

July 2019

Trust in water

Information for applicants

Executive Assistant to CEO – Senior Associate (maternity cover)

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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.

About the Operations Pool and the role

Ofwat is on a journey of transformation. We have implemented a new operating model based on pool and matrix working, moved to agile working supported by changes in our technology and office accommodation. Through our Business Improvement Programme (BIP) we are continuing to build an Ofwat that has the right people, skills, systems, support and governance to support the new vision for the water sector and Ofwat's new strategy.

The Operations Pool comprises Ofwat's support services – Finance, ICT, People, Business Support and our Executive Team and PAs. The pool delivers the day to day support services that Ofwat needs. We play a central role in developing the strategy and delivering an agile, dynamic Ofwat enabled to support delivery of its ambitious strategy. We want best in class support services – great organisations and

the outcomes they are delivering are underpinned by great enabling support services.

The role of the Executive Assistant within our Operations Resource Pool will provide our Chief Executive with strategic and operational support to cover a period of maternity leave. You will be responsible for managing a small team of PAs working closely with your peer colleague. You will operate as part of an Executive Office that manages the support to our CEO and Chair, provides professional support to our Board and to our Senior Leadership team. We are a small organisation with a big agenda and you will be keen to understand the work we do and to build up the network and relationships across Ofwat and beyond that enable us to get things done and provide the best support possible to the Chief Executive.

We are looking for a proactive, flexible, reliable and organised individual who is resilient; works well under pressure and demonstrates confidentiality in relation to the Chief Executive's work. It is important that the successful candidate has experience of working with a wide range of internal and external stakeholders, the ability to communicate complex issues, shape briefings accurately and confidently and to work with minimum supervision in a rapidly changing environment. You'll definitely be a self-starter and to that end will require minimal supervision and oversight from senior colleagues.

This role is a varied, demanding and exciting leadership challenge. It requires problem solving, ability to work under pressure, team working and the need to demonstrate flexibility. In return, the successful candidate will enjoy the satisfaction of playing a critical part in functioning of the office, and make a real difference to the lives of millions of water customers.

Key deliverables

- Resource Management of Personal Assistants and matrix working with other PAs and the Executive office apprentice, ensuring the workload and wellbeing of all is effectively balanced and managed.
- Taking an active role as part of the wider management team as head of PA profession.

- Providing professional PA support, effective inbox and diary management to the Chief Executive, 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 Chief Executive and other Ofwat colleagues as required on agenda development and smooth running of events.
- Drafting and editing letters, papers, speeches and communications, in close liaison with the Board Secretary and members of the Executive Team.
- To provide support to the Chair, Chief Executive, Board Secretary and Executive Team for Board and Senior Leadership team (SLT) meetings and events including preparation of papers and attending such meetings to take and coordinate actions and notes. Ensure relevant parties are fully briefed for all meetings and actions/issues are followed up on independently until resolved.
- To be an effective channel of communication (both oral and written) and relay the Chief Executive's views on Ofwat's strategy and performance to key stakeholders (internal and external).
- To coordinate and organise internal communications initiatives involving our Chief Executive, working closely with our Corporate Communications pool.
- Build, develop and effectively maintain relationships with key stakeholders.
- To identify and brief the Chief Executive on emerging strategic issues and identify appropriate action owners for responses.
- To support the Chief Executive in projects/special task work 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 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 importance to the organisation and proactively working to manage risk and create opportunities.</p> <p>Drafting and editing papers, speeches and correspondence to the highest standard. 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 good ensure governance and compliance.</p> <p>Experience of managing a team, developing, mentoring and managing them in accordance with and whilst upholding the SAILOR values of Ofwat.</p>	<p>Understanding and identifying links across an organisation's work and working proactively to help manage these.</p> <p>Event Management experience.</p> <p>Project Management Experience including risk management and compliance.</p>

	Essential	Desirable
	<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. Demonstrates ability to keep the Chief Executive and others up to date on progress, risks and issues.</p> <p>Ability to recognise the stakeholder and internal implications of all communications to and from the Chief Executive’s office.</p> <p>Strong digital skills – including all Microsoft applications including Sharepoint online. We are a digitally enabled organisation and have a range of systems including room booking and video conferencing software – you will be a fast learner and able to apply these skills.</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>	
Knowledge	Able to develop a deep understanding of Ofwat’s strategy and how all our work contributes to it, to enable an	An understanding of Ofwat’s strategy, the legislative framework in which we operate

	Essential	Desirable
	<p>understanding of the importance and urgency of issues and context for the CEO's work.</p> <p>Able to quickly adapt to and develop an understanding of the Chief Executive's 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 externally</p> <p>Ability to demonstrate confidentiality in relation to the management of the Chief Executive's work.</p>	<p>and the external environment in which we operate.</p>

Terms and conditions of employment

Contract

This is a 12 months fixed term maternity cover 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 £35,000 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

This role will be based in either London or Birmingham, but there will be some requirement to travel between offices as well as other meetings/events within UK and work outside regular core hours as the role requires.

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%
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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. 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	25 July 2019 @ 5:00PM
Sifting	26 / 29 / 30 July 2019
Interview date	15 / 16 August 2019 in London

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 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.