

March 2019

Trust in water

Information for applicants

**Senior Associate – Procurement
Manager**
Ref: OFWBC-318

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:

- Customers receive a great service (encompassing customer service and the reliable delivery of safe drinking water and wastewater services).
- And value for money, meeting the affordability challenges and needs of different customer groups.
- Through companies being resilient in the round and protecting the sustainability of the ecosystem on which the sector is built, so that the needs of future customers as well as today's can be met.
- Companies and investors are committed for the long term and display corporate behaviours which match what is expected from essential public service providers.

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.

Programme and Project Management (PPM) Resource Pool

Ofwat has been pursuing an ambitious business improvement programme to enable us to deliver our vision for the water and sewerage sectors. Central to the changes we have been put in place is a move to become a programme-based organisation, where resourcing is driven by programme demand and supported by matrix management. The Programme and Project Management (PPM) Pool, and in particular the role of delivering the procurement governance function, straddles programmes across Ofwat, 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 the way we handle and manage our purchase of goods and services is aligned to the needs of our users every day. As an organisation we strive to be at the leading edge of regulation, our procurement function needs to support us in this by also being at the leading edge. Our procurements can range from £10K to c. £500K. Ofwat's annual spend is on average

£5m - £6m per annum with a range of suppliers including small and medium enterprises.

Role expectations

- To deliver a procurement service which focusses principally on the high risk tendering and contracting requirements of the office. This includes ensuring where possible Ofwat uses the relevant frameworks available to the public sector.
- To provide professional customer focused procurement direction, advice and guidance and practical support to a range of stakeholders within Ofwat.
- To support the development and maintenance of procurement policy, templates and training for our procurement activities. The post holder will be expected to maintain expert, up-to-date knowledge on all procurement legal, policy and best practice procedures for procurement; interpreting and making recommendations for implementation within Ofwat.
- To provide a process for project managers and other managers to carry out lower risk procurements routinely. This includes providing advice and training as required.
- Support the creation of a procurement strategy
- To work closely with the finance team on all aspects of the audit trail from order to payment to ensure accounts are complete, accurate and timely.
- To ensure that value for money is given the highest priority and that we are transparency in doing so.

Key deliverables

- Ensure Ofwat adheres to its requirements on procurement and compliance, using transparency as a tool to build trust and confidence in Ofwat across the regulatory sector.
- To continue to develop and maintain an effective logging and monitoring system of procurement requests and delivery, to produce regular performance reports on the volume, nature and turnaround time of requests for procurement.
- To manage the delivery of high risk contracts in a proportionate manner that is timely, effective and efficient. This will be carried out where appropriate using frameworks.
- Delivery of a procurement strategy.
- To establish and maintain a procurement process which promotes the completion of low risk contracts by project managers and other managers. This will be achieved by setting out clear and consistent procedures, coaching, training and high level process reviews and refinements.

- To determine based on the annual procurement plan when specialist procurement expertise may be required on particular assignments. This may involve collaboration with other public sector organisations or outsourcing.
- To ensure accurate records are kept for audit purposes and the reporting of procurements performance indicators. This will include reporting on contract evaluation performance.
- Interacts using discretion & customer-facing skills with a range of contacts outside & inside Ofwat.
- Proactive management of internal and external relationships.

Leadership

- Champion and role model for procurement governance across Ofwat, combining specialist expertise in this area, with high quality visible leadership, to influence behaviour and embed a positive culture.
- To promote a continuous drive for learning, quality and innovation to ensure continuous improvement in performance, value for money and quality of services for customers.
- To be responsible for creating a climate which encourages team working by empowering and motivating individuals to contribute and achieve their full potential.
- Delivering excellence through effective delegation, communication, resource planning and cross pool working.

Corporate

- To contribute to the overall success of Ofwat.
- To provide constructive and effective challenge and influence across Ofwat.
- To ensure that the principle of delivering equality in service provision and employment is consistently and vigorously applied across the service.
- To support the matrix management operating structure through a flexible approach to work.
- To adopt a visibly positive, customer first approach in both behaviour and outputs.
- To seek opportunities to add value to the organisation's programmes and projects.

Stakeholder

- To ensure robust and effective engagement with Ofwat stakeholders.

- Develop and maintain a good understanding of Ofwat’s stakeholder landscape, interactions and linkages across it, and play a key role in using stakeholder engagement (including collaborative working) to deliver strategic benefits.
- Develop and maintain a good understanding of stakeholder issues across Ofwat’s key activities. Use this to maintain key strategic relationships
- Act as the ‘face of Ofwat’ externally with key stakeholders and networks.
- Proactive management of internal and external relationships, specifically with customers, government departments and water companies.

Professional requirements

	Essential	Desirable
Qualifications	Educated to degree level or have at least 5 years’ experience working within a procurement governance environment	<ul style="list-style-type: none"> • MCIPS qualified or working towards • Project/programme management qualification
Experience	<p>We will sift applications based on the following criteria:</p> <ul style="list-style-type: none"> • Clear career history in procurement, operating as a practitioner • Improving / instilling procurement processes in a matrix-style management structure • Supplier relationship management • Writing and editing tender documents • Creation and delivery of a procurement strategy, policies and processes • Contract negotiation and contract management <p>Interview questions will explore the criteria above and the criteria below:</p> <ul style="list-style-type: none"> • Managing a variety of goods and services (including professional services) procurements, through the procurement life cycle stages from identifying the business need to contract award, drawing on internal and external resource as required. Ensuring they are delivered compliantly against regulations, whilst achieving good value for money • Working with a variety of stakeholders at different levels and a good track record of developing excellent working relationships with a number of internal and external stakeholders, whilst being able to challenge and influence. • Advising on applicable procurement legislation developments, applicable government policies and procurements routes. 	<ul style="list-style-type: none"> • Worked in a programme environment • Worked in a matrix environment • Working with central government procurement policies developing and embedding contract management
Knowledge	<ul style="list-style-type: none"> • A good knowledge and understanding of procuring through OJEU procedure, Government frameworks and under threshold procurements in a proportional manner. 	<ul style="list-style-type: none"> • Knowledge of key priorities for Ofwat and its remit as the regulator for the water industry

	Essential	Desirable
	<ul style="list-style-type: none"> Broad understanding of current best practice within programme management, business planning, risk management and performance management. 	<ul style="list-style-type: none"> Contract Management tools and techniques
Skills	<ul style="list-style-type: none"> Excellent communication skills (both verbal and written) Excellent stakeholder influencing skills. Excellent IT skills covering Microsoft Office applications Strong people management skills. Strong training/presentation skills. Analytical and problem solving skills. Ability to deal with people at all levels. Ability to manipulate and analyse information and present key conclusions. Ability to plan ahead and prioritise work effectively. Ability to work as part of a team. 	

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for this role is Band 3 - £33,187 - £49,623. External candidates can expect to achieve a starting salary from the bottom of the band up to £40,000 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.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 2019, member contributions are based on actual salaries.

From 1 April 2019, employee contributions are:

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 2019, employer contributions are:

Revised Salary Band (£)	ASLC rate from 1 April 2019
23,000 and under	26.6%
23,001 to 45,500	27.1%
45,501 to 77,000	27.9%
77,001 and over	30.3%

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 are:

Age at the last 6 April	Percentage of your pensionable earnings
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 'Edenred' 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. 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.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.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	12 April @ 5:00PM
Sifting	15 – 19 April 2019
Interview date	Strictly 8 May 2019

If you have any queries about any aspect of this role or selection process, please email recruitment@ofwat.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.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.gov.uk and/or the Data Protection Officer by emailing FOI@ofwat.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.gov.uk.