

October 2019

Trust in water

Information for applicants

**Customer Champion – Compliance
and Enforcement, Associate
Ref: OFW BC-409**

www.ofwat.gov.uk



Introduction from Rachel Fletcher, Chief Executive

Improving life through water.

Water companies support all aspects of life. Safe and reliable water and wastewater services are essential for our day to day lives, our wellbeing, and our natural world.



And as the economic regulator of water and waste water in England and Wales, our role is to enable, incentivise and hold companies to account for providing the very best for customers, society and the environment now and in the future. We also oversee the markets that exist in the water sector to make sure they are working for customers.

To achieve this, we've set ourselves three goals. They are to:

- transform water companies' performance;
- drive water companies to meet long-term challenges through increased collaboration and partnerships; and
- for water companies to provide greater public value, delivering more for customers, society and the environment.

Delivering these goals will help to meet customers' needs: ensure reliable and safe water supplies today with a better environment, affordable bills and a resilient and sustainable future for water.

As we do this, we will be working to fulfil the UK and Welsh Governments' strategic priorities for Ofwat, and UK and Welsh Government policy.

We're ambitious about the future and looking for people who can help us to achieve our goals. Thanks for your interest in joining Ofwat. We look forward to receiving your application.

Rachel Fletcher
Ofwat Chief Executive

About Ofwat

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 the sector build trust and confidence with customers, the environment and wider society. It is our vision for Ofwat to be working at the leading edge, trusted and respected, challenging ourselves and others to build trust and confidence in water.

Our strategic priorities for 2019-20 are:

- 1. Customers receive a great service** (encompassing customer service and the reliable delivery of safe drinking water and wastewater services);
2. And value for money, **meeting the affordability challenges and needs of different customer groups;**
- 3. 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; and**
4. 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 is on regulating in a customer-focused and pro-market way, establishing a clear and effective framework and transparent information that informs, enables and incentivises water companies to engage with and deliver good quality services for their customers and wider stakeholders. Where companies fail, we will take targeted, proportionate steps to protect customers where we have the powers to do so.

Market Outcomes and Enforcement (MOE) Programme

The successful applicant for this role will primarily work within our Market Outcomes and Enforcement (MOE) Programme. They could however also have opportunities to work on other programmes within Ofwat as their workplan develops.

Our statutory duties include a duty to protect the interests of consumers, wherever appropriate by promoting effective competition. The MOE Programme is particularly focused on that duty and our ambition to regulate in a customer-focused and pro-market way.

The MOE Programme is one of the main ways in which Ofwat can intervene to protect customers – using the full breadth of our regulatory toolkit, from informal engagement and communications tools through to formal enforcement action. The Programme’s work directly demonstrates how we are working on behalf of customers and holding water companies to account.

The MOE Programme is the “front door” for many of the customers and stakeholders that contact Ofwat with enquiries or complaints about the sector or their water company. Where we have the legal powers to do so (typically under the Water Industry Act 1991, or using our concurrent competition powers under the Competition Act 1998), the Programme protects customers by investigating and resolving disputes or company failures where they arise, and ensuring that water and sewerage companies meet their legal obligations to their customers.

The Programme plays an important role in assessing applications from companies seeking to be granted a licence to serve customers in the water sector. Our decisions on these applications seek to ensure customers can realise the benefits that competition can bring, whilst continuing to be sufficiently protected for the provision of their water and sewerage services.

The MOE Programme operates within a diverse stakeholder environment including regulated companies, new entrants to the sector, Government, other regulators, investors, environmental groups and customers and their representative bodies and groups. Effective stakeholder engagement is therefore central to the Programme’s success. Many of the MOE Programme’s activities arise as a result of contact from a customer, whether that be to notify us of a potential failure by a water company, or to seek information from us. How we respond to our customers is very important to delivering our vision of trust and confidence in the water sector and of us as a regulator. Therefore people working on the MOE Programme must be able to communicate and work effectively with both water customers and our other external stakeholders.

