

January 2020

Trust in water

Information for applicants

**Head of Ofwat Wales Office
(Principal)
Ref: OFW BC-428**

www.ofwat.gov.uk

ofwat



Introduction from Rachel Fletcher, Chief Executive

An Ofwat office for Wales

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. In Wales, this means regulating in a way that appreciates how water is an integral part of Wales' culture, heritage and national identity.

Our new **strategy**, 'Time to act, together', sets out how we will do 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 for Wales and customers of Welsh water companies will take strong and collaborative working relationships with our Welsh stakeholders. We are setting up an office in Wales for the first time, to make sure that we are properly participating in Welsh policy discussions, and making the best use of the expertise of stakeholders and regulators in Wales.

We're ambitious about the future and looking for people who can help us to achieve our goal of regulating in a way that works for Wales. Thanks for your interest in joining Ofwat. We look forward to receiving your application.

Rachel Fletcher
Ofwat Chief Executive

About the role – Head of Ofwat Wales Office

This is an exciting opportunity to join Ofwat (the Water Services Regulation Authority) in a newly created role to set up and lead our office in Wales. In this role you will help us build trust and confidence with customers, the environment and wider society in Wales. Our ambitious new 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.

The specific circumstances in Wales are important to us. Recent Welsh legislation, such as the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016 set out a clear framework for the development of policy and regulation in Wales, and the way we regulate must reflect this.

We are looking for an exceptional individual who can shape the role and play a leading part in influencing Ofwat's approach to regulation in Wales. You will be comfortable working autonomously while driving work and projects forward with determination, and collaborating with colleagues across Ofwat and our partner organisations.

Based in Wales, you will be responsible for setting up the office and working across Ofwat, taking a strategic approach to developing Ofwat policy internally and externally. You will work closely with stakeholders to ensure our regulation appropriately reflects Welsh legislation and policy.

Role expectations

Based in Cardiff, you will work with colleagues across our Birmingham and London offices, ensuring there is a cohesive policy dialogue between programmes in relation to policy and circumstances in Wales. You will represent Ofwat to key stakeholders in Wales and build enduring relationships with the Welsh Government, Natural Resources Wales, the Drinking Water Inspectorate, environmental NGOs, consumer organisations, and other stakeholders.

You will be comfortable representing Ofwat and communicating Ofwat policy to senior stakeholders including government officials, ministers and others. You will provide advice and make recommendations, ensuring Ofwat understands and can incorporate the Welsh policy context into its work.

You will form part of Ofwat's wider leadership team. 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 likely be an experienced policy or public affairs professional. But regardless of your professional experience, a range of skills will be needed – from policy development and systems thinking, to project management and stakeholder relations. Excellent communication skills, and an ability to work effectively across organisational boundaries and challenge the status quo is essential. You should be comfortable working in an agile environment.

You will have an understanding of the Welsh policy context and have or be able to rapidly develop an understanding of Welsh Government environmental and economic policy.

Welsh language requirements

Oral and written Welsh language skills would be desirable but are not essential. The post holder will be encouraged and supported to learn, develop and use their Welsh language skills in the workplace.

Key deliverables

- Establish Ofwat's Wales office, leading the development of work programme and launch activities.
- Lead on influencing and managing strategic policy relationships with government and regulators in Wales.
- Set the direction for Ofwat policy development in Wales and developing longer-term strategic policy.
- Identify and seek to resolve in a timely manner, gaps in existing policy or practice through close working across Ofwat work programmes and projects.
- Forge excellent links across the water sector in Wales including with water companies, environmental groups, government, and other regulators.
- Represent Ofwat at senior level meetings, handling press enquiries and producing expert briefs on complex issues.
- Provide input to reviews of how Ofwat regulates in Wales and making any necessary recommendations for change.
- Work collaboratively and flexibly with colleagues across different programmes to ensure joined up and consistent representation of Welsh issues and priorities across all areas of Ofwat's work.

- Effectively communicate Ofwat’s perspective and regulatory approach to stakeholders and provide challenge where necessary.
- Look beyond the water and wastewater sector, and where necessary other utility sectors, for creative and novel ways to meet the challenges the sector faces in Wales.

Professional requirements

	Essential	Desirable
Qualifications	Degree level qualification or equivalent relevant experience.	
Experience	<p>Able to demonstrate strong leadership skills; bringing people from a range of disciplines together to achieve a common aim.</p> <p>Able to demonstrate building effective working relationships with a wide range of people at all levels.</p> <p>Influencing and negotiating with senior stakeholders in central government or similar institutions.</p> <p>Proven successful leadership in a policy analysis and policy delivery environment.</p> <p>Experience of leading strategic 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, ideally in a Welsh context.</p> <p>Experience of working flexibly and collaboratively with multi-disciplinary 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 a wide range of technical and economic/commercial policy issues.</p> <p>Experience of delivering large and complex projects from end to end through other managers, involving several organisations, interfaces and suppliers.</p>	Experience of working with devolved administrations
Knowledge	Understanding the relevance and the impact of best practice in policy development and being able to apply this.	<p>Oral and written Welsh language skills.</p> <p>In-depth knowledge of policy development process in central and</p>

	Essential	Desirable
	Knowledge of the Welsh political environment – political context, policy drivers, environmental policy and industrial policy.	<p>devolved governments and regulatory environments.</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>

Terms and conditions of employment

The following terms and conditions are applicable for appointment to a Fixed Term Appointment. Candidates applying on loan and secondment will retain the terms and conditions of their employer with variation of terms relevant to the post (eg location and salary). A loan or secondment agreement will be negotiated and confirmed with the successful candidate.

Contract

This is initially a 12 month appointment which we would consider offering on Fixed Term Contract, Secondment or Loan terms.

There is a potential for an extension to the 12 month term and possible conversion to permanency. Please note this is not guaranteed and candidates should apply on the basis of an initial fixed term contract.

Salary

The salary range for this role is Band 4 - £50,616 to £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.

Location

The role will be based in Cardiff, Wales. However, travel between offices in London and Birmingham and to stakeholder locations throughout the UK will be needed on a regular basis.

Contracted place of work and taxable expenses

Any person who regularly works more than two days a month in the Cardiff, Birmingham or London offices, irrespective of their contracted place of work, is considered by HMRC to have multiple 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 per week Monday to Friday, 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.

Annual leave

On appointment the post holder will be entitled to 25 days annual leave plus 2.5 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.

Those on loan or secondment would retain would normally retain annual leave entitlements of their employer.

Pension

Those on loan or secondment terms would retain would remain in their current Pension Scheme with their employer.

For Fixed Term Contract terms, 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.

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	26 February 2020 @ 5:00pm
Sifting	Week Commencing 2 March 2020
Interview date	Week commencing 16 March 2020

Interviews will take place in Cardiff.

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 Sarah Lal, Head of HR, 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.