

Oct 2019

Trust in water

# Information for applicants

**Principal: Regulatory, Policy & Strategy**  
**Ref: OFW BC398**

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

**ofwat**



## 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 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.

## Regulatory policy and strategy

Ofwat (the Water Services Regulation Authority) is the economic regulator of the water and wastewater sector in England and Wales. Ofwat's 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.

The water sector delivers the most fundamental public service. But it also faces some difficult challenges such as climate change and greater demand from population growth. To make sure it can respond to these challenges, we are creating a new shared vision for the water sector as well as a new strategy for Ofwat for regulating the water and wastewater companies in England and Wales from 2020 onwards.

At this exciting time, we are seeking experienced candidates to join our Regulatory Policy and Strategy Profession, to help us to deliver on our new strategy, turning it into policy and action.

The Regulatory Policy and Strategy profession within Ofwat characterises itself as follows:

*We bring people and perspectives together to deliver better outcomes.*

- *We lead, develop and deliver new policy reflecting the wider regulatory and strategic context.*
- *We undertake detailed regulatory analysis turning information into insight and action.*
- *We are outward facing and engage, influence and collaborate with our stakeholders.*
- *We deliver using a breadth and depth of skills and expertise, with agility and flexibility.*
- *We think critically to challenge and push boundaries.*

Ofwat employs a flexible and agile approach to allocating resources across the organisation. Successful candidates can expect to be deployed across Ofwat's programmes, our Strategy Hub or the newly formed RAPID unit, a cross regulatory group to facilitate the development of new strategic water resources infrastructure for generations to come. Ofwat's programmes include; Market Outcomes and Enforcement, Finance and Governance as well as the current price review, PR19.

The Regulatory, Policy and Strategy profession works alongside other professionals to develop the regulatory framework and solve regulatory problems. Although you will be a policy development expert, you may also have one or more technical specialism to draw on (although this is not a requirement).

## **Role expectations**

You will be responsible for leading multidisciplinary workstreams to develop and implement policy which will deliver on Ofwat's new strategy. You will be deployed across any one of Ofwat's programmes, our Strategy Hub or the new formed RAPID unit.

## **Professional requirements – Principal**

You will play a key role on our programmes, and you are likely to be leading a key work-stream, or managing a large project. You'll ensure that we're delivering on our strategic objectives on time and to budget, and in line with our ways of working. You will make an important contribution to understanding and managing strategic risk and opportunities.

Principals expected to take on leadership duties in terms of people, projects and ideas. They take responsibility for cracking our toughest policy problems to deliver our objectives. As a Principal, you will have a broad portfolio of issues, and will take ownership of a range of specific policies and procedures, taking responsibility and accountability for their success. You will be expected to have good judgement and to exercise it across complex issues responsibly in line with our strategy and ways of working.

You will be expected to provide support to colleagues across the office, proactively sharing skills and knowledge, and equally will be supported by coaching and mentoring. You may have line management responsibility. Effective stakeholder engagement will be important for your success, as you nurture existing relationships whilst developing new ones.

You are expected to develop your skills, and support others in developing their skills, through continued learning and development within your profession and Ofwat,

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Degree level qualification or equivalent experience	Keeps industry and regulatory knowledge, and (if any) professional qualifications, up to date
<b>Experience</b>	<p>Proven successful leadership in a regulatory or policy environment</p> <p>Experience of leading on policy development, design and implementation.</p> <p>Experience in fostering and influencing/ challenging mutually beneficial relationships with stakeholders and balancing the competing interests of a number of stakeholders in a political environment.</p> <p>Experience of working flexibly and collaboratively with multi-disciplinary</p>	<p>Experience of organisational performance management techniques and approaches</p> <p>Managing consultancy input and advice</p> <p>Experience of people management</p> <p>Expert policy development skills</p>

	<b>Essential</b>	<b>Desirable</b>
	<p>teams to bring policy expertise and solutions to problems and deliver joined up strategic thinking, including with external organisations</p> <p>Experience leading and managing a programme of analysis and evidence gathering to support robust decision making and influencing on technical and economic/commercial policy issues</p> <p>Experience of delivering complex projects, through other managers, and involving several organisations, interfaces or suppliers</p> <p>Experience of influencing and negotiating with senior stakeholders</p>	
<b>Skills</b>	<p>Ability to solve complex analytical and policy problems, drawing on evidence and input from a range of sources.</p> <p>Ability to draw on a range of analysis and other information to inform and influence internal and external stakeholders in order to deliver a policy goal, including justifying and defending policy decisions as required.</p> <p>Excellent oral and written communication skills, including the ability to communicate complex analysis to non-technical audiences</p> <p>Ability to use quantitative analysis to inform regulatory and policy decisions.</p>	
<b>Knowledge</b>	<p>Understanding the relevance and the impact of best practice in policy</p>	<p>In-depth knowledge of policy development</p>

	<b>Essential</b>	<b>Desirable</b>
	<p>development and regulatory practice and being able to apply this.</p> <p>Knowledge of the political, regulatory or industry environment such as political context, policy drivers, microeconomic policy, environmental policy and industrial policy</p>	<p>process in the regulatory sphere and the broad framework within which regulatory bodies operate.</p> <p>Understanding the relevance and the impact of economic regulation from a regulated industry and regulatory body perspective, and being able to apply this</p> <p>Understanding the importance of the customer perspective in developing and implementing policy in regulated and unregulated sectors.</p>

## Terms and conditions of employment

### Contract

This is a permanent appointment.

### Salary

The salary range for this role is Band 4 - £50,616 - £77,422. 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. Starting salaries are set with pay relativities in mind and are at the discretion of the SRM for the resource pool.

## Location

The role will be based in either Birmingham or London. However, it is likely that travel between offices and throughout the UK will be needed to be effective.

## Contracted place of work and taxable expenses

Any person who regularly works more than two days a month in both the Birmingham and London offices, irrespective of their contracted place of work, is considered by HMRC to have [two permanent workplaces](#).

The payment of your rail fare, accommodation or subsistence in this situation attracts tax and National Insurance because you are receiving a benefit.

Ofwat meets the cost of the tax and National Insurance by grossing up your expenses and recovering the net amount through your monthly pay package. But the expenses are classed as taxable earnings, which could impact on any attachment of earnings – for example, student loan repayments, high income child benefit and state benefits.

This means that you will not be required to meet the costs of travel to the office location where you are not based.

For further information on taxable expenses, please email [payroll@ofwat.gov.uk](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:

Actual pensionable salary (annual)	All members
Up to and including £21,636	4.60%
£21,637 to £51,515	5.45%
£51,516 to £150,000	7.35%
£150,001 and above	8.05%

From 1 April 2019, employer contributions are:

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

77,001 and over	30.3%
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**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](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 the information pack
- 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	23 October 2019 @ 5:00PM
Sifting	24 October to 31 October
Interview date	w/c 11th November 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).