

May 2018

Trust in water

# Information for applicants

**Principal, Deputy Security Advisor**  
**Ref: OFWBC-234**

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

**ofwat**



## Introduction from Rachel Fletcher, 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 £140 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 to have trust and confidence in the water and wastewater services we receive.

To do this, Ofwat needs to be at the very top of its game. Thank you for your interest in joining Ofwat at what is a very exciting time for us. We look forward to receiving your application.

**Rachel Fletcher**  
**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.

Ofwat has been pursuing an ambitious business transformation programme to enable us to deliver our new vision for the water and sewerage sectors. Supporting this change agenda the Operations pool is delivering business improvements.

Central to the changes we have been putting in place is a move to become a programme-based organisation, where resourcing is driven by programme demand and supported by first-rate matrix management.

The Operations Pool supports all Ofwat programmes, playing a central role in developing the strategy and delivering the vision for an agile, dynamic Ofwat enabled to support delivery of its ambitious strategy and making sure ICT meets the needs of our users every day. As an organisation we strive to be at the leading edge of regulation, our IT needs to support us in this by also being at the leading edge. The Deputy Security Advisor role is a new role and is pivotal to Ofwat overseeing its security operations function, ensuring that our security infrastructure delivers on the

Transforming Government Security programme, understanding threats, weaknesses and health levels whilst maintaining an acceptable risk level.

This is an exciting time to be joining Ofwat. You will be working with our new Director of ICT and Digital to build a security aware culture that evolves in line with the very latest intelligence. As the resident Deputy Security Advisor, you will play an important role in advising new projects as they are developed and engaging our people to make sure that security is embedded in day to day work across Ofwat.

### **Background and role**

The role is based within Ofwat as a member of the ICT Team, although you will be working closely with colleagues across Ofwat and the security colleagues within the UK Intelligence Community including the Transforming Government Security programme and the National Cyber Security Centre (NCSC), you will understand the key threats to the Ofwat and wider government and use this information to assess the risks to departmental business and keep us on the front foot in the protection of our information and physical assets. You will support senior security colleagues to determine how to manage security risks affecting all business areas. Building a network of security contacts across the organisation and working closely with and advising staff in your department's IT, HR and estates teams to ensure their security needs are met and delivered.

You will act as liaison and intelligent customer, supporting senior security colleagues in owning and requesting the delivery of critical security services from a central Government hub (Cluster Security Unit) and actively engaging to ensure service standards are maintained. You will build a culture across Ofwat that is security focussed and aware and ensure that local security advice is available as needed so that projects and services consider security from the outset. With your expertise we can be sure that the security needs of Ofwat will be met.

You will play an important role in delivering education and awareness among colleagues to make sure that security is embedded holistically across the organisation as an important part of everyone's day-to-day role.

If you have a passion for security and are driven by the challenge of leading through influence at both the strategic and operational levels of security for you. This challenge is likely to be simulating and unique in many ways. If you are keen to expand your skills and experience in the sector, we can offer the training you need to support your development.

## Role expectations

- Provide an interface between Ofwat and the Cluster Security Unit supporting Ofwat in acting as an intelligent customer, requesting services from the Government Cluster Security Unit and supporting the Government Chief Security Officer through governance structures to ensure the security requirements of Ofwat are being met;
- Providing support in monitoring the services delivered by the Cluster Security Unit to ensure they meet the agreed service level defined in the Service Level Agreements. Review of Service Level Agreements to ensure the services provided meet the needs of the department;
- Own Ofwat's security policies and lead on their implementation and embedding;
- Lead and provide consultation and security focus through the provision of advice and guidance to colleagues on departmental security issues, including the management of security risks;
- Deliver education and awareness training on security matters to staff and stakeholders across the organisation;
- Being a role model for the security community and modelling Civil Service values to foster and develop the profession across government;
- Acting as a security professional, championing and sharing best practice through the community and embedding government security culture within the department, across technology, operations and suppliers.
- Taking responsibility for end to end security of business process, managing, assessing and initiating of all security controls.
- To ensure that Ofwat – it's people, data and facilities are safeguarded against unauthorised or illegal use and to maintain the availability, integrity and confidentiality of information and facilities.