The day-to-day work of the MOE Programme includes:

- Providing a high quality and timely service for customers coming to Ofwat with **enquiries and complaints** about the water sector and/or a specific water company.
- Enabling effective markets in the water sector by **assessing and granting licence applications** that allow new entrants to compete with existing water companies.

- Robustly and efficiently **investigating disputes or potential failures** by water companies to deliver clear, timely and effective decisions.
- Taking action, **using the full breadth of our regulatory toolkit**, to support and correct water companies and/or markets that are not delivering as they should for customers.
- Working with Ofwat's other Programmes to **ensure policy and case decisions are strategically aligned** with our wider duties and policies and developments in both the internal and external environment; and to share the insights from our customer contact to inform Ofwat's future policy development work.
- Monitoring the sector and its markets to **ensure water companies are meeting their obligations** under their licences, relevant legislation and the market codes.
- Fulfilling **Ofwat's responsibilities under the sector's market codes**.
- Using **targeted communications and engagement** to ensure water companies and customers understand our expectations of water companies, and to build and maintain trust and confidence in the water sector, its markets and Ofwat.

Casework Pool

This post will sit within our Casework Pool of staff. People in this Pool typically have skills and experience from working directly with customers and in a regulatory or enforcement environment. Key strengths of the people in our Casework Pool include their ability to provide a high quality service to our customers; to gather and assess a wide range of information to deliver evidence-based decisions; and to successfully prioritise and manage a varied workload of cases and other work.

People from the Casework Pool are often the first point of contact for customers contacting Ofwat with enquiries or complaints about the sector or if they are unhappy about a service from their water company. The Pool's staff provide a professional, efficient service to our customers, providing them with the information and service they need within our level of service timescales, and ensuring they can have trust and confidence in the water sector and Ofwat.

The Casework Pool plays a key role in ensuring that water companies understand and are meeting their obligations. Where companies fail to do so, the Pool plays a lead role in the interventions we make to protect customers and ensure water companies redress the problem.

Where Ofwat has legal powers to consider particular complaints, people in our Casework Pool are responsible for leading the delivery of robust and timely investigations. This entails gathering and analysing a range of information and working with colleagues from other resource pools (such as our lawyers, economists or engineers) to deliver fair, robust and clear decisions for the parties concerned. These investigations range from small scale disputes affecting individual customers, through to large scale investigations and enforcement action, where a water company may have failed its customers and society by not delivering its obligations under its licence or under competition law.

Staff from the Casework Pool lead our assessment of applications from companies wishing to be granted a licence to serve customers in the water sector. This involves working closely with our stakeholders and other regulators to ensure that applications and our assessments of them are robust. People in the Casework Pool also play a part in managing Ofwat's own obligations under various code documents that specify how water companies deliver their services, including the codes underpinning the business retail market.

Members of our Casework Pool must have strong project and time management skills. These are key to them being able to effectively and independently prioritise and manage a diverse caseload to meet varied deadlines (including our levels of service to customers) and to respond effectively to the sometimes unpredictable nature of our demand-led work.

All people within the Casework Pool are expected to be able to communicate clearly and effectively both verbally and in writing. They must also be able to develop good working relationships with a wide range of internal and external stakeholders, collaborating well in multi-disciplinary teams, and identifying and drawing on the relevant expertise to contribute to the effective delivery of their work.

Role expectations

This Associate post will play a key role in supporting a number of projects within the MOE Programme. Your work will be focused on providing a high quality service to the customers that contact Ofwat with complex enquiries, complaints and licence applications. You will be responding to customer enquiries and complaints; assessing licence applications; and leading the delivery of small-scale investigations. You may also have opportunities to work on larger investigations and policy-related projects both in the MOE Programme and other programmes in Ofwat.

The contributions you make to the MOE Programme and its projects will ensure that we deliver the Programme's objectives. You will plan and prioritise your work effectively to ensure you meet our level of service commitments to customers and the Programme's commitments in Ofwat's [Forward Programme](#). At times this will require you to be able to respond flexibly to changing requirements and find solutions to difficulties that may arise. You will also contribute to identifying and managing risks, issues and opportunities within the Programme.

We will expect you to be a self-starter and to positively demonstrate Ofwat's [values](#) and ways of working. We have a well-supported, agile and flexible working environment – and have an autonomous and trust based culture to help you succeed within Ofwat.

You will receive support from other members of staff in the MOE Programme and Casework Pool to enable your development. Ofwat is learning organisation and you will have opportunities to further develop your knowledge and experience. Associates are supported by coaching and mentoring and provided with opportunities to work across Ofwat on other programmes and projects where their skills and experience would benefit those workstreams.

Key deliverables and skills

1. To provide a **high quality service to customers and stakeholders** contacting Ofwat with enquiries or complaints.
2. To be the first point of contact for incoming telephone calls, using **strong telephone skills** that will enable you to speak directly with customers to understand and respond to their questions and concerns.
3. To support the systems for **recording, monitoring and reporting** our customer and stakeholder enquiries, including helping to identify trends and relevant risks and opportunities from the contacts we receive.
4. To work effectively with colleagues across Ofwat to gather the information needed to deliver **timely and accurate responses to customers**.
5. To help **prepare, maintain and keep up-to-date lines to take** on key issues customers regularly contact us about, where appropriate ensuring that the Consumer Council for Water (CC Water) is kept up-to-date on our policy positions.

6. To support the **successful delivery of licence applications and small-scale investigations**. This will require:
 - a. **Analytical and problem-solving skills** that enable you to gather and assess a range of data and information and to identify and draw on the skills and expertise of colleagues in other resource pools as required;
 - b. **Strong written and verbal communication skills** that will allow you to clearly and concisely present evidence-based conclusions to complex problems;
 - c. **Case management experience** that will enable you to process investigations in line with our processes and governance framework and to maintain complete case files;
 - d. **Strong project management skills** to deliver against deadlines and our level of service commitments and to manage inputs from both internal and external stakeholders; and
 - e. The ability to **independently prioritise and manage your own workload** (which may include a number of cases and other tasks) and to make day-to-day decisions on your work in line with our governance framework.
7. To **engage effectively with and gather information from our key external stakeholders** such as water companies, other regulators, consumer bodies, MOSL (the market operator for the business retail market), consultants and customers.
8. To **support continuous improvement** in our ways of working and knowledge management.

About You - Professional requirements

The professional requirements for this Associate role are set out in the table below.

| | Essential: | Desirable: |
|-----------------------|---|---|
| Qualifications | <p>5 GCSE's at grades 9 to 4 (A* to C)</p> <p>or demonstrable relevant experience in a customer facing role</p> | <p>Degree level or equivalent in legal or economic discipline</p> |
| Experience | <p>Working directly with customers and external stakeholders.</p> <p>Effectively prioritising and managing a varied workload to meet deadlines.</p> <p>Proven track record of planning and delivering successful outcomes on projects.</p> <p>Communicating complex information clearly and professionally in writing and verbally.</p> <p>Strong telephone-handling skills that involve active listening to draw out and respond to relevant information for customers.</p> <p>Researching and analysing information to present evidence-based conclusions to problems.</p> <p>Working collaboratively in multi-disciplinary teams to deliver successful outcomes.</p> | <p>Working within a casework environment</p> <p>Working within a project delivery environment</p> |
| Knowledge | <p>Ability and willingness to develop new skills and get up to speed in new knowledge areas quickly.</p> | <p>Knowledge of utility regulation and current economic issues</p> <p>Knowledge of the water sector</p> |

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, skills and experience.
- 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 | 15 November 2019 at 12pm |
| Sifting | w/c 18 November 2019 |
| Interview date | 3-4 December 2019 |

If you have any queries about any aspect of this role or selection process, please email recruitment@ofwat.gsi.gov.uk by the closing date.

