

May 2018

Trust in water

Information for applicants

**Associate – Generalist People (HR)
Administrator
Ref: OFW – BC231**

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.

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.

This is an exciting time to join our Operations resource pool as we have just embarked on a transformation project to deliver a best in class transactional experience for our customers - our aim is to reduce fire fighting, develop simpler process that work and free people up to add value. We are also midway through our HR systems implementation to deliver an improved HR services, recruitment, learning and performance management experience.

Role expectations

As an Associate you will have autonomy, responsibility as well as ample opportunities to develop and consolidate your skill set. You will be or will quickly become familiar with the Ofwat programme and project management tool kit and will role model its use. You will be a self-starter who requires minimal supervision and oversight from senior colleagues. You will continue to hone your judgement and be expected to exercise it responsibly in line with our strategy and ways of working. You will also be developing and using your ability to persuasively communicate and engage with stakeholders, both internally and externally. You will be expected to provide support to colleagues across the office, proactively sharing ideas and knowledge and equally be supported by coaching and mentoring. As an Associate you will play a key role in supporting Senior Associates in operational delivery or alternatively play a key role in one or more of our programmes or projects.

Key deliverables

- To contribute to the continuous improvement of HR processes and our ways of working
- To deliver accurate and timely HR administration services, including:-
 - dealing with people related queries, escalating to a People Partner where necessary
 - preparing payroll actions to send to our outsourced payroll provider, reviewing and reconciling payroll actions after processing and dealing with queries
 - supporting the Resourcing Specialist with recruitment and selection activities from start to finish, including job posting and advertising, processing job applications, arranging interviews, onboarding, completing pre-employment checks and processing of employment contracts
 - preparing contract change letters
 - producing people metrics
 - administering pension changes
 - dealing with purchase orders and invoices for the team
- To manage and maintain the HR system, including setting up new employees, updating and making relevant changes to records
- To provide an excellent customer and candidate experience ensuring individuals are kept informed and queries are replied to promptly and professionally

- To have a good working knowledge of our compliance obligations, ensuring HR administration and recruitment is in line with these, such as the Civil Service Recruitment Principles and Baseline Personnel Security Standard (BPSS)
- To learn, develop and grow your HR administration skills

	Essential	Desirable
Qualifications	5 GCSEs at grades 9 to 4 (A* to C) or relevant experience demonstrating the ability to grasp the more technically complex elements of the role	CIPD qualified or working towards qualification
Experience / Knowledge	<p>A minimum of 12 months experience working in a HR Administration role covering more than one specialist area e.g. general HR, recruitment, payroll, onboarding, systems administration and metrics</p> <p>Previously experience of using a HR system effectively to support HR administration activities</p>	<p>Experience of drafting employment contracts and contract change letters and making sure all information is accurate</p> <p>Experience of preparing payroll actions accurately reducing the risk of errors and rework</p> <p>Experience of working as an in-house recruitment administrator</p> <p>Working knowledge of the Civil Service Recruitment Principles and Baseline Personnel Security Standard (BPSS)</p> <p>Experience of using iTrent</p> <p>Experience of pensions administration</p>
Skills & Behaviours	<p>Proactive, with excellent communication, organisational and time management skills.</p> <p>Ability to work in a busy, fast paced environment, prioritising tasks whilst progressing other work.</p> <p>Attention to detail, ability to complete work accurately.</p> <p>Flexible and adaptable with the ability to work within a rapidly changing environment and respond to different demands.</p> <p>Ability to understand processes end to end and work with others to</p>	Evidence of continually developing skills and technical knowledge

	Essential	Desirable
	<p>make process improvements where needed.</p> <p>Desire to learn and develop new skills.</p> <p>Ability to produce basic people metrics, using systems and excel to do this efficiently and accurately</p> <p>Strong communicator (both verbally and written) with a personable and professional manner.</p> <p>Able to deal with a range of stakeholders and build, manage and maintain working relationships with staff at all levels.</p> <p>Excellent IT skills including working experience of Microsoft Outlook and Office – Word, Excel and PowerPoint.</p>	

Terms and conditions of employment

Contract

This is a fixed term appointment until March 2020.

Salary

The salary range for this role is Band 2 - £23,343 - £32,686, the salary offered will reflect relevant skills and experience. 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, travel between Birmingham and London offices may be required at times 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.

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.

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.

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.

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 meet the requirements of the role
- 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	Wednesday 16 May 2018 - 5pm
Sifting	17 & 18 May 2018
Interview date	Expected to be 23 & 24 May 2018

There will also be a second stage interview with an additional assessment or test and the details will be confirmed if you are invited to interview.

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 at info@csc.gsi.gov.uk.