

June 2020

Trust in water

Information for applicants

Microsoft Power Platform Developer
Ref: OFW BC-441

www.ofwat.gov.uk

o f w a t

INVESTORS IN PEOPLE™
We invest in people Standard



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.

Corporate Enablers

Water is life – it's the thing that keeps us alive and that vitality is at the very heart of Our Time to Act, Together strategy which recognises the untapped opportunity for the water sector to deliver a generational impact on our environment and our communities.

We've set stretching targets on performance and efficiency, encouraging stronger leadership, deeper customer insight and innovative solutions. We're asking water companies to build more collaborative partnerships to produce solutions for future generations and embrace a greater public purpose to benefit customers, society and our environment.

It's only right that we step up to those challenges ourselves. We need to be an agent for change and foster a culture that helps us to perform at our best.

Our Corporate Enablers cluster will help to make this possible. We have well regarded and responsive corporate services and we want to continue to build capability to enable Ofwat's future, not just servicing its current state as a public body. Our work impacts on people's experience of working at Ofwat every day and the contribution they make.

The world of work and technology is changing fast – success will mean Ofwat will run even more smoothly, but fundamentally this is not about efficiency. It is about being effective and highly performing as an organisation, so that we can be a change agent in the sector.

About the Role

We have refreshed our IT Strategy focussing on how we can further enable Ofwat's digital and data transformation delivering improvements to the effectiveness and efficiency of corporate services, productivity for the Ofwat workforce and in our routine regulatory tasks.

Our IT and Data Engineering Team 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 digital workplace making sure that our people can communicate, collaborate and operate efficiently and innovatively. We currently focus on Microsoft architecture for our digital workplace and have made significant steps towards utilising cloud services.

This is an exciting opportunity for an experienced Microsoft developer who can build and extend solutions for our internal customers to solve their business problems and technical challenges using combinations of Microsoft PowerApps, Power BI, Teams, SharePoint, Dynamics Flow, custom development and data integrations on the platform.

We are looking to exploit and leverage the suite of apps now available in M365 to support our current apps on SharePoint Online and how we can transform them to transform our processes across Ofwat. This role will form part of an expanding team that will be providing support and services around cloud enablement of the Microsoft platform and our Data Strategy.

Role expectations

- Principal IT contact for business users to support various SharePoint and Dynamics projects and solutions.
- Provide second line support for our existing SharePoint applications and Intranet as well as providing input to support of existing Dynamics 365 solutions.

- Identify areas and processes where Microsoft 365, Office 365, and SharePoint can be better leveraged and facilitate process improvement.
- Technical leadership of M365 roadmap for our application landscape and propose recommendations and plans for upgrades and developments of our existing applications.
- Independent management of project and support responsibilities.
- Responsible for developing PowerApps model and canvas driven apps
- Utilise problem-solving skills to understand client pain points and troubleshoot as challenges arise.
- Work with and provide technical oversight of external third-party organisations that are supporting our solutions.
- Training and handover of solutions to product owners and super users.
- Maintain a comprehensive and up to date technical understanding of the SharePoint and Power Apps and their place in the Microsoft solution space.

Key deliverables

- Provide support and management of our SharePoint sites including add-ins.
- Using SharePoint Designer to administer SharePoint sites, workflows and develop/maintain custom code solutions.
- Maintain and enhance the corporate intranet on SharePoint Online
- Maintain and develop SharePoint solutions using Power Platform.
- Develop business applications with PowerApps and Power Automate on Azure.
- Work directly with our internal customers to design end-to-end solutions that improves collaboration, productivity and knowledge sharing.
- Provide architecture, configuration, administration and functional support to expand capabilities in the areas of M365, O365 and Azure development environments.
- Effectively communicate complex technical concepts to non-technical business and executive leaders
- Identify new areas and business processes where M365, O365 and PowerApps (inc. SharePoint) can be leveraged and facilitate continual process improvement.
- Create and improve documentation as part of project work, including design, asset inventory, diagrams and presentations, ensuring smooth support and operation by the organisation.

Professional requirements

	Essential	Desirable
Qualifications	Educated to degree level or equivalent and/or have relevant experience to complete the role	A Computer Science or Information Technology degree.
		Microsoft Certified: Power Apps + Dynamics 365 Developer Associate
Experience	2+ years commercial experience in systems analysis, development and support with Microsoft tools.	
	Evidence of employment in a SharePoint 2010/2013/Online administration, design, and development role. Including web technologies such as HTML, CSS, JavaScript, Angular, REST/CSOM API, and SharePoint Designer.	PowerShell scripting
	Experience with SharePoint 2010/2013/Online workflow administration and development.	Experience with 365 Security & Compliance administration
	Experience in the Microsoft Power Platform, Canvas and Model Driven PowerApps, and Flow/Automate.	Custom connectors with Microsoft Flow

	Essential	Desirable
	MS Power Platform and Common Data Service	
		Experience of Office 365 development using PowerApps, Flow, and Power BI, Teams and SharePoint Online.
		MS Dynamics Online with SharePoint integration
		Azure Development Technologies
Knowledge	SharePoint Knowledge - Service Pack upgrade, SharePoint Online Apps and security configuration, Windows Server management and SQL Server management (SharePoint farm)	AI.Compliance Extender
	Strong foundational knowledge of Office 365 platform and Azure ecosystem	
	O365 user and groups administration	O365 product licensing

	Essential	Desirable
	Knowledge of Agile development practices	
	Build and deployment practices	Information management
		Data governance and security
Skills	Clear and confident communication skills. Ability to communicate with technical and non-technical people.	Presentation skills with a high degree of comfort with both large and small audiences.
	Exceptional verbal and written communication.	
	Self-motivated with ability to work independently on own initiative.	
	Excellent interpersonal skills to be able to build good relationships with customers as well as those within a small team.	
	Excellent critical thinking, problem solving, design, coding and debugging skills.	
	Ability to work under pressure to meet deadlines.	

	Essential	Desirable
	Strong business-to-technology translation skills to enable clients to increase business value and performance.	
	Strong project management skills with strong attention to detail.	

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for this role is Band 3 Senior Associate - £33,851 - £50,615. External candidates can expect to achieve a starting salary from the bottom of the band up to £42,000, 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 either Birmingham or London. However, it is likely that remote working and 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.

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 2020, member contributions are based on actual salaries.

From 1 April 2020, employee contributions are:

Actual pensionable salary (annual)	All members
Up to and including £22,600	4.60%
£22,601 to £54,900	5.45%
£54,901 to £150,000	7.35%
£150,001 and above	8.05%

From 1 April 2020, employer contributions are:

Revised Salary Band (£)	ASLC rate from 1 April 2020
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	Thursday 18 June 2020 @ 12:00 Midday
Sifting	Thursday 18 June 2020
Interview dates	25, 26, 29, June 2020

Please note that during the Covid-19 pandemic interviews will be conducted via video conferencing software such as BlueJeans, Skype or Microsoft Teams.

It is expected that the interview process for this vacancy will include a short presentation or assessment. Further details will be provided to shortlisted candidates upon invitation to interview.

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 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 and/or the Data Protection Officer by emailing 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 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.