

## Information for applicants – HR Assistant (Associate) – Corporate Enablers Ref: OFW–BC527 – 12month contract

### 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. 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.

## 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.

As an Associate you will be working at pace in supporting the People Hub in operational and Organisation Development delivery, playing a key role in one or more of our programmes or projects in line with our ambitious People strategy. You will have autonomy, responsibility as well as ample opportunities to develop and consolidate your skill set.

The People Hub is part of the Corporate Enablers cluster who are 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:



## Key deliverables and Responsibilities

- You will be a self-starter who requires minimal supervision and oversight from senior colleagues.
- You will be able to prioritise your work in a busy environment managing and progressing a high volume of tasks
- You will apply your judgement and be expected to exercise responsibility in line with our strategy and ways of working.

- You will be able to persuasively communicate and engage with stakeholders, both internally and externally.
- You will be expected to proactively provide support to colleagues across the office, sharing ideas and knowledge and suggesting improvements.
- You will be confident and experienced in offering first line support and advice where appropriate in order to resolve queries and issues quickly and efficiently.
- You will provide an excellent customer and candidate experience ensuring individuals are kept informed and queries are replied to promptly and professionally

## Key deliverables

- **Generalist HR**
  - Dealing with people related queries and providing first line HR advice and policy guidance to line managers, escalating to a People Partner or Head of HR where necessary
  - Administer all people related tasks to include leavers, promotions, Secondments, fixed terms contracts, change of hours etc
  - Produce management information and data returns
  - Administering pension changes on the system
  - Administration and co-ordination of the bonus process
  - Manage and maintain the HR system, including setting up new employees, updating and making relevant changes to records
  - Support and contribute to people policy and framework development
- **Recruitment and onboarding**
  - Supporting the Talent Partners with recruitment and selection activities from start to finish, including job posting and advertising, processing job applications, arranging interviews, on boarding, completing pre-employment checks and processing of employment contracts
- **Payroll**
  - Preparing payroll actions to send to our outsourced payroll provider, reviewing and reconciling payroll actions after processing and dealing with queries
- **Invoicing**
  - Process all purchase orders and invoices for the team
- **Organisation Development**
  - Support the OD Partners with the Leadership and Learning and Development strategy
  - Administer activities and answer queries in relation to Leadership and Learning, including maintain records, setting up courses and liaising with suppliers.

## Professional requirements

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>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>Working towards a CIPD qualification or willing to work towards a CIPD qualification</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>A minimum of 12 months experience working in a HR Administration role covering more than one specialist area e.g. general HR, recruitment, payroll, on-boarding, OD/L&amp;D, systems administration and metrics</li> <li>Demonstrable experience of providing first line advice to Managers in relation to employee relations activity such as absence and family friendly policies and apply judgement when an issue requires escalation to a People Partner</li> <li>Previous experience of using and developing a HR system and processes effectively to support HR administration activities</li> <li>Previous experience of contributing and supporting policy development</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working as an in-house recruitment administrator</li> <li>Experience of pensions administration</li> <li>Working knowledge of the Civil Service Recruitment Principles and Baseline Personnel Security Standard (BPSS)</li> <li>Experience of preparing payroll actions accurately reducing the risk of errors and rework</li> <li>Experience of co-ordinating Learning and Development activities</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Proactive, with excellent organisational and time management skills.</li> <li>Exceptional attention to detail with the ability to fully complete work accurately.</li> <li>Able to influence and build relationships quickly with a range of stakeholders and maintain professional working relationships at all levels</li> <li>Ability to work in a busy, fast paced environment, prioritising tasks while progressing other work.</li> <li>Able to demonstrate ownership of tasks through to completion</li> <li>Flexible and adaptable with the ability to respond to different demands whilst maintaining a positive attitude.</li> <li>Able to produce data metrics and general reports using systems and excel to do this efficiently and accurately</li> <li>Strong communicator (both verbally and written) with a professional manner.</li> <li>Strong IT skills including Microsoft Outlook, Office – Word, Excel and PowerPoint.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of continually developing skills and technical knowledge</li> </ul>
<b>Behaviours*</b>	<ul style="list-style-type: none"> <li>Changing and Improving</li> <li>Communicating and Influencing</li> <li>Working Together</li> <li>Delivering at Pace</li> </ul>	

\*Behaviours will be assessed at first and (if required) second stage interview

## Terms and conditions of employment

### Contract

This is a fixed term appointment until 31 March 2022.

### Salary

The salary range for Band 2 is – £24,493 – £33,850. For this role, external candidates can expect to achieve a **starting salary from the bottom of the band up to £27,000**, 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 occasional other travel as required. However, the majority of employees are currently working from home in line with the government's advice, due to the Covid-19 pandemic.

### 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	09 March 2021 @ 5.00pm
Sifting	10 March 2021
First stage panel interview date(s)	17th and 18th March 2021
Second stage interview date(s)	23rd and 24th 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 be in two stages, which will be communicated to the successful candidates.

It is likely 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, selection process, or you require any reasonable adjustments please provide details in your application or 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).

