

June 2019

Trust in water

# Information for applicants

**Personal Assistant to Senior  
Directors - Associate**

**Ref: OFWBC-366**

[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:

- 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

### Introduction

RAPID (Regulators' Alliance for Progressing Infrastructure Development) is a new alliance of three regulators; Ofwat, the [Environment Agency](#) (EA) and the [Drinking Water Inspectorate](#) (DWI). We are currently recruiting for a number of roles within RAPID and this document outlines our requirements for a PA to work 50% to the Senior Director who is the head of RAPID. In the remaining 50% of your time you will permanently support either another senior director or provide support to the resource pool. As part of the role, you will also support other senior directors to cover for leave.

Projects within Ofwat are resourced through a matrix structure. Whilst RAPID is likely to be the role's sole focus (at least for the next two years), it is possible that in the future the role may be re-deployed within Ofwat as business needs dictate.

## Background to RAPID

Water companies historically have largely (although not exclusively) met their customers' needs from their own water resources. Changing population density, climate change and other environmental pressures impact on the availability of water. Societal expectations and environmental aspirations are increasing, especially about drought resilience. Some areas of the country, particularly in the South and South East are water stressed which requires intervention to ensure that customers' needs for reliable, affordable and safe water can be met in the long term without damaging the environment. Other areas of the country benefit from water surpluses that could be supplied to other regions.

In April 2018 the National Infrastructure Commission (NIC) published its recommendations to Government with respect to the water sector in its report "[Preparing for a drier future](#)". It identified that the sector faced a major resilience challenge over the coming decades and assessed the economic case for improving drought resilience. It noted that companies need to work better with each other and wider stakeholders such as farmers, electricity generators and environmental groups to plan for the long term resilience of the sector. This recognised the competing demands on our water resources and risks to the natural environment. The NIC recommended improved infrastructure to enhance resilience, including strategic transfers between regions. Taking action to increase drought resilience reduces the chance of expensive and intrusive emergency responses; improves the environment; and lessens risk for agriculture, industry and power generation.

The Environment Agency (EA) established a 'National Framework' which aims to provide strategic direction to water resources planning, include water users outside the water industry and promote collaboration. It will set out the challenges of water availability in the country as a whole, including demands from sectors outside the water industry, environmental pressures and drought resilience. It will therefore identify the scope of the issue in detail, including identifying where there is potential for joint infrastructure projects to meet the country's needs in an efficient way.

RAPID, as an alliance of three regulators, will track a range of projects which are currently being explored. It will address any significant 'barriers and gaps' in the regulatory processes, institutions and commercial frameworks ensuring that they are developed in a timely and co-ordinated way. This is so that the industry can have projects that are "construction ready" for the start of the 2025-2030 period.

## **The role of the PA to RAPID's senior director**

RAPID's success is dependent on its staff working collaboratively across the organisation and more widely within the sponsor regulators. Moreover, since RAPID is a new organisation the scope and phasing of the work are uncertain. Consequently, we are looking for a proactive, flexible, reliable, adaptable and well organised individual who is resilient; works well under pressure and can demonstrate confidentiality. It is important that the successful candidate has experience of working with a wide range of stakeholders, is a very effective communicator and can build relationships.

In addition, the individual must be able to prioritise well and work with minimum supervision in a rapidly changing environment. This role is a varied, demanding and exciting challenge. It requires problem solving, ability to work under pressure and demonstrate flexibility. In return, the successful candidate will enjoy the satisfaction of playing a critical part in functioning of RAPID and make a real difference to the lives of millions of water customers.

## **Role expectations**

As an Associate you'll have autonomy, responsibility and ample opportunities to develop and consolidate your skill set.

The role of Personal Assistant will primarily focus on providing the right support in a proactive way to the RAPID senior director (and other senior directors) allowing them to get on with the more complex and strategic elements of their roles.

A self-starter, you will require minimal supervision and oversight from senior colleagues and will hone your judgement skills and be expected to exercise it responsibly in line with our strategy and ways of working. You will also be developing and using your ability to persuasively communicate and engage with stakeholders, both internally and externally.

