

June 2018

Trust in water

# Information for applicants

**Senior Associate - Information  
Governance**  
**Ref: OFW243**

[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:

- 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 regulator, can evolve.
- 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 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.

## Background and the role

You will deliver the Information Governance function within our Business Improvement programme, identifying and growing skills and encouraging a learning, performance focussed environment. You will also be responsible for delivering and contributing towards shaping the approach to Information Governance and achieving the outcomes from our Business Improvement programme – where we are using our approach to transparency alongside changes to process and cultural change to make a difference. You will be joining at an exciting time - where the Information Governance strategy will need to be developed to ensure we are making the most of our information demonstrated through the day to day operational performance and improvement of Ofwat.

As data continues to play a vital and ever greater role in our work, good information management is essential and this role will also give you a unique opportunity to help us make the most of our information underpinning strategic decision making while ensuring it is used responsibly.

In this crucial role, you will be the focal point for information governance matters. You will provide expert advice, lead the review of our policy and standards, drive and test compliance with GDPR and ICO guidelines.

This will include making sure our approach has robust processes for how Ofwat handles information. It covers personal information, employees, and corporate information, e.g. financial, market sensitive information and accounting records.

We're striving to become an electronic data-driven organisation and want to maximise the value of Ofwat's information assets so there is lots to do, at pace. You will bring strong credentials in delivering information governance change within a similarly complex and customer focussed organisation. You'll also do that as a great team player, passionate about innovating and getting the basics right – translating technical complexity into language and actions that our people can understand – ensuring that our approach to information governance enables us to be the regulator we need to be now and in the future.

Information Governance is a standards-based approach to improving the way in which Ofwat manages information. The post holder will be responsible for delivery of:

- Information Governance Management
- Data protection and GDPR compliance generally
- Freedom of Information
- Serious incident reporting
- Records Management

## **Key deliverables**

### **Information Governance Management**

- Working closely with the Director Programmes and Project, Director ICT and Digital and the Deputy Security Advisor, to lead and co-ordinate information governance continuous improvement work in relation to;
  - Confidentiality
  - Records Management (Corporate Information Assurance)
  - Freedom of Information

- Communications, Training and Awareness
- Identify, manage, co-ordinate and deliver projects as required to ensure the efficient and effective implementation of information governance.
- Contribute towards the development of an Information Governance Strategy and policies.
- Ensure that Information Governance initiatives are integrated into the core business functions.
- Monitor the quality and use of information, ensuring continuous improvement of the organisation's approach to information governance
- Lead the development and delivery of training and awareness programmes to support Information Governance
- Submit information governance returns to Cabinet Office, ensuring accuracy and timely submission to meet mandatory deadlines
- Prepare reports to the Security and Information Advisory Group (SIAG) and Ofwat's Audit and Risk Assurance Committee on a regular basis, providing updates on progress.
- Develop and monitor indicators to measure Ofwat's performance.
- Disseminate information and policies to all Ofwat people ensuring they are aware of standards which need to be adhered to and to ensure the monitoring for compliance occurs and to keep up to date on information governance aspects
- Provide specialist advice and technical support in relation to information governance in the requirements/implications of new systems, products and services.
- Support the appropriate and secure use and sharing of personal data, implementing, monitoring, auditing and reviewing Data Processing Contracts, Information Sharing Protocols, Privacy Impact Assessments and Compliance Checks
- Maximise the value of Ofwat's assets in line with the Information Management Strategy, through the planning, co-ordination, development, maintenance of data in our systems and tools.

## **Data protection and GDPR compliance**

- Ensure that Ofwat complies with all applicable data protection laws, including the Data Protection Act 1998 and General Data Protection Regulation, Freedom of Information Act 2000 and Environmental Information Regulations (2004).
- Provide specialist advice and guidance on data protection issues for all new projects that deal with the use of confidential information, meeting our requirement to delivery privacy by design
- Provide advice and guidance to Ofwat on any new developments and legislative changes in relation to data protection.

- Maintain Ofwat's notification with the Information Commissioner (Registration under the Data Protection Act)

## **Freedom of Information**

- Ensure Ofwat adheres to its requirements on transparency and coordinate compliance, using transparency as a tool to build trust and confidence in Ofwat across the regulatory sector, redacting contracts and tenders and publishing as part of the Cabinet Office's Transparency agenda.
- Be responsible for, and manage identification of, and responses to Freedom of Information Act (FOIA), Environmental Information Regulations (EIR) requests and responses to subject access requests under the data protection laws.
- Develop and maintain an effective logging and monitoring system of information rights requests to produce regular performance reports on the volume, nature and turnaround time of requests and using FOI as a tool for our publications agenda.
- Raise awareness of the Freedom of Information agenda within Ofwat.
- Provide expert advice and guidance in line with legislation and ethics of decisions under information law, including Freedom of Information and its associated codes of conduct and keep up to date with new developments including legal requirements within Freedom of Information
- Report to SIAG on progress with information requests, drawing out thematic issues and ensuring accessibility and transparency where possible and applicable.