Terms and conditions of employment

Contract

This is a permanent appointment. We currently have up to two roles available.

Salary

The salary range for this role is Band 2 - £24,493 to £33,850 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 Birmingham. However, it is likely that travel between Birmingham and London offices 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.

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.

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 2017, employee contributions will be:

| Actual pensionable salary (annual) | All members |
|------------------------------------|-------------|
| Up to and including £21,422 | 4.60% |
| £21,423 to £51,005 | 5.45% |
| £51,006 to £150,000 | 7.35% |
| £150,001 and above | 8.05% |

From 1 April 2017, employer contributions will be:

| Revised Salary Band (£) | ASLC rate from 1 April 2017 |
|-------------------------|-----------------------------|
| 23,000 and under | 20.0% |
| 23,001 to 45,500 | 20.9% |
| 45,501 to 76,000 | 22.1% |
| 76,001 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. The contributions are in addition to the age-related contribution mentioned above.

To learn more about the Civil Service Pension schemes, please follow the link <http://www.civilservicepensionscheme.org.uk/>

Ofwat benefits

We also offer a range of additional benefits. These include:

- access to our package of benefits via our 'Rewards on Tap' scheme. This is a voluntary benefits scheme where staff have access to exclusive discounts on a range of goods and services such as retail outlets, theatre tickets, holidays, insurance and gym membership;
- childcare voucher scheme;
- cycle-to-work scheme;
- season ticket loan for travel between home and office;
- flexible working arrangements;
- fees paid for membership of relevant professional bodies;
- regular professional development;
- health and wellbeing initiatives such as mini-medicals, flu vaccinations, employee assistance programme and occupational health; and
- free eye tests and contribution towards lenses/spectacles for VDU users, if appropriate.

Security clearance

Any offer of appointment will be subject to satisfactory completion of security and pre-employment checks. Further information about the security checking procedure is available on request.

Nationality and immigration control

This post is open to nationals of states within the British Commonwealth and the European Economic Area (EEA) and certain members of their families. There must be no employment restriction or time limit on your permitted stay in the UK.

If you would like further information on Nationality and Immigration Control, please email us at people@ofwat.gsi.gov.uk.

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.

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, after which we will destroy it. If you are successful, it will form the basis of your personal record with us and we will store it in manual and electronic files.

We will hold any data about you in completely secure conditions, with restricted access. Information in statistical form on present and former employees is given to appropriate outside bodies.

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only, enabling us to monitor the effectiveness of our policy on equal opportunities in employment. Individuals will not be identified by name.

We shall consider that, by applying for this role, you are giving your consent to the processing of your data in the ways described above.

Diversity

Ofwat aims to be an equal opportunities employer. We intend to make sure that there is equality of opportunity and fair treatment for all irrespective of:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership status;
- pregnancy and maternity;
- race, religion or belief; or
- sex or sexual orientation.

We would like to assure you that we will treat the information you provide on the diversity monitoring form in the strictest confidence and only use it to help us monitor appropriate equal opportunities policies. This information plays no part in our selection process.

Investors in People (IIP)

Ofwat has IIP accreditation which reflects good management practices throughout our organisation, including in business planning, individual objective setting, learning and development opportunities, as well as continuous constructive feedback through our delivery and development conversations approach to performance management.

Complaints procedure

The process of recruitment and assessment embraces the principles of fair and open competition and best practice. The first is to maintain the principle of selection for appointment to the Civil Service on merit on the basis of fair and open competition as outlined in the [Civil Service Recruitment Principles](#). The second is to promote an understanding of the [Civil Service Code](#) which sets out the constitutional framework in which all civil servants work and the values they are expected to uphold, and to hear and determine appeals made under it.

If feel your application has not been treated in accordance with the recruitment principles and you wish to make a complaint, you should contact Natasha Harris, Director, Operations (People), Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA in the first instance. If you are not satisfied with the response you receive from us you can contact the Civil Service Commission