## Key deliverables

- Development and implementation of an Ofwat Security Roadmap in line with the Cluster Security Unit and NCSC and CPNI principles and guidelines
- Define and implement Ofwat Security Policies reviewing regularly to ensure they are clear, concise and relevant
- Deliver continuous security education and awareness that is relevant, targeted with its effectiveness measured.
- Ensure that security is integrated into essential Ofwat activities

- Provide security solutions to support innovations, new and changed services both business and IT
- Provide accurate and timely information on security performance
- Ensure compliance with legal and regulatory requirements
- Ensure our partners and suppliers are meeting our information security requirements
- Lead on crisis management with support from senior colleagues by providing expertise, intelligence and data
- Ensure that information systems are secure by dealing with electronic threats and vulnerabilities evaluating current and future cyber threats and developing plans to address these.
- Develop an Information Security and Management System that is appropriate for Ofwat's needs in line with industry standards.
- Implement the EU NIS Directive as defined by the NCSC, monitor and action on improvements to ensure Ofwat is secure.

### **Expectations of the Role:**

#### **Collaborating and partnering;**

- Establish relationships with a range of stakeholders to support delivery of business outcomes;
- Readily share resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation;
- Act as a team player, investing time to generate a common focus and genuine team spirit.

#### **Achieving Commercial Outcomes;**

- Work with colleagues to engage effectively and intelligently with delivery partners in order to define and/or improve service delivery

#### **Seeing the Big Picture**

- Be alert to emerging issues and trends which might impact or benefit own and team's work

#### **Leading and communicating**

- Communicate in a straightforward, honest and engaging manner with all stakeholders and stand ground when needed;
- Continually communicate with staff, helping to clarify goals and activities and the links between these and Departmental strategy.

#### **Delivering at pace**

- Regularly monitor work against milestones or targets and act promptly to keep work on track and maintain performance

## Professional requirements

The successful candidate will need to hold Developed Vetting (DV) security clearance or be willing to undergo the process.

	Essential	Desirable
Qualifications	Educated to degree level or have relevant professional level experience within operational security.	
		Professional Qualifications in information security e.g. Certificate in Information Security Management Principles
Experience	<p>You must demonstrate that you have recent and relevant skills and experience in:</p> <ul style="list-style-type: none"> <li>• Understanding of security and risk, as well as a willingness to develop knowledge in these areas as appropriate whilst recognising future risks and strategically planning to mitigate them;</li> <li>• Experience of engaging, advising and influencing at all levels of an organisation whilst projecting credibility and self-assurance;</li> <li>• Ability to form excellent relationships within your department and with the wider security community;</li> <li>• Solid understanding of security assessment and management</li> <li>• Security design, architecture and implementation</li> <li>• Good project management and communication skills</li> </ul>	
Knowledge	<p>It would also be beneficial if you demonstrate any of the following skills or experience:</p> <ul style="list-style-type: none"> <li>• Experience of managing contracts and acting as an intelligent customer;</li> <li>• Background in cyber security, physical security, personnel security, technology, risk management or data professions.</li> </ul>	

	Essential	Desirable
Skills	<ul style="list-style-type: none"><li>• Excellent Communication skills both written and verbal and the ability to interact effectively with a range of stakeholders</li><li>• Attention to detail, analytical abilities and the ability to recognise trends in data</li><li>• Proactive approach</li><li>• Ability to work under pressure and meet deadlines</li><li>• Keen interest in IT and developments in the sector</li></ul>	

## Terms and conditions of employment

### Contract

This is a permanent appointment.

### Salary

The salary range for this role is Band 4 - £48,891 - £74,782. Salary expectations for this position are from the bottom of the band up to £55,000 depending on relevant skills and experience required. 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 our offices in Birmingham and London as well as 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.

This means that you will not be required to meet the costs of travel to the office location where you are not based.

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 2018, member contributions will be based on actual salaries.

From 1 April 2018, employee contributions will be:

Actual pensionable salary (annual)	All members
Up to and including £21,636	4.60%
£21,637 to £51,515	5.45%
£51,516 to £150,000	7.35%
£150,001 and above	8.05%

From 1 April 2018, employer contributions will be:

Revised Salary Band (£)	ASLC rate from 1 April 2018
23,000 and under	20.0%
23,001 to 45,500	20.9%
45,501 to 77,000	22.1%
77,001 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.

Employer age-related contributions will be:

Age at the last 6 April	ASLC rate from 1 April 2018
Under 31	8%

31 to 35	9%
36 to 40	11%
41 to 45	13.5%
46 or over	14.75%

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 May 2018 @ 5:00PM
Sifting	30 and 31 May 2018
Interview date	12 and 13 June 2018, subject to change

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 at [info@csc.gsi.gov.uk](mailto:info@csc.gsi.gov.uk).