## **Serious Incident Reporting**

- Work with the SIRO and Data Protection Officer to develop the Information Risk Management policy, and strategy for implementing the policy within the existing Information Governance framework.
- Take ownership of the risk assessment process for information risk, including review of the annual information risk assessment to support and inform the Statement of Internal Control.
- Ensure that the SIAG are kept up to date on all information risk issues.
- Review and agree actions in respect of identified information risks.
- Provide a focal point for the resolution and/or discussion of information risk issues.

## **Records management**

- Coordinate records management activity, including retention schedules and electronic record keeping and ensure compliance

- Oversee the management of electronic and/or paper-based information
- Work effectively and sensitively within programmes, projects and Ofwat's legal services, contributing knowledge and experience of information rights and transparency to embed a culture of transparency, leading to the delivery of timely and accurate responses.
- Design and develop filing systems, business classification schemes and undertake records surveys
- Establish retention and disposal schedules
- Advise on new records management policies, providing a framework to guide your staff in the management of their records and use of the employer's records system Standardise information sources throughout the organisation and preserve corporate memory and heritage
- Ensure records are easily accessible when needed
- Ensure that there is a robust training and education support programme underpinning the records management agenda
- Embed records management, developing further policy and ensuring compliance and change.

## **Leadership**

- Champion and role model for information governance across Ofwat, combining specialist expertise in this area, with high quality visible leadership, to influence behaviour and embed a positive culture.
- Promote a continuous drive for learning, quality and innovation to ensure continuous improvement, value for money and quality of services for customers.
- Be responsible for creating a climate which encourages team working by empowering and motivating individuals to contribute.
- Deliver excellence through effective, communication and cross pool working.

## **Corporate**

- Contribute to the overall success of Ofwat.
- Provide constructive and effective challenge and influence across Ofwat.
- Support the matrix management operating structure through a flexible approach to work.
- Adopt a visibly positive, customer first approach in both behaviour and outputs.
- Seek opportunities to add value to the organisation's programmes and projects.

## Stakeholder

- Be the main contact representing Ofwat with regulatory bodies e.g. ICO
- Proactively manage internal and external relationships, specifically with customers, government departments and water companies on relevant issues.
- Liaise with the Senior Director of Corporate Communications and wider corporate communications staff in relation to issues which are assessed as being sensitive/controversial, and likely to attract parliamentary/media/ stakeholder scrutiny.
- Develop and maintain a good understanding of stakeholder issues across Ofwat's key activities. Use this to maintain key strategic relationships

## Professional requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent level experience</li> <li>• Extensive experience working within information governance environment</li> </ul>	<ul style="list-style-type: none"> <li>• ISEB accreditation in Data Protection, FOI and willing to undergo the ISEB certificate in Records Management</li> <li>• Degree in an Information related field</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of information governance, as well as a willingness to develop further knowledge in these areas as appropriate;</li> <li>• Experience of engaging, advising and influencing (through negotiation) at all levels of an organisation including senior managers, forming excellent relationships within Ofwat and with the wider information governance community to achieve change;</li> <li>• Ability to take a cross-government approach, considering the impact of your decisions in the broadest of settings;</li> <li>• Ability to analyse complex information in order to provide appropriate advice and guidance and have attention to detail, analytical abilities and the ability to recognise trends in data;</li> <li>• Experience of co-ordinating activities, through the utilisation of project management methods and report findings;</li> <li>• Experience of writing and implementing policies, procedures and material for use by the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing contracts and acting as an intelligent customer;</li> <li>• Background in, risk management and data professions;</li> <li>• Experience of training staff in Information Management</li> <li>• Experience of report writing</li> <li>• Positive attitude towards learning and development, demonstrated by a record of continuing professional development.</li> </ul>



	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Experience of drafting papers to inform decisions by senior management</li> </ul>	
Knowledge	<ul style="list-style-type: none"> <li>• Broad understanding of current best practice within programme management, business planning, risk management and performance management;</li> <li>• Knowledge of management information principles and practice;</li> <li>• Knowledge of effective corporate governance processes;</li> <li>• Knowledge and experience of Information Governance legislation including DP, FOI/EIR, GDPR and records management experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of key priorities for Ofwat and its remit as the regulator for the water industry;</li> <li>• Understand the strategic context of the sector and what this means for delivery of Ofwat strategy.</li> </ul>
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>• Proactive approach</li> <li>• Ability to work under pressure and meet deadlines</li> <li>• Ability to work as part of a team</li> </ul>	

## Terms and conditions of employment

### Contract

This is a permanent appointment.

### Salary

The salary range for this role is Band 3 - £32,687 - £48,890. External candidates can expect to achieve a starting salary from the bottom of the band up to £43,000 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 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.

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.

- curriculum vitae (**CV**) no longer than 4 sides of A4;
- **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 expectations 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](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	Monday 25th June 2018
Sifting	Tuesday 26th June 2018
Interview date	Friday 6th July 2018

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).