

## Information for applicants: IT Service Manager– Corporate Enablers BC152

### 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 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.

## Corporate Enablers

This is a new role for Ofwat and will sit within our Corporate Enablers Cluster as part of Continuous Improvement within the IT Hub. It is essential that we build a partnership role between IT and the rest of the organisation being that proactive service gatekeeper for the portfolio of application services working with Product and Service owners across the organisation to manage and improve the applications they use.

We're looking for an experienced IT Service Manager responsible for the day-to-day operation and provision of a portfolio of Application Services within the business, with a focus on ensuring they are delivered in a structured, well organised, controlled, and efficient manner with a focus on continuous improvement.

We are ideally looking for someone who has worked within a busy and sometimes challenging environment and subsequently has the right skills to work as part of the wider IT team, business stakeholders being that proactive gatekeeper for our services and suppliers both internal and external.

As the Applications Service Delivery Manager, you will manage and act as the internal Ofwat focal point for all matters relating to the scope of services assigned and will have a full grasp of all of the components of those services.

This is an exciting opportunity for an experienced Service Manager to cultivate their career and gain a deeper understanding of leading a portfolio of IT services including managing third party suppliers and vendors, liaising regularly with your key business stakeholders and working closely with the IT team.

## 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.

## Role expectations:

- Responsible for a portfolio of Application Services taking overall responsibility for the day-to-day operation of these application services, ensuring that the appropriate service levels are maintained, and the services are aligned to user needs.
- Build a strong understanding how the services affect the business, developing key stakeholder relationships to proactively improve the resolution of issues from a technical standpoint and to identify improvements.
- Ensure all supplier partners and internal teams understand the business impact of the services, IT SLA targets and OLA's in place and strive towards consistent achievement through strong supplier governance.
- Build a culture of process improvement with a focus on streamlining internal operations with all teams ensuring added value to our business and meeting customer needs. Using quantitative and qualitative data from users to turn their business queries into IT based requirements.
- Deputise for the Head of Service Delivery where necessary.

- Ensure that services are effectively transitioned to support teams from change/project teams.
- Undertake regular service reviews searching for improvement of service practices developing plans for future improvements to the services, in line with business expectations, ensuring SLA's are met and appropriately set to the required performance and security levels.

## Key deliverables

- Ensure application services are delivered to a consistently high standard, in line with ITIL principles and meeting agreed SLAs and KPI standards.
- Take ownership of ITIL Service Management, Service review and reporting, IT service transition, process improvement and service performance improvement for the portfolio of services.
- Own and manage the process behind major incident management and resolution for the application portfolio and work alongside other ITIL processes as defined by the IT Team.
- Responsible for service roadmaps for the applications within the portfolio working with suppliers and the business to review for relevancy and matching with business needs keeping the service catalogue up to date.
- Lead and deliver on Service Improvement projects as defined from the service roadmaps.

## Professional requirements:

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• ITIL Certified in Service Management or 5 years experience as a Service Manager</li> <li>• Educated to degree level</li> </ul>	<ul style="list-style-type: none"> <li>• ITILv4 qualification</li> </ul>
Experience and Knowledge	<ul style="list-style-type: none"> <li>• Experience of service management policies e.g. Incident, Problem and Change Management at an enterprise level</li> <li>• Experience in developing a Service Catalogue and in the definition of Service Level Agreements, their implementation and management</li> <li>• Strong track record in leadership and continual service improvement techniques</li> <li>• Excellent customer facing skills in a Service Management role</li> <li>• Strong supplier management experience</li> <li>• Stakeholder management</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of IT Service transition would be an advantage</li> <li>• Experience of ITIL processes and working in an agile environment</li> <li>• Experience reducing operational risk</li> </ul>

		<ul style="list-style-type: none"> <li>IT security best practice awareness</li> </ul>
Skills and behaviours	<ul style="list-style-type: none"> <li>Ability to explain IT Solutions and issues to non-technical audiences</li> <li>Demonstrable ability to establish key working relationships within a business</li> <li>Able to manage relationships with external, 3rd party providers of IT Services</li> <li>Strong Customer focused approach to service management</li> <li>Translate business requirements into technical service improvements.</li> <li>Changing and Improving</li> <li>Communicating and Influencing</li> <li>Working Together</li> <li>Managing a Quality Service</li> </ul>	

## Terms and conditions of employment

### Contract

This is a permanent appointment.

### Salary

The salary range for this role is Band 4 Principal, £51,628- £78,970. External candidates can expect to achieve a starting salary from the bottom of the band up to £55,000, 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

This role is based at our Birmingham office and this will be the designated place of work. Ofwat is an inