

January 2019

Trust in water

Information for applicants

**Associate - IT Service Desk
Manager**
Ref: OFWBC-289

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. 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 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 pool provides specialist expertise in the fields of Business Support, Finance, Information Technology and Facilities Management; and People. There are also specialist and mandatory roles that support the organisation in its legislative standing and statutory duties, by the provision of specialist skills and knowledge in areas such as governance, health & safety, employment law and purchasing

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 IT Service Desk Manager role is part of the ICT and will play a vital part in providing IT support as well as the adoption and embedding of our Digital IT Services within Ofwat.

This is an exciting time to be joining Ofwat. You will be working with our new Director of ICT and Digital to help build a digitally capable culture that exploits the technology available to our users to enable them to communicate, collaborate and work in an agile and effective way. You will ensure that the systems are working well and offer first and second line support for issues and problems with the end user Digital Workplace environment.

Role expectations

The ICT Hub supports two sites – Birmingham and London and just over 250 staff in an agile and flexible working environment. The technologies, tools and applications are therefore critical in the workplace computing arena making sure that our people can communicate, collaborate and operate efficiently and innovatively. The IT architecture has recently had considerable investment and we are currently revamping our IT and Digital Strategy.

The incoming candidate will be part of the ICT Hub and required to manage the IT Service Desk, supporting Ofwat's Digital Workplace Technologies services including applications built on Office 365, SharePoint, Exchange, Skype and video conferencing facilities.

Key deliverables

- Manage the IT Service Desk, supported by the IT Support Analyst
- Provide 1st and 2nd line support on Ofwat IT systems and desktop applications supporting the workplace computing environment

- Provide end-user support for Ofwat's Office 365 environment (including Outlook, MS Office applications, Skype for Business, and SharePoint), as well as other enterprise collaboration applications.
- Provide technical support on end-user hardware including Surface Pro models, iPhones and iPads
- Provide support for Ofwat's video conferencing systems and unified communications platforms.
- Prepare Service Desk reports, analysing incidents and problems to show trends and potential problem areas and implements actions to minimise the occurrence of incidents.
- Measure, monitor, report on and continually improve the First Time Fix and incident resolution and request fulfilment results
- Manage communications to service users in the event of any service impacting issues and communicate directly with end-users to troubleshoot and resolve issues in a timely manner
- Meet Ofwat's service-level agreements for problem resolution and ticket closure.
- Produce statistical reports on tickets logged with the Service Desk
- Perform 2nd level technical activities on windows platforms:
 - Creating new users and groups in Active Directory
 - Configuring Windows profiles for new starters and introducing to new starters to the IT systems
 - Configuration and build of Surface Pro Windows 10 devices for delivery to end-users
 - Configuration and delivery of mobile phones to staff and providing technical support on mobile devices.
 - Software installation – Microsoft and other third party software
- Documenting procedures and producing help guides for end-users
- Provide support in managing Ofwat's IT assets. Ensuring the asset register is kept up to date and undertaking yearly audits of IT hardware
- Contribute to Business Improvement Programme working on IT Projects with requirement for some periodic on call cover during large implementations of projects or changes to ICT systems and services
- Review the Service Desk function and propose options for the future of the Service Desk tool set and processes
- Work closely with Ofwat to understand requirements and to develop innovative collaboration solutions to meet their needs
- Liaise with external suppliers

Professional requirements

	Critical	Desirable
Qualifications	<p>Proven track record of previous work experience demonstrating first-hand practical experience providing support for an end user computing environment based on Microsoft technologies</p> <p>and/or</p> <p>Educated to degree level or equivalent with good working knowledge and experience of working with end user computing environments based on Microsoft technologies</p>	<p>2 years experience in an Information Technology field</p> <p>Previous experience of Service Desk Management</p> <p>ITIL certification</p>
Experience	<p>Demonstrate customer service skills, being polite, friendly and professional with customers when resolving issues and dealing effectively with staff at all levels,</p> <p>Good written skills, ability to write in a clear and concise manner, documenting procedures that can be followed by others who have less technical knowledge.</p> <p>Excellent verbal communication skills, able to explain complex technical issues in straightforward terms.</p> <p>Experience in supporting Office 365 including Exchange, Skype for Business, SharePoint and Microsoft Office desktop product suite including Outlook.</p> <p>Experience of Active Directory Users and Computers</p>	<p>Make the most of opportunities for technical development through on the job learning and exposure</p> <p>Ability to adapt communication style to meet the needs of the situation and audience</p>

	Critical	Desirable
	<p>Possess strong interpersonal, written, and oral communication skills, be able to present ideas in a user-friendly language, and enjoy working in a team-oriented, collaborative environment.</p> <p>Must be able to communicate with end users on IT related topics and explain concepts and details in a manner that the client can understand.</p>	
Knowledge	<p>Must have a good IT background and strong problem-solving abilities</p> <p>Detailed knowledge of Microsoft applications, e.g. Office 365, Skype for Business</p>	<p>Experience of video conferencing and telephony systems.</p> <p>Systems Center Configuration Manager</p>

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for this role is Band 2, £23,843 - £33,186. 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 our Birmingham office with occasional travel to our London office.

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.

The successful candidate must be willing to work unsociable hours as some evening or weekend working may be required.

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;
- 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.

Satisfactory security clearance at SC level will be required for this post (if this is not currently held, Ofwat will arrange this).

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	7 February 2019 @ 5:00PM
Sifting	8 February 2019
Interview date	Wednesday, 13 February 2019 in Birmingham

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. If you are successful it will form the basis of your personal employee record with us and we will store it electronically within our SharePoint Electronic Document Management System (EDRMS) and our HR system iTrent. Unsuccessful applications are not retained and will be destroyed using Ofwat's secure disposal methods. If you have consented to Ofwat retaining your information for future similar employment opportunities we will retain this information and review the information annually. If at any point you decide you do not wish Ofwat to retain your information please contact us and we will ensure your information is removed from our systems, unless we are legally obliged to hold it for a further period.

We will hold any data about you in completely secure conditions and with restricted access. Information in statistical form on present and former employees in some instances is provided to appropriate outside bodies. Wherever possible Ofwat ensures that statistical information is anonymised.

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only. This enables us to monitor the effectiveness of our policy on equal opportunities in employment. If personal identifiable information (PII) has been provided by you, it will be removed before any disclosure is made.

Ofwat considers that the information you have provided during your application has been given with your explicit consent and that you agree to the processing of your personal data as explained in this document. If you have any concerns regarding the processing of some or all of your data please inform the People Hub in writing to people@ofwat.gsi.gov.uk and/or the Data Protection Officer by emailing FOI@ofwat.gsi.gov.uk. We will process your personal data in accordance with Ofwat's retention and disposal schedule which can be viewed at this link <https://www.ofwat.gov.uk/publication/retention-disposals-policy/>.

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.