

## Information for Applicants: Head of Corporate Communications, Ref: OFW– BC451

### 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.

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 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.

## Corporate Communications in Ofwat

Corporate Communications in Ofwat is an essential tool for the delivery of our strategy, working across the business to encourage effective engagement and communication amongst our own people and with external audiences. To achieve this, the Corporate Communications team has three aims:

- First, to set the agenda about how the water sector can improve lives through environmental stewardship, public purpose and company performance. We do this by encouraging the right conversations, with our stakeholders, with media and with members of the public
- Second, to build connections and collaboration by strengthening our influence. We do this by using a range of tools to encourage people within and outside the sector to work together to improve lives through water
- Third, to increase our impact as a communications team and as a regulator. At the moment, we are focusing on listening directly to customers and using that insight to shape how we regulate and communicate.

## Role expectations

This role is responsible for overseeing and driving Ofwat's corporate communications. The successful candidate will develop and execute brilliant campaigns and programmes of work to protect and strengthen Ofwat's reputation, with a particular focus on stakeholders and the media.

The successful candidate will play part of Ofwat’s crisis communications response.

This person will lead a small team of corporate communications professionals and sit on the communications management team.

## Key deliverables

- To lead programme of stakeholder engagement, built on mapping, research and evaluation.
- To oversee and lead Ofwat’s media relations, identifying and delivering impactful media engagement and building relationships with key journalists and outlets.
- To oversee strategy for and delivery of Ofwat’s corporate events and community visits.
- To lead Ofwat's parliamentary engagement.
- To provide advice and support to Ofwat’s senior leaders, including Chair and CEO.
- To build constructive, collaborative relationships with colleagues across Ofwat. Use different approaches to work in partnership with others; respecting different priorities.
- To bring a creative, innovative approach; with fresh thinking and ideas to help address new and existing challenges.

## Professional requirements

|                                 | Essential  | Desirable  |
|---------------------------------|--|--|
| <b>Experience and Knowledge</b> | <ul style="list-style-type: none"> <li>• Significant experience in leading corporate communication activities in a high-profile organisation</li> <li>• Significant experience of leading impactful stakeholder engagement programmes, including for Parliamentarians, thinking creatively, and evaluating outcomes</li> <li>• Significant experience in managing an organisation’s media relations, including with national outlets</li> <li>• Strong experience in effective team leadership and bringing energy and commitment to drive change</li> </ul> | <ul style="list-style-type: none"> <li>• Understanding the role of a regulator and the opportunities and challenges this presents</li> <li>• Experience of delivering communications in a policy-led organisation</li> </ul> |

|                                     |   |  |
|-------------------------------------|---|--|
|                                     | <ul style="list-style-type: none"> <li>• Experience of translating complex issues into simple, compelling messaging through storytelling.</li> <li>• Experience working with senior internal stakeholders, including providing counsel and advice to CEO</li> </ul>   |  |
| <p><b>Skills and behaviours</b></p> | <ul style="list-style-type: none"> <li>• Understanding of how to manage communication risk in a complex environment</li> <li>• Strategic thinker who can show experience of collegiate working across programmes</li> <li>• Can-do attitude with a real desire to make a difference and a belief in the importance of corporate communications</li> <li>• Someone who can imagine innovative approaches and take accountability for delivery and the team performance</li> <li>• Someone who prioritises and role-models continuous learning and supports colleagues to take responsibility for their own learning and development.</li> <br/> <li>• Changing and Improving</li> <li>• Communicating and Influencing</li> <li>• Working Together</li> </ul> |  |

## Information for Applicants: Head of Corporate Communications, Ref: OFW– BC451

### Terms and conditions of employment

#### Contract

This is a permanent appointment.

#### Salary

The salary range for this role is Band 4 (Principal) is - £51,628 - £78,970. The level of salary offered to the successful candidate(s) will depend on the skills and experience demonstrated as well as other factors including internal relativities. For further information or an informal discussion please contact [recruitment@ofwat.gov.uk](mailto:recruitment@ofwat.gov.uk). 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

This role is based at our ( London or Birmingham office) and this will be your designated place of work. Ofwat employees have the opportunity for hybrid working so you will have the chance to work both at home and in the office. Ofwat is an inclusive employer and agile working is an important part of our culture. We know that agile working empowers our employees to manage their own time, fostering a healthy work-life balance and boosting health and wellbeing while maintaining productivity.

Here at Ofwat we believe spending regular time together in person is important to support collaboration, build and sustain relationships within others, and supports the delivery of Ofwat's business outcomes. Working from the office will provide opportunities for face-to-face interaction and connection, in-person meetings, and networking. We've made space provision for on average two days per person spread across the week in our offices for colleagues. You will agree the balance between home and office working with your People Leader, who can ask you to work from your designated place of work at any time, and in line with business requirements.

Any home working arrangement does not constitute a change to your designated place of work or contractual terms and conditions. The successful candidate will be expected to pay for their commute to their normal place of work. Travel to other locations that are not your chosen normal place of work will be paid for.

## **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

Applicants should apply through the Civil Service Jobs website. You will be asked to create an account and complete an application form. 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](mailto:recruitment@ofwat.gov.uk)

## Selection timetable

|                   |                                   |
|-------------------|-----------------------------------|
| Closing date      | 10th October 2021                 |
| Sifting           | Week commencing 18th October 2021 |
| Interview date(s) | Week commencing 25th October 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 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, 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).