

October 2019

Trust in water

# Information for applicants

**Principal**  
**(Head of Cloud Operations and**  
**Service Delivery)**  
**Ref: OFWBC-400**

[www.ofwat.gov.uk](http://www.ofwat.gov.uk)

**o f w a t**



## **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 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. Ofwat has an ambitious new [strategy](#) and as a regulator we are setting ourselves up to achieve and equal the ambition of this new strategy. It matters to us that things on the ground really change so that our impact on customers, the environment and the future of water is tangible and meaningful.

Our work is high-profile and fast-moving, within a dynamic and agile environment. The work that you'll be involved in every day will be about helping us to deliver our strategy, helping to us to be the regulator we want to be and helping the sector to deliver outcomes that matter to customers and society. Our strategy sets out the role Ofwat will play. We will adapt, be confident, act with purpose and integrity and continuously improve so that we make the greatest contribution possible to improving life through water.

Our focus as a regulator is on regulating in a pro-market way which means establishing an effective framework that improves information (e.g. quality and visibility); improves buyers' and sellers' ability to transact (e.g. reducing 'transaction costs'); and/or by improving incentives on buyers and sellers to transact efficiently. In addition, we will look to make targeted interventions only, rather than taking a prescriptive, one-size-fits-all approach.

## Operations Resource Pool

Our Operations resource pool delivers essential services across the whole of Ofwat, as well as providing specialist advice and flexible support to enable our demand-driven programmes and projects to deliver their strategic objectives.

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

Ofwat has been pursuing an ambitious business transformation programme to enable us to deliver on a new vision for the water and sewerage sectors. Supporting this change agenda the Operations pool is delivering business improvements.

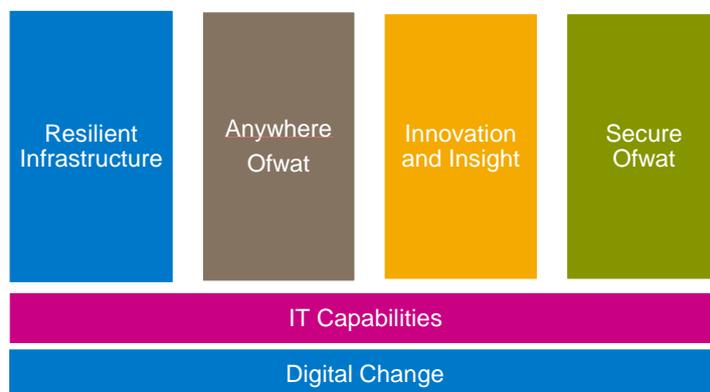
Central to the changes we have put in place is a programme-based operating model, where resourcing is driven by programme demand and supported by first-rate matrix management.

The Operations Pool supports all Ofwat programmes, playing a central role in developing the new strategy and delivering the vision for an agile, dynamic Ofwat enabled to support delivery of its ambitious strategy and making sure IT meets the needs of our users every day. We strive to be at the leading edge of regulation and our IT Hub needs to support this ambition.

We are currently refreshing our IT Strategy focussing on how we can further enable Ofwat's digital transformation and the agile and smart working environment.

The IT Hub supports two sites – Birmingham and London and around 270 staff in an agile and flexible working environment. The technologies, tools and applications are therefore critical in the workplace computing arena making sure that our people can communicate, collaborate and operate efficiently and innovatively. We currently focus on Microsoft architecture for our workplace computing environment and have made some steps towards utilising some cloud services – e.g. Office 365, public cloud VC.

We have a number of strategic themes in our refreshed IT Strategy and we expect the Head of Cloud Operations and Service Delivery to take a lead role in all of these pillars:



## Role expectations

This is a new role which will continue to develop the Cloud Operations and Service Delivery function within Ofwat, owning the delivery, operation and improvement of the Ofwat IT and Digital services. This is a pivotal role for someone who can be the architect for the future in cloud and possesses the abilities to transform existing teams and capabilities, set clear goals and direction and also provide technology direction to sustain Ofwat IT into the future.

Ofwat currently has a mixture of both on-premise and cloud based services and there has been a move to replace line of business applications through SAAS and managed application services. Ofwat IT is now embarking on a cloud migration of our remaining IT services and is also exploring the opportunities around Data Analytics and platforms to enable the new Ofwat Data Strategy.

This role provides an exciting opportunity to bring technology thought leadership to our cloud and service delivery operation.

The Head of Cloud Operations will be accountable for cloud based services, IT Operations services (including network, servers, unified communications, cyber security, IAM, Digital workplace) as well as supplier management. The successful candidate will bring a superior, service-oriented approach to our operations so that we are effective in the overall management, preventing the risk of increasing costs and inefficiencies which can be prevalent if not appropriately controlled. This role will therefore require a blend of excellence across technical knowledge, service management and people leadership.

## Key deliverables

- Lead the development and implementation of Ofwat's Tech Operations vision and delivery strategy in the context of the IT and Data Strategies.
- Produce roadmaps that support the delivery of the IT Strategy driving innovation and exploitation of new and emerging technologies in the areas of Cloud Services, Networks, Unified Communications, Digital Workplace, Data Services and Security
- Propose and implement improvements and changes to technology, architecture and processes to ensure critical services are secured and

available, and analyse work processes to determine inefficiencies and opportunities for automation.

- Establish the Cloud Operations and Service Delivery operating model adhering to Information Security, Regulatory Compliance, Incident Management, Problem Management and Change Management processes that are in line with best practice e.g. ITIL principles and processes.
- Run the Cloud and Tech Operations function to maintain the stability, functionality and integrity of Ofwat's IT infrastructure.
- Lead and manage the Tech Operations and Service Delivery profession ensuring efficient and effective management of the technical landscape through clearly defined SLAs and KPIs.
- Enable and empower a service delivery culture that promotes continuous improvements and innovation to improve quality and customer satisfaction.
- Work with appropriate stakeholders and managers to define, implement and operate new operational IT standards.
- Work with Project Managers in design, delivery and support of technology based transformation projects.
- Manage and monitor the IT budget, software licencing and procurement improving budget efficiencies where possible.
- Negotiate and manage ongoing contracts leading on the procurement cycles for all IT contracts.
- Act as deputy to the Director of IT and Digital representing Ofwat as required both internally and externally with key stakeholders and suppliers.
- Lead a team of circa. 6 technology professionals ensuring that the skills and experience of the individuals are developed and meet the needs of the organisation's vision and strategy. Review requirements and assess capability needs for the future.

## Professional requirements

	<b>Essential</b>	<b>Desirable</b>
Qualifications	<ul style="list-style-type: none"> <li>Educated to degree level or have relevant technical experience within an IT Operations function including Cloud environments</li> </ul>	<ul style="list-style-type: none"> <li>Professional technical qualifications</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Detailed understanding of Cloud and virtualised architecture, infrastructure and platforms with significant exposure to Office 365, Microsoft Azure and how Cloud services, and the network services used to access to them should be secured and optimised</li> <li>Excellent knowledge of best practices around management, control, and monitoring of cloud infrastructure</li> <li>Knowledge of disaster recovery and backup technologies</li> <li>Experience of leading on major transformation programmes and successfully restructuring and recruiting technology and delivery teams</li> <li>Proven ability in supplier and contract management.</li> <li>Project and programme management skills with the ability to produce compelling business cases and delivering a series of projects where required.</li> <li>Excellent communication skills with the proven experience of engaging with key stakeholders</li> <li>Demonstrated strength in contract negotiations, vendor management, and capacity planning</li> <li>Experience leading and developing technical teams</li> <li>Understanding and working knowledge of ITIL Framework</li> <li>Experience in storage technologies from leading vendors such as Dell EMC, HP, NetApp etc.</li> <li>Fundamental understanding of networking technologies</li> <li>Experience of leading and supporting technical projects</li> </ul>	<ul style="list-style-type: none"> <li>Strong knowledge of VMware and virtualisation technologies.</li> <li>Experience configuring and deploying shared and private cloud infrastructure.</li> <li>Experience working with in a Managed Services or Cloud Provider environment.</li> </ul>

	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Experience managing and engaging with stakeholders, well proven collaboration skills</li> <li>• Proven track record of leading and managing a business-critical technology function in an organisation of a similar-size and complexity with the ability to shape, engage, motivate, develop and coach teams.</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, including the ability to communicate complex analysis and issues to non-technical audiences</li> <li>• Excellent analytical and decision making skills.</li> <li>• Strong decision making skills and judgement, able to make difficult decisions</li> <li>• Business acumen and a sound end to end understanding of IT business solutions – needs to be able to integrate business knowledge, disparate technical disciplines and interpersonal communications in a cohesive way</li> </ul>	
Knowledge	<ul style="list-style-type: none"> <li>• Delivering enterprise services - ideally deploying office management suite, MS Azure</li> <li>• ITIL Service Management</li> </ul>	<ul style="list-style-type: none"> <li>• Prince 2</li> </ul>

## Terms and conditions of employment

### Contract

This is a permanent appointment.

### Salary

The salary range for this role is in the Principal pay band - £50,616 to £77,422. External candidates can expect to achieve a starting salary from the bottom of the band up to £65,000, 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 Birmingham. However, it is likely that travel between our Birmingham and London 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](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%

From 1 April 2019, employer contributions are:

<b>Revised Salary Band (£)</b>	<b>ASLC rate from 1 April 2019</b>
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:

<b>Age at the last 6 April</b>	<b>Percentage of your pensionable earnings</b>
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](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	19 November 2019 at 5pm
Sifting by	21 November 2019
Interview dates	4-5 December 2019

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).