

December 2020

**Information for applicants Senior
Associate: Environment team –
Performance and Outcomes
Ref: OFW BC-518**

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Introduction from Rachel Fletcher, Chief Executive



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.

Ofwat's environment work and team (Performance and Outcomes)

The natural world is facing profound challenges in the form of climate emergency, wildlife loss, and environmental degradation. The water sector is deeply invested in and reliant on our natural world and is working to protect and improve our environment both now and in to the future. Through our strategy, we are making the environment integral to all that we do and we have set out how we will regulate in a way that means that water companies are able to build on the work they are already doing to make the environment an integral part of their business, inseparable from the services they provide.

The role of Senior Associate sits within our environment team, and is part of the wider Environment, Public Value and Governance team. This forms part of the Performance and Outcomes cluster, one of the seven clusters around which Ofwat's work is structured internally. The focus of the Performance and Outcomes cluster is on developing and implementing regulatory policy, monitoring company performance and driving improvement to support our strategic goals for the sector and deliver the best outcomes for customers and the environment. The nature of the role means that you will engage and work closely with Ofwat colleagues across all the clusters.

This is a great opportunity for anyone who is looking to build on their knowledge of environmental policy and practice in the water sector. It is also an opportunity to work in partnership with a wide range of important stakeholders across government, regulators, companies, environmental NGOs and others on key environmental policy projects including:

- delivering a more outcome focussed Water Industry National Environment Programme (WINEP)

- exploring how we can use natural capital accounting methods
- strengthening the water sector’s approach to climate change and its [net zero 2030 ambition](#)
- encouraging and facilitating nature based solutions
- considering how to bring about change in how people use water.

The challenges are great, and so are the opportunities. In the same year that the UK will host COP26, this is a hugely exciting time to join our organisation. The water sector is leading the way on globally significant issues such as achieving net zero, and playing its part in achieving a greener future through the government’s ambitious 25 Year Environment Plan.

Role expectations and key deliverables

You will be expected to play an important role in delivering the environmental policy objectives of Ofwat’s strategy. You will have a key focus on understanding and analysing company and industry environmental performance and impact across water and wastewater services. This will include developing and aligning environmental targets in the context of Ofwat’s future price reviews and the government’s Environment Bill. You will engage with the full range of relevant stakeholders through this work. As part of this, you will also take ownership of progressing and applying our strategic data strategy in the context of environmental data and performance. You will also work on designing and developing Ofwat’s approach to assessing, reporting and communicating our impact and contributions to environmental protection and improvement.

You will work closely with the communications team to develop and streamline our approach to our internal and external communications and engagement on Ofwat’s environmental work. You will also support the ongoing development and delivery of Ofwat’s internal environmental training and learning and development programmes.

The full breadth of the environment team’s work is high profile, wide-ranging, and highly inter-connected; and so you will get involved in and contribute to a range of work outside of your core portfolio.

To be successful in this role this you will need to be a strategic thinker, with excellent communication and people-handling skills, and the ability to ‘join the dots’ between our work and that of government and other regulators, to ensure joined up regulation. You will be able to work effectively across organisational boundaries and challenge the status quo. As such, you will be comfortable representing Ofwat and communicating Ofwat policy to environmental stakeholders including government officials, water companies and environmental NGOs. You will also be confident advising and making recommendations to senior members of staff within Ofwat. You should be comfortable working in an agile environment.

You will need a good understanding of policy development in an environmental setting. Ideally this understanding will have come from working on environmental issues in a government/regulator policy development and delivery environment, or from working in a relevant industry or environmental consultancy role. Enthusiasm and dedication to achieving better environmental outcomes through Ofwat’s work is key.

More generally, as a Senior 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 will be 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 and ways of working.

Professional requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree level qualification or equivalent professional experience and knowledge within a related field. 	
Experience	<ul style="list-style-type: none"> Academic or professional experience of working on environmental issues. Experience in, or understanding of, policy development, design or implementation. Experience of working with environmental impact/performance data. Experience of working with government and non-government environmental stakeholders. 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. Experience of working flexibly and collaboratively with multi-disciplinary teams to deliver joined up strategic thinking. 	<ul style="list-style-type: none"> Professional experience in regulation and/or water sector. Understanding and experience of government policy formulation and the role of regulation in that. Experience with target setting and performance incentivisation through targets.
Knowledge and skills	<ul style="list-style-type: none"> Up-to-date knowledge of relevant government environmental policy. Strong data and analysis skills, with ability to derive insight and intelligence from data. 	<ul style="list-style-type: none"> Knowledge of the water sector and/or economic regulation. Knowledge of key priorities for Ofwat and its remit as the

	<ul style="list-style-type: none"> • Strong communicator, able to effectively communicate complex and strategic issues to different audiences. • Well organised and able to manage competing priorities and work to, and meet, tight deadlines. • Ability to think strategically, taking into account wider policy issues. 	regulator for the water industry.
Behaviours	<ul style="list-style-type: none"> • Communicating and influencing • Seeing the Big Picture • Changing and Improving • Working Together 	

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for this role is **Band 3 - £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 either Birmingham or London, with travel between offices and throughout the UK as needed. However, the majority of employees are currently working from home in line with the government's advice.

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

Any move to Ofwat from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may however be eligible for other government schemes, including Tax-Free Childcare. Determine your eligibility at <https://www.childcarechoices.gov.uk/>.

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	Sunday 10 January 2021 @ 5:00PM
Sifting	Week commencing 11 January 2021
Interview dates	Week commencing 18 January 2021

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 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, 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.

**Ofwat (The Water Services Regulation Authority)
is a non-ministerial government department.
We regulate the water sector in England and Wales.**

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