As part of our team of Personal Assistants across the business, you will work together to provide briefings, organise meetings and events to support the Senior Directors in making the best use of time for the good of the organisation and for water customers.

## Key deliverables

- Providing support and effective diary management, including the organising of confidential and politically sensitive meetings, papers and correspondence.
- Ability to take full ownership and accountability of schedules, management of correspondence, fielding calls, planning and booking travel etc.
- Organise events and away-days, including booking external venues and working with Senior Directors to develop the agenda.
- To coordinate and organise internal communications initiatives working closely with our Corporate Communications pool.
- Build, develop and effectively maintain relationships with key stakeholders (internal and external).
- Work closely with the team of personal assistants and executive office to provide a resilient and comprehensive PA service across the organisation
- Providing programme support to RAPID as required

## Professional requirements

	Essential	Desirable
Qualifications	5 GCSE's at grades 9 to 4 (A* to C) or demonstrable relevant experience in an executive/PA support role	
Skills and Experience	<p>Experience of actively managing busy schedules.</p> <p>Ability to analyse multiple sources of information to determine key deliverables and priorities.</p> <p>Demonstrable experience of working with a wide range of internal and external stakeholders – understanding their</p>	<p>Understanding and identifying links across an organisation's work and working proactively to help manage these.</p> <p>Event Management experience.</p>

	<b>Essential</b>	<b>Desirable</b>
	<p>importance to the organisation and proactively working to manage risk and create opportunities.</p> <p>Co-ordinating and shaping documents with minimum supervision.</p> <p>Providing quality assurance, for example so that material presented is proof-read and formatted appropriately.</p> <p>Able to judge and balance risk to protect the organisations as well as ensuring good governance and compliance.</p> <p>Experience of taking minutes and actions at meetings and the effective management and coordination of actions flowing from these meeting.</p> <p>Ability to organise and manage events and agenda development.</p> <p>An ability to communicate complex issues confidently, clearly and accurately – both in writing and orally.</p> <p>Ability to recognise who the key stakeholders are and internal implications of all communications to and from the Senior Directors</p> <p>Flexible and adaptable with the ability to work under pressure within a rapidly changing environment and deal with competing demands.</p> <p>Excellent time management and prioritisation skills.</p>	<p>Project Management experience including risk management and compliance.</p>

	Essential	Desirable
Knowledge	<p>Able to develop a deep understanding of Ofwat’s strategy and how all our work contributes to it, to enable an understanding of the importance and urgency of issues.</p> <p>Able to quickly adapt to and develop an understanding of our Senior Directors’ ways of working, to enable you to best support them in making the best use of time.</p> <p>Effective networker - proactively developing internal and external relationships.</p> <p>Ability to work autonomously, while keeping others up to date with progress, risks, issues and linkages as appropriate.</p> <p>Ability to identify what needs to be done, and make things happen, where this may involve input from busy colleagues across the organisation and external stakeholders.</p> <p>Ability to demonstrate the highest degree of confidentiality</p>	<p>An understanding of Ofwat’s strategy, the legislative framework in which we operate and the external environment in which we operate.</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 London. However, it is likely that travel between offices and throughout the UK will be needed to be effective. In London, you may work in either Ofwat's offices in Bloomsbury or Defra's 'Nobel House' office in Smith Square.

## 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](mailto: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:

<b>Actual pensionable salary (annual)</b>	<b>All members</b>
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%
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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.

**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.gov.uk](mailto: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](mailto: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	Tuesday, 9 July 2019 @ 5:00PM
Sifting	10 / 11 / 12 July
Interview date	26 / 29 July in London

If you have any queries about any aspect of this role or selection process, please email [recruitment@ofwat.gov.uk](mailto: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](mailto: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](mailto:people@ofwat.gov.uk) and/or the Data Protection Officer by emailing [FOI@ofwat.gov.uk](mailto: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 you 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](mailto:info@csc.gov.uk).