

July 2020

Trust in water

# Information for applicants

**Associate – Licensing and  
Customer Disputes**  
**Ref: OFW BC-458**

[www.ofwat.gov.uk](http://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 strategy sets out our ambition for the water sector to provide the very best service for customer, improve the environment and improve life through water, both now and in the future. 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 [Forward Programme](#) for 2020-21 sets out 12 ambitions Ofwat will deliver against during the year to move the sector towards the three strategic goals in our new strategy. These goals are to:

- Transform company performance;
- Drive companies to address the long-term challenges of climate change, population growth and changing customer expectations; and
- For water companies to provide greater value for customers, society and the environment.

## Regulatory Enablers Cluster

Ofwat has organised its work and its people into a series of “clusters”. Our clusters are interdisciplinary teams created to drive forward the delivery of the goals and ambitions set out in our strategy and forward programme. The agility and interlinkages between our clusters are key to us maximising our impact.

This role sits within the Casework and Enforcement team which is within the Regulatory Enablers cluster. This cluster is a group of teams that work with

colleagues across Ofwat to influence, support and reinforce the impact of their regulatory interventions. In addition to Casework and Enforcement, the wider cluster includes our legal, communications, governance, customer research and Chief Economist teams.

The Casework and Enforcement team is the “front door” for many of the customers and stakeholders that contact Ofwat with enquiries or complaints about the sector or their water company. Where we have the legal powers to do so (typically under the Water Industry Act 1991, or using our competition powers under the Competition Act 1998), the team protects customers and improves the performance of water companies by investigating and resolving disputes or company failures where they arise, and ensuring that water and sewerage companies meet their legal obligations to their customers. The outcomes of our work can range from helping an individual customer resolve a dispute with their water company, to imposing multi-million pound fines on a water company where it has failed to meet its legal obligations.

Casework and Enforcement is also responsible for assessing applications from companies seeking to be granted a licence to serve customers in the water sector. Our decisions on these applications seek to ensure customers can realise the benefits that competition can bring, whilst continuing to be sufficiently protected for the provision of their water and sewerage services.

Casework and Enforcement operates within a diverse stakeholder environment including regulated companies, new entrants to the sector, Government, other regulators, investors, environmental groups and customers and their representative bodies and groups. Effective engagement with our customers and internal and external stakeholders is central to the team’s success in delivering our strategic goals. Therefore people working in the team must be able to communicate well and work effectively with others.

## **About the Role**

As an Associate in the Casework and Enforcement team you will support a number of our workstreams. Your work will be particularly focused on the assessment of licence applications submitted to us by companies wishing to operate in the water sector, and on the delivery of small scale investigations, where we have legal powers to determine a dispute between a customer and their water company. You will also be involved in responding to general enquiries and complaints we receive from customers.

Reflecting the varied flow of licence applications and customer complaints raised submitted to us, Associates within the team typically have a workload made up of a number of customer enquiries / complaints, licence applications and/or investigations. They must provide a high quality of service to our customers and effectively plan, prioritise and manage their constantly changing workload to meet our level of service commitments to customers. Our work is heavily influenced by the volume and nature of contacts we receive from customers, so team members must be good at prioritisation and responding flexibly to changing requirements.

We will expect you to be a self-starter and to positively demonstrate Ofwat's [values](#) and ways of working. All members of the team play a role in us finding solutions to issues and risks that might arise and supporting each other. This includes by providing constructive feedback and identifying how we can continue to improve how we do things. Ofwat is a learning organisation and you will have opportunities to further develop your knowledge and experience. We have a well-supported, agile working environment, and have a trust-based culture intended to help empower you and enable and support you to succeed within Ofwat.

## Key deliverables

The successful candidate for this role will be expected to:

1. Lead the **successful delivery of licence application assessments and small scale investigations into customer disputes**. This will require:
  - a. **Analytical and problem-solving skills** that enable you to identify, gather and assess a range of relevant data and information relevant to our decision;
  - b. **Strong written and verbal communication skills** that will allow you to clearly and concisely present evidence-based conclusions to complex problems;
  - c. **Case management skills** that will enable you to process applications and investigations in line with our processes and governance framework and to maintain complete case files;
  - d. **Effective stakeholder management** to identify and gather from internal and external stakeholders the inputs and information required to ensure our decisions are appropriate and timely.
  - e. **Strong project management skills** to deliver against deadlines and our level of service commitments; and

- f. The ability to **independently prioritise and manage your own workload** (which may include a number of licence application, investigations and other tasks) and to make day-to-day decisions on your work in line with our governance framework.
2. Provide a **high quality service to customers and stakeholders** contacting Ofwat via phone, letter or email with enquiries or complaints. This will require:
    - a. **Strong active listening skills** to ensure you understand and can effectively respond to questions and concerns raised with us.
    - b. **Maintaining accurate and up-to-date records** of customer contacts you have responded to via our contact management system.
    - c. **Keeping abreast of Ofwat’s key announcements and developments** so that you have some awareness of the issues customers may contact us about.
    - d. **Working collaboratively with internal subject matter experts** where needed to draft appropriate and timely responses.
  3. **Support continuous improvement** in our ways of working, including taking ownership of your own personal development and growth.

## Professional requirements

The professional requirements for this Associate role are set out in the table below:

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	5 GCSE’s at grades 9 to 4 (A* to C) or demonstrable relevant experience in a customer facing role	Degree level or equivalent in legal or economic discipline
<b>Skills and Abilities</b>	Able to gather and analyse relevant information to reach well-reasoned and evidence-based conclusions to problems.	

	<b>Essential</b>	<b>Desirable</b>
	<p>Can clearly and logically structure and present complex information and analysis in writing and verbally.</p> <p>Can effectively plan and manage the successful delivery of projects to meet deadlines.</p> <p>Able to effectively prioritise in order to successfully delivery multiple tasks in parallel and to respond flexibly to new tasks as they arise.</p> <p>Can work collaboratively in multi-disciplinary teams and external stakeholders to deliver successful outcomes.</p> <p>Strong telephone-handling skills that involve active listening to draw out and respond to relevant information for customers.</p>	
<b>Knowledge and Experience</b>	<p>Experience of working directly with customers and external stakeholders to provide a service.</p> <p>Experience of developing new skills and getting up to speed in new knowledge areas quickly.</p> <p>Experience of leading or supporting steps to improve ways of working.</p> <p>Experience of maintaining accurate and up-to-date records / project files to support knowledge management and audit purposes.</p>	<p>Experience of managing a varied caseload of customer transactions to meet service levels.</p> <p>Understanding of utility regulation and current economic issues</p> <p>Understanding and/or experience of how the water sector operates</p>

## Terms and conditions of employment

### Contract

This is a 12-month fixed term appointment.

### Salary

The salary range for this role is **Band 2 - £24,493 - £33,850**. External candidates can expect to achieve a **starting salary from the bottom of the band up to £30,000**, 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 predominantly in either Birmingham or London with some remote/home based working. It is likely that travel between offices and throughout the UK will occasionally be needed to be effective. Ofwat operates an agile working policy and during the COVID-19 pandemic staff are equipped to work from home full time, until government guidelines allow a safe return to the office. For further information please contact the recruitment team. [Recruitment@ofwat.gov.uk](mailto:Recruitment@ofwat.gov.uk)

### 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 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](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	20/07/2020 @ 5:00PM
Sifting	Week commencing 20/07/2020
Interview date	04, 05, 06 August 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 likely that a presentation or assessment will form part of the interview process and candidates will be given further details upon invitation to interview.

If you require reasonable adjustments due to a disability or personal circumstances please advise the recruitment team who will be happy to support where feasibly possible.

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 Sarah Lal, Head of HR, Corporate Enablers (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).