

October 2020

Trust in water

Information for applicants

Associate: Governance and Public Value Ref: OFW BC-494 (Permanent)

Associate: Public Value Ref: OFW BC-495 (Fixed term contract – 1 year)

www.ofwat.gov.uk

ofwat

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.

We have an exciting opportunity for two Associates to sit within the newly created Environment, Public Value and Governance team, within the Performance and Outcomes cluster. The Performance and Outcomes cluster's purpose is to develop and implement regulatory policy, monitor company performance and drive improvement to support our strategic goals for the sector and deliver the best outcomes for customers and the environment.

Ofwat's public value and governance work/team (Performance and Outcomes)

The two roles on offer will focus on the public value and governance elements of the team. Ofwat's strategy sets out that people increasingly expect companies in all sectors to behave ethically and consider their wider impact – be it on their employees, the environment or society. For the water companies, a stronger focus on public purpose could help them rebuild legitimacy in the eyes of the public and allow them to enlist the support of customers and other partners in tackling the challenges ahead. It is important that companies are well run in order to build their customers' trust and transform their performance and effective board leadership and governance plays a vital role in this.

Role expectations

There are two roles on offer: one (permanent) that will focus on both the public value and governance elements of the team; and another (1 year fixed-term contract) that will focus largely on public value engagement and delivery. The successful candidates will play an important role in delivering the Public Value policy objectives of Ofwat's strategy; and Ofwat's governance work.

In both roles you will play a key part in our ambitious new strategy to embed a public value mindset in the water sector. This goal involves companies looking for ways to deliver social value through conducting their core activities differently. Examples include using nature based solutions rather than hard infrastructure in water and wastewater treatment processes; or deciding to locate training facilities in deprived communities to stimulate local economic development. This work is at the cutting edge of our regulatory perimeter, and builds on our work with the industry on our Board Leadership, Transparency, and Governance principles, and purpose more widely.

In the permanent role, you will also play a key part in ensuring the companies are delivering the highest standards of governance, including judging how they meet Ofwat's Board Leadership and Governance Principles, given their role as providers of an essential public service.

As a policy professional, you will be comfortable developing policy and working with ambiguity; and communicating policy to a diverse range of internal and external stakeholders including Ministers, senior water company figures and others. You will provide research and develop policy, and provide advice, ensuring Ofwat understands and can incorporate Public Value policy into its work, proactively sharing skills and knowledge.

As an Associate you will work as part of a multi-disciplinary team and will be expected to take responsibility for your work areas. You will have opportunities to develop and consolidate your skill set. You are a self-starter and do not require detailed supervision from senior colleagues. You will continue to hone your judgement and be expected to exercise it responsibly in line with our strategy, values and ways of working.

Key deliverables

Associate Public Value and Governance role (Permanent) BC-494

- Lead on the Public Value team’s input into wider strategic delivery and policy development processes; analysing consultation responses on the issue and leading on next steps following that consultation.
- Stakeholder engagement with companies, thought leaders, regulators and Government, to contribute to our understanding and approach.
- Engaging colleagues across Ofwat on the public value agenda.
- Support our pre-appointment meetings with company non-executive directors – this will include preparing briefings for Ofwat’s Executive Directors and Chair, attending key meetings.
- Contribute to our assessment of how companies are meeting our Board leadership, transparency and governance principles, identifying key issues and trends.
- Use the knowledge that you build up about the companies’ governance arrangements to provide briefings and responses to internal and external stakeholders
- Monitor trends and best practice in corporate governance and contribute to Ofwat’s evolving thinking on what companies should be doing to demonstrate good board leadership and governance.

Associate Public Value (1-year Fixed Term) BC-495

- Develop a framework to understand and evaluate Public Value, identifying key issues and incorporating trends from wider corporate governance developments.
- Leading on developing a series of discreet Public Value related strategy and policy papers, interfacing with lawyers, economists, and regulatory specialists.
- Stakeholder engagement with companies, thought leaders, regulators and Government, to contribute to our understanding and approach.
- Engaging colleagues across Ofwat on the public value agenda.
- Use the knowledge that you build up about companies’ approaches to Public Value to provide briefings and responses to internal and external stakeholders, including senior leadership.

Professional requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent professional experience and knowledge within a related field 	<ul style="list-style-type: none"> • Further degree or equivalent professional qualification in a related field

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • Strong analytical skills with the ability to cut through complexity. • Strong communicator, able to effectively communicate complex issues to different audiences. • Proven experience of analysis and project delivery. • Experience in, or understanding of policy development, design or implementation. • An ability to work proactively with stakeholders, balancing competing interests, to deliver policy objectives. 	<ul style="list-style-type: none"> • Up-to-date knowledge of corporate governance policy and best practice. • Knowledge of the water sector and/or economic regulation. • Experience of working with government and non-government environmental stakeholders. • Understanding and experience of government policy formulation and the role of regulation in that. • Understanding the relevance and the impact of economic regulation from a regulated industry and regulatory body perspective, and being able to apply this.

Behaviours

We'll assess you against the following behaviours during the selection process:

- Seeing the Big Picture
- Making Effective Decisions
- Working Together
- Developing Self and Others
- Delivering at Pace

Terms and conditions of employment

Contract

There are two positions available.

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Please clearly state on your application which of the vacancies (or both) you are applying for.

Salary

The salary range for this role is Band 2 - £25,143 - £34,527. **External candidates can expect to achieve a starting salary from the bottom of the band up to £29,000** 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 travel between offices and throughout the UK will be needed to be effective and during the current Covid-19 pandemic home working is to be expected.

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%
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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, **clearly stating which of the roles (or both) you are applying for.**

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	10 November 2020 @5.00pm
Sifting	11 & 12 November 2020
Interview date	Week commencing 23 November 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 and/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.