

December 2019

Trust in water

# Information for applicants

**Senior Associate, Network Engineer**  
**Ref: OFW BC-402**

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

**o f w a t**



## 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.

## 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.

## **Role expectations**

This is a pivotal role for someone who can be our network specialist, providing support in continuing to develop the Cloud Operations and Service Delivery function within Ofwat, assisting with the delivery, operation and improvement of the Ofwat IT and Digital services.

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.

You will be a member of a small team, providing IT support on all hardware and software in use at Ofwat to our staff in our Birmingham and London offices. You will primarily be responsible for supporting and maintaining our network services and network infrastructure.

You will work closely with our network services provider and other network suppliers to ensure our services are working at their optimum and are secure.

You will also work with and support other members of the IT Operations team in managing both our on premise and cloud server infrastructure and the Ofwat IT Service Desk, providing support to users on any and all hardware and software used throughout Ofwat

## Key deliverables

- Manage, configure and troubleshoot all networking issues
- Manage Ofwat's Alcatel Lucent switches
- Manage Ofwat's Palo Alto Firewalls including web filtering and file blocking policies
- Manage the corporate Wi-Fi, Clearpass Wi-Fi controller and access points
- Manage the Smoothwall Proxy server
- IP addressing and routing, DHCP, DNS.
- Direct Access (Ofwat plan to move to Always On VPN within the next six months),
- LAN and WAN links
- VLANs
- Network configuration in Azure Cloud.
- Windows Server support
- Office 365 support
- Work with Project Managers in design, delivery and support of technology based transformation projects
- Work with vendors and suppliers to provide ongoing maintenance and support for networking infrastructure
- Work with appropriate stakeholders and managers to define, implement and operate new operational IT standards
- Implement continual serviced improvement across the Infrastructure and Operations function
- Ability to troubleshoot complex, technical, multi-site and multi-disciplinary problems and incidents

## Professional requirements

	<b>Essential</b>	<b>Desirable</b>
Qualifications	Educated to degree level or have relevant technical networking experience within an IT Operations function	Professional technical qualifications
Experience	<p>Experience of network configuration and troubleshooting including switch management and monitoring</p> <p>Experience of Firewall management and configuration</p> <p>Experience of Wi-Fi installation, configuration and management</p>	<p>Experience of Alcatel Lucent hardware</p> <p>Omnvista or other switch management software)</p> <p>Palo Alto Firewalls Panorama</p> <p>Aruba Clearpass</p> <p>Experience of working with Azure Cloud</p> <p>Experience of working in a service desk team providing support to end users</p> <p>Working within a small team</p>
Skills	<p>Expert understanding of IP addressing and routing, DNS, DHCP</p> <p>Supporting Windows Server 2008, 2012, 2016</p>	<p>Networking in Azure</p> <p>Hyper-V and VMware</p> <p>Smoothwall Proxy</p> <p>Certificate management</p>

	<p>Active Directory and Group Policy configuration</p> <p>Excellent oral and written communication skills, including the ability to communicate complex issues to non-technical audiences</p> <p>Excellent analytical and decision making skills.</p> <p>Ability to prioritise own work</p>	<p>Office 365 administration</p> <p>PBX Telephony</p> <p>Mobile device management with Intune</p>
Knowledge	<p>Windows 10</p> <p>Word, Excel, PowerPoint</p>	<p>Understanding and working knowledge of ITIL Framework</p> <p>Knowledge of disaster recovery and backup technologies</p>

## Terms and conditions of employment

### Contract

This is a permanent appointment.

### Salary

The salary range for this role is Senior Associate - £33,851 - £50,615. External candidates can expect to achieve a starting salary from the bottom of the band up to £37,000, 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 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%

**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 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	17/12/2019 at 5pm
Sifting	18/12/2019
Interview date	07/01/2020 & 08/01/2020

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 indicated that you would like Ofwat to retain your information for future similar employment opportunities we will retain this information. If at any point you decide you do not wish Ofwat to retain your information for these purposes 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.

Ofwat processes all the personal data you have provided during your application as set out in Ofwat's privacy policy which is available here: <https://www.ofwat.gov.uk/publication/privacy-policy/>. 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.gsi.gov.uk](mailto:people@ofwat.gsi.gov.uk) and/or the Data Protection Officer by emailing [FOI@ofwat.gsi.gov.uk](mailto:FOI@ofwat.gsi.gov.uk).

## 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).