external audiences. To achieve this, the Corporate Communications resource pool fulfil three distinct roles.

First, increasing the impact and effectiveness of other regulatory tools (e.g. our casework, our financial monitoring or price setting). Corporate communications' expertise can help our programmes get the right messages to the right audiences (including internal audiences) in the most effective way.

Secondly, corporate communications can be used as a strategic tool in its own right across all our programmes (e.g. by building stakeholder relationships, ensuring transparency and managing our brand).

Finally, Corporate Communications has a unique role in bringing our strategy to life both for our people and external audiences. It does this by understanding and explaining how Ofwat's work as a whole delivers benefits and outcomes for customers and, ultimately, builds trust in water.

## Role expectations

Our associates play a key role in our programmes, assisting on work-streams and projects. The successful candidate will work on one or more programmes, to ensure that we're providing the appropriate communications support, and contributing to the effective identification of strategic risk and opportunities.

We are looking for someone keen to take on a range of different internal and external communications activities with an interest in how government works, good writing skills that they are keen to develop further and strong on organisation and attention to detail. An eye for visual content would be ideal.

This role will require the successful candidate to:

- support the delivery of Ofwat's programme of stakeholder engagement and internal communications activities; working with colleagues as required;
- provide support to the Corporate Communications resource pool, including coordinating internal and external activities and providing assistance where required;
- oversee and create daily content across our internal communications channels;
- monitor communications from Ofwat's stakeholders and brief colleagues on external activity; and
- work with the corporate communications resource pool to support, advise and implement effective strategic communications across Ofwat.

## Key deliverables

- To coordinate parliamentary correspondence, including drafting responses to MP letters, within Ofwat's agreed performance standards of quality and timeliness.
- To manage Ofwat's stakeholder management system and MP correspondence database.
- To assist with the preparation of briefing material for senior Ofwat staff on the key issues that impact Ofwat.
- To monitor and disseminate internally key public policy news such as: key parliamentary and stakeholder developments including select committee

- sessions, ministerial changes, policy developments from political parties and source biographical information on MPs/ AMs from a variety of sources.
- Keep informed of key stakeholder activities such as key publications and announcements.
  - To work with colleagues to organise internal and external events as required.
  - Oversee and create content across our internal communications channels, which includes a daily email briefing, writing and editing intranet (SharePoint) news stories and blogs, and writing daily content for our ESN Yammer.
  - Support the delivery of our face-to-face regular events, including our monthly Directors' Briefings, and our twice yearly internal conference for our people.
  - Support the execution of monthly campaigns which will celebrate our people, focus on external activity in the water sector, and create a sense of excitement around housekeeping and compliance activity.
  - To support delivery of publications, for example sourcing imagery, uploading content and ongoing audit/maintenance of content as required.
  - To be a brand ambassador and prepare documents and presentations as required.
  - Provide wider support to the Corporate Communications resource pool, as required.
  - With all of the above activities, work collaboratively with our people, developing and nurturing relationships, and building a good understanding of the sector we work within.

## Professional requirements

	<b>Critical</b>	<b>Desirable</b>
Qualifications	Degree level qualification or equivalent.	
Experience	<p>Demonstrable experience of producing correspondence and briefing for senior colleagues.</p> <p>Experience of working in a communications and/or stakeholder engagement environment.</p> <p>Ability to translate complex policy and technical documents for an internal audience and to write in clear and accessible language.</p>	Has worked with political stakeholders in a public policy/regulatory environment.

	Critical	Desirable
	<p>Ability to plan for and coordinate a large number of activities, events and tasks in any given time period.</p> <p>Experience of campaign management.</p>	
Knowledge	<p>Good basic knowledge of communications and stakeholder engagement.</p> <p>Understanding of the political environment.</p> <p>Has an understanding of the water, industry or regulatory sector.</p> <p>Ability to draft proactive and reactive letters and briefings.</p> <p>Have working knowledge of Microsoft suite of products, including Excel, Word and Powerpoint.</p> <p>Experience of using, and maintaining, online databases.</p> <p>Experience of using social networks in a corporate environment</p> <p>Some exposure to SharePoint intranet, mailchimp emailer, and Yammer ESN.</p> <p>Excellent verbal and written communication skills</p>	<p>Knowledge of the strategic priorities of the water sector and its key stakeholders and/or another regulated industry.</p> <p>Understanding complex public policy and how it is developed.</p> <p>Ability to work with parliamentary monitoring service to monitor key events and feed into Ofwat's Corporate Planner.</p>

## **Terms and conditions of employment**

### **Contract**

This is a permanent appointment.

### **Salary**

The salary range for this role is Band 2 - £23,043 - £32,362. Salaries offered will reflect the candidate's 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 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](#).

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:

<b>Actual pensionable salary (annual)</b>	<b>All members</b>
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:

<b>Revised Salary Band (£)</b>	<b>ASLC rate from 1 April 2017</b>
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](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	29 November @ 5:00PM
Sifting	30th Nov and 1st December 2017
Interview date	6 December 2017 in Birmingham

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 you 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