

April 2018

Trust in water

Information for applicants

Principals - Strategy and Policy
Ref: OFWBC - 237

www.ofwat.gov.uk



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. Our software developers support our other functions by creating new and innovative software solutions to a range of problems across the organisation. As a developer you will be expected to apply your knowledge and work with other projects to develop modern applications to improve processes 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.

Rachel Fletcher
Ofwat Chief Executive

About Ofwat and the roles

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 the sector build trust and confidence with customers, the environment and wider society. Our strategic priorities include:

- **Delivering more for less for customers** including through innovation, by regulating monopolies and developing markets;
- **Holding companies to account** for good customer outcomes – by taking action when things go wrong, improving transparency and requiring companies to put customer interests at the heart of all they do;
- **Taking a long-term view of the sector**, the impact of continuing environmental change, the development of the economy and customers' changing expectations, to see how regulation, and Ofwat as the regulator, can evolve; and
- **Ensuring Ofwat is fit for the future**, with the right culture, skills, governance, systems, and processes.

Our focus as a regulator is on regulating in a pro-market way. This means improving the ability for customers and other organisations to challenge companies directly – through greater transparency, information, and representation. It also means creating incentives for companies to behave in the right ways, and for them to understand how their customers expect them to behave.

We also want companies to take responsibility for their own obligations and performance, and we will only intervene where we are not confident that they are doing so.

One of our most important tools for regulating the monopoly water and sewerage companies in England and Wales is our **price review**, which we set every five years. In PR19, we will set price limits which limit how much water and wastewater companies can charge their customers (in our 'final determinations', or FD). This review covers a sector providing a vital service for everyone in England and Wales, with an industry revenue of £50bn and assets worth £60bn – so this is no small task.

This requires us to examine company business plans in detail, and assess whether or not they have met customer expectations. We think that customers in England and Wales want high quality, sustainable and resilient water and wastewater services, at a price they can afford. Company business plans will need to show that

they can provide these services today; that future services will be resilient; that the environment will be protected and provide confidence that future bills will be affordable.

You will be part of the team that assesses company business plans (which will be published in September 2018) to decide whether company business plans really achieve all of these objectives, and intervenes to set price limits for customers. This could include working in a number of potential areas, such as:

- **Delivering the service customers want through customer engagement** – companies must make their own commitments to customers about their performance on a wider range of measures; from customer service through to clean beaches and other environmental commitments. In order to do this, they must engage with customers to understand what they value.

You could help to ensure that company outcomes performance commitments are challenging, and that they reflect what customers really want. You could also help to set the right incentives for companies to meet, and even out-perform, these commitments over the next five years.

- **Affordability and vulnerability** – we expect all companies to include a clear strategy for supporting customers in vulnerable circumstances as part of their plans. And we expect bills to be value for money for all customers, both now and in the future.

You could help to challenge companies to ensure that bills are kept affordable for customers, and that vulnerable customers are protected.

- **Securing long-term resilience** – it is important that companies have understood their risks, and have fully consider how best to mitigate these risks. We will need to assess business plans to understand if companies have considered a broad range of options, and can provide us with confidence that they will deliver the best value solutions that reflect what customers want.

You could help to ensure that companies are resilient for the future, and have the best possible systems and processes to deliver this.

- **Engaging with companies and stakeholders** – we will need to continue to manage our relationships with companies through the price review process, as well as with our other stakeholders. We will need to be able to communicate our

findings internally, including to our Board for decisions, and externally through presentations, publications, and social media.

You could help to manage these relationships, develop communication materials and speeches, and write our publications. You could also help to explain our findings internally and to our Board.

Ofwat is also a place where people enjoy working - in our last survey, 82% of our staff said that they enjoyed their job. We are in the top decile of civil service departments for staff engagement, too, with 75% of our staff saying that they would recommend this as a great place to work.

What skills do we need?

We need people at **principal** level with strong experience in stakeholder management – and with an understanding of economic regulation.

You would play a key role on our price review, and you are likely to be leading a key workstream, or managing a project. In leading our programmes or projects, you'll ensure that we're delivering on our strategic objectives to time and to budget, and in line with our ways of working. You will make an important contribution to understanding and managing strategic risk and opportunities.

Internally, our principals will have a seat at the leadership table, forming part of our wider leadership team, and will take responsibility for cracking our toughest problems to deliver our objectives. You will have a broad portfolio of issues, and will take ownership of a range of specific policies and procedures, taking responsibility and accountability for their success. You will be expected to have good judgement and to exercise it across complex issues responsibly in line with our strategy and ways of working.

You will be expected to provide support to colleagues across the office, proactively sharing skills and knowledge, and equally will be supported by coaching and mentoring. You might have line management responsibility for a few people.

Effective stakeholder engagement will be an important for your success, as you nurture existing relationships whilst developing new ones.

Key deliverables and behaviours

Successful candidates will be expected to work on different projects across the price review, and sometimes on our wider programmes and projects too.

Our organisational culture is very important to us, and we expect all of our people to uphold [our values](#) of support, ambition, integrity, learning, ownership, and respect. We have a well-supported, agile and flexible working environment – and have an autonomous and trust based culture to help you succeed within Ofwat.

Professional requirements

	Critical	Desirable
Qualifications	Degree level or equivalent qualification preferably in economics, social sciences or law, or equivalent knowledge / experience	Keeps industry, regulatory industry / regulatory body and professional qualifications up to date
Experience	<p>Experience of providing strong intellectual leadership under pressure to produce high quality analysis to tight timescales, while managing competing priorities</p> <p>Experience leading and managing a programme of analysis and evidence gathering to support robust decision making and influencing on a wide range of technical policy issues</p> <p>Experience of leading a team to deliver complex tasks and projects, including managing multi-disciplinary teams and consultants</p> <p>Experience in fostering and influencing/ challenging mutually beneficial</p>	<p>Chairing and resolving issues through meetings</p> <p>Managing consultancy input and advice</p> <p>Experience managing teams of people and successfully supporting, developing and inspiring them</p> <p>Experience in regulatory industry/ regulatory body or consumer protection industry</p>

	Critical	Desirable
	relationships with stakeholders and balancing the competing interests of a number of stakeholders	
Skills	<p>Excellent oral and written communication skills, including the ability to communicate complex analysis and issues to non-technical audiences</p> <p>Excellent analytical and decision making skills, including ability to deliver strategic thinking and creative and critical thinking.</p>	
Knowledge	<p>Understanding of economic regulation, particularly price reviews from a regulatory industry or regulatory body perspective, and being able to apply this.</p> <p>Understanding of the key stakeholders and likely issues associated with sectors</p>	<p>Understanding of the economic regulation of the water and wastewater sector</p> <p>Understanding the importance of the customer perspective in developing and implementing policy in regulated and unregulated sectors.</p> <p>Understanding the relevance of operating in a sector with a focus on resilience of services in the long term</p>

Terms and conditions of employment

Contract

These are fixed term appointments for up to two years, until March 2020.

Salary

The salary range for Principals is Band 4, £48,891 – £74,082.

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.

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.

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.

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 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	Thursday, 17 May @ 5:00PM
Sifting	21, 22 and 23 May 2018
Interview date	w/c 4 June 2018

If you have any queries about any aspect of this role or selection process, please email Recruitment, on 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.