

## Information for applicants – Talent Partner, Early Careers (Senior Associate) Corporate Enablers Ref: OFW–BC524

### 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

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. Our ambitious new strategy 'Time to Act, Together' is bold, ambitious and progressive. 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. We have challenged water companies to have strong leadership, to innovate and collaborate – to instil public values at the very core of their purpose.

## Why join Ofwat?

There are so many reasons why Ofwat is a great place to be! We have amazing offices, with an excellent agile working environment, a great team and are driven by our SAILOR values. We actively encourage autonomy, collaboration and innovation and there's a real adult culture fostered by trust, flexibility and respect. As a learning organisation we actively embrace new ways of working and provide the freedom to our people to work smarter achieving a work life balance.

Our work is high-profile and fast-moving, within a dynamic and agile environment, and our people – are the **heart and soul of Ofwat**. It's not perfect at Ofwat but the litmus test is how our people feel about the organisation as a place to work. Seven out of ten of us would recommend it as a great place to work. That's higher than most comparable public sector organisations.

We strive to ensure our people feel connected and valued, where your voice matters. You will be provided with the space and support to shape your future while taking greater control of your own growth and development.

## Being ourselves – Our Diversity

Ofwat is ambitious about the future and looking for people who can help us to achieve our goals. Our commitment to being a truly diverse and inclusive employer, reflective of the customers and communities we serve, encourages applications from all walks of life. Our aim is to create an environment where colleagues feel comfortable in bringing their whole self to work, where everyone is treated equally, empowered to thrive, and together we achieve our vision of improving life through water.

## The Role

This is an exciting and demanding role in an organisation that has a clear, purposeful direction, an appetite for creativity in the People agenda from top to bottom and a desire to move at pace to achieve that.

With a strong background in Early Years Resourcing, and working at a pace you will be responsible for developing and delivering Ofwat's Early Careers '**Grow Our Own**' strategy. The role is part of the Organisational Development Team within the People Hub. Our vision for our 'Grow Our Own' strategy is to ensure a pipeline of talent focusing on apprenticeships, graduate recruitment, internships, work placements etc.

The People Hub is part of the Corporate Enablers cluster who is at the heart of enabling Ofwat to deliver its exciting new strategy – to transform the water sector for customers, the environment and society.

Whether you work in People, Finance, IT, Facilities, Business Support or our Continuous Improvement team – we work as one team, as Agents of Change, to provide the innovation, service and thought leadership that is needed so that Ofwat runs well as an organisation now and transforms further to meet the demands and opportunities of the future.

We want to be at the cutting edge of what support services can achieve and how we can add value to the work of Ofwat. That means us being collaborative, understanding the work we do as a regulator and where we can add value, drawing insight from data and getting out and about to learn from others in the civil service, wider public sector and commercial sector. We want our work to be purposeful, empowering, creative, ambitious and valued. In doing so we want to have fun, encourage autonomy and feel our contribution is meaningful. The role we play is that of trusted advisor, building the relationships that enable us to create solutions, take action and continually improve.

## Our People Strategy

We are a modern and ambitious organisation but there's clearly space to go further and our People Strategy is designed to take us to the next level to fulfil our ambitions for the water sector and our role as a regulator.

We have great opportunities to be leaders, to be the best, to be well, to be ourselves and to be effective and fulfilled. Ultimately, we have a vision to transform Ofwat as a great place to work to being a **Great Place to Be**.

Our People strategy has been developed with our people to support and enable Ofwat to achieve its ambitious strategic goals for the water sector and to continue our journey to ensure that Ofwat is a **Great Place to Be**.

## Our strategy is based around five themes:

### Leadership

- Being leaders

### Talent management and development

- Being our best

### Health and wellbeing

- Being well

### Equality, diversity and inclusion

- Being ourselves

### Great work

- Being effective and fulfilled

## Key deliverables and Responsibilities

- Develop and deliver Ofwat’s Early Careers ‘Growing our Own’ resourcing strategy in support of the People Strategy that enables the organisation to achieve its ambitions.
- Lead the design and delivery of organisation wide Growing our Own talent framework including graduates, apprenticeships, interns and work experience programmes. Supporting recruitment campaigns and talent and attraction initiatives.
- Responsible for identifying opportunities to increase diversity of the early careers candidate pipeline of talent so that the “traditional thinking” is challenged and innovation pursued.
- Form relationships with schools, universities, colleagues and other training providers to attract candidates
- Drive a consistent exemplary candidate experience, covering the full candidate life cycle (attraction, recruitment, on-boarding) across all early careers programmes
- Work as part of the team to develop innovative succession planning and talent management frameworks.
- Introduce and maintain effective Early Talent initiatives, procedures and processes that enable effective organisational performance, changing behaviour and realising potential
- Lead the design and implementation of programmes directing the evaluation of service offer and policies so that the “traditional thinking” is challenged and innovation pursued.

