

Information for applicants Director of Wales – Policy & Outcomes Ref: BC563

Introduction from David Black, interim 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. Delivering these goals for wales and customers of Welsh water companies will take strong and collaborative working relationship with our Welsh stakeholder. We have established a permanent presence in Wales for the first time to make sure that we are properly participating in Welsh policy discussions, and making the best use of the expertise of stakeholders and regulators in Wales.

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.

David Black
interim 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.

Director of Wales

This is an exciting opportunity to join Ofwat (the Water Services Regulation Authority) in a newly created role lead our office in Wales and take a leading role in delivery of the 2024 price review in Wales. In this role you will build trust and confidence with customers, stakeholders, and wider society, and will drive delivery of our regulatory process in Wales. Our ambitious new 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 specific circumstances in Wales are important to us. Welsh legislation, such as the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016 set out a clear framework for the development of policy and regulation in Wales, and the way we regulate must reflect this. We are considering how our five yearly price review process can best reflect the policy framework and environmental, economic, and social context in Wales.

We are looking for an exceptional individual who can lead delivery of Ofwat's approach to regulation in Wales. You will be comfortable working autonomously while driving work and projects forward with determination, and collaborating with colleagues across Ofwat and our partner organisations.

Based in Wales, you will be responsible for working across Ofwat, taking a strategic approach to developing Ofwat policy internally and externally. You will work closely with stakeholders to ensure our regulation appropriately reflects Welsh legislation and policy.

Role expectations

You will work with colleagues across Ofwat, ensuring there is a cohesive policy dialogue between programmes in relation to policy and circumstances in Wales. You will represent Ofwat to key stakeholders in Wales and build and maintain enduring relationships with the Welsh Government, Natural Resources Wales, the Drinking Water Inspectorate, environmental NGOs, consumer organisations, and other stakeholders.

You will be comfortable representing Ofwat and communicating Ofwat policy to senior stakeholders including government officials, ministers other regulators, and company CEOs. You will provide advice make decisions to ensure Ofwat understands and can incorporate the Welsh policy context into its work.

You will form part of Ofwat’s leadership team. You will be expected to have excellent judgement and to exercise it across complex issues responsibly in line with our strategy and ways of working.

You will likely be an established and deeply experienced regulatory or policy professional with an in-depth knowledge of regulatory, environmental, and Welsh government policy issues. But regardless of your professional experience, a range of skills will be needed – from policy development and systems thinking, to project management and stakeholder relations. Excellent communication skills, and an ability to work effectively across organisational boundaries and challenge the status quo, is essential.

Welsh language requirements

Oral and written Welsh language skills would be desirable but are not essential. The post holder will be encouraged and supported to learn, develop, and use their Welsh language skills in the workplace.

Key deliverables

- To engage, collaborate and build effective relationships and partnerships with key stakeholders, building support and a positive reputation for Ofwat in Wales.
- In particular, to build, maintain and manage relationships between Ofwat and its stakeholders in Wales, in line with Ofwat's statutory duties and in pursuit of its strategic goals, and reflecting emerging policy priorities and environmental issues in Wales.
- To scan the horizon for relevant policy and economic developments in Wales, highlighting issues of strategic importance for Ofwat as appropriate.

- To deliver appropriate scrutiny and assessment of company plans and performance, in liaison with government and other stakeholders and with colleagues across Ofwat.
- To deliver key elements of the PR24 Price Review in Wales, potentially including collaborative approaches to developing Welsh companies' plans in a long term context and to customer research for the price review.
- To work closely with the Senior Director Strategy, Finance and Infrastructure, the Senior Director Company Performance and Price Review, the Chief Executive, and the Chair, to maximise the value of their input into Ofwat's engagement with stakeholders in Wales.
- To work closely with the Director Government Engagement on delivery of cross cutting government policy issues of importance to Ofwat, including development of the Welsh Government's Strategic Policy Statement.
- In project work, to take responsibility for strategic direction, delivery, and value for money, and to work in line with Ofwat's best practice and programme and project management.
- To act as a manager and leader within Ofwat, role modelling, and encouraging others to display, Ofwat's preferred ways of working, behaviours, and values.
- Working closely with Welsh Government and others, set stretching and credible long term challenges for the sector.
- To inform development of sound economic regulation in Wales based on thorough assessment of the economic, environmental, and social factors, and consistency with broader Ofwat regulatory practice.
- To provide clear communications, tailored to suit the needs of the audience, in a strategic, influential, succinct, and persuasive manner.
- There may also be scope to lead a further, cross-cutting work stream covering England and Wales to deliver policy changes and give the post holder a wider perspective of the work of the whole organisation.

Professional requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree level qualification or equivalent relevant experience. 	<ul style="list-style-type: none"> Welsh language skills
Experience and Knowledge	<ul style="list-style-type: none"> Able to demonstrate excellent leadership skills; bringing people from a range of disciplines together to achieve a common aim. Able to demonstrate building effective working relationships with a wide range of people at all levels. Successful track record of influencing and negotiating with senior stakeholders in central government or similar institutions. Direct experience of developing utility regulation policy and delivering price reviews or similar regulatory processes. Proven successful leadership in a policy analysis and policy delivery environment. Experience of leading strategic policy development, design, and implementation. 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, ideally in a Welsh context. Experience of working flexibly and collaboratively with multi-disciplinary teams to bring policy expertise and solutions to problems and deliver joined up strategic thinking, including with external organisations. Experience leading and managing a programme of analysis and evidence gathering to support robust decision making and influencing on a wide range of technical and economic/commercial policy issues. 	<ul style="list-style-type: none"> In-depth experience of regulated utility policy in Wales Oral and written Welsh language skills. In-depth knowledge of policy development process in central and devolved governments and regulatory environments. Understanding the relevance and the impact of economic regulation from a regulated industry and regulatory body perspective and being able to apply this.

	<ul style="list-style-type: none"> • Experience of delivering large and complex projects from end to end through other managers, involving several organisations, interfaces, and suppliers. • Understanding the relevance and the impact of best practice in policy development and being able to apply this. • Knowledge of the Welsh political environment – political context, policy drivers, environmental policy, and industrial policy. • Detailed knowledge of price reviews and economic regulation. 	
Skills and behaviours	<ul style="list-style-type: none"> • Leadership • Communicating and Influencing • Working Together • Delivering at Pace 	

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for Band 5 is £78,971 – £118,457. External candidates can expect to achieve a starting salary from the bottom of the band. The level of salary offered will depend on relevant skills and experience demonstrated as well as other internal factors including internal relativities. 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

Flexible. However, subject to Welsh and UK Government Covid-19 restrictions and guidance, the postholder will under normal circumstances need to spend a significant proportion of their time in Cardiff and elsewhere in Wales. Office space is available with Natural Resources Wales in Cardiff. Travel to Ofwat's offices in London and Birmingham and to stakeholder locations throughout the UK will be needed on a regular basis.

Contracted place of work and taxable expenses

Any person who regularly works more than two days a month in Cardiff, Birmingham, 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 2021, member contributions are based on actual salaries.

From 1 April 2021, 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 2021, 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 be made 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 at recruitment@ofwat.gov.uk

Selection timetable

Closing date	30 th July 2021 at 5pm
Sifting	Week commencing 2 nd August 2021
Interview date(s)	Week commencing 9 th August 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 as detailed in the above candidate pack. 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

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.