- Partnering with universities, colleges, training providers and other education settings to raise awareness of career opportunities to attract candidates
- Designing and delivering careers events, employability workshops and presentations both on campus and virtually, in partnership with business stakeholders
- Acting as a brand ambassador and ensuring all activities are fully aligned with the Ofwat brand guidelines and People strategy
- Organising and facilitating virtual and face to face assessment days to attract, assess and select the best early years talent for the organisation
- Managing the Early Careers talent cycle, acting as a key point of contact and maintaining regular communication with new joiners through to induction
- Ensuring recruitment activities are fair, open, inclusive and compliant, aligned to the Civil Service Recruitment Principles as well as Ofwat’s talent processes and policies
- Coordinating with colleagues within People Hub to ensure a smooth transition from recruitment to induction
- Maximise the use of technology to deliver innovative and flexible solutions
- Maintain momentum by being able to identify and solve the right problems.

## Professional requirements

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education 5 GCSEs at grades 9 to 4 (A* to C) or relevant experience demonstrating the ability to grasp technically complex elements of the role</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD / HR or Recruitment related qualification</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Early careers experience, managing recruitment for multiple programmes at apprenticeship and graduate level across different office locations and specialised disciplines, including work placements, and internships</li> <li>• Experience of evaluating Early Careers talent needs and developing effective Grow our Own solutions</li> <li>• Previous experience of building and maintaining effective relationships with Education settings and other external partners</li> <li>• Previous knowledge or experience of candidate management and creating a positive candidate journey</li> <li>• Proven background of leading recruitment campaigns and talent management interventions</li> <li>• Knowledge of Apprenticeships and Levy Funding arrangements</li> <li>• Experience with using applicant tracking systems</li> <li>• An effective relationship builder with strong engagement skills aligned to the Ofwat values</li> <li>• Strong stakeholder management skills to build and sustain relationships</li> <li>• Ability to identify business needs and deliver creative and proactive resourcing solutions</li> <li>• A passion for creating a diverse and inclusive Early Careers resourcing strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with using Oleeo</li> <li>• Experience of recruiting within a regulatory environment or within the Civil Service</li> </ul>

	<ul style="list-style-type: none"> <li>• Good data and analytical skills with the ability to interrogate recruitment data and report on the impact of Early Careers recruitment and attraction initiatives</li> <li>• Can see the bigger picture and how interventions can combine to deliver improved Early Careers talent solutions</li> <li>• Strong team player who works well with others to maximise results</li> <li>• Intermediate to Advanced MS Office skills including Word, Excel, PowerPoint</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Communicating and Influencing</li> <li>• Changing and improving</li> <li>• Working together</li> <li>• Seeing the bigger picture</li> <li>• Managing a Quality Service</li> <li>• Delivering at Pace</li> </ul>	

## Terms and conditions of employment

### Contract

This is a 2 year fixed term contract.

### Salary

The salary range for Band 3 Senior Associate is - £34,528 - £51,627. For this role external candidates can expect to achieve a starting salary from the bottom of the band to £40,000, 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 our Birmingham office. However, we are a highly agile workforce and flexible working is part of our culture, so our technology, infrastructure and small but beautifully formed team, means you can be equally effective working at home, in the park enjoying the sunshine or at your local coffee shop!

## **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

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](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 be completed on the Civil Service Jobs website prior to the closing deadline.

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	<del>25 February 2021 @ 5.00pm</del> 05 March 2021 @ 5.00 pm
Sifting	<del>26 February 2021</del> 05 & 08 March 2021
Interview date(s)	<del>08,09,11 March 2021</del> 16 & 17 March 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 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. It may be necessary for a second stage interview, which will be communicated to the successful candidates, if required.

If you have any queries about any aspect of this role, selection process, or you require any reasonable adjustments 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 (People), Corporate Enablers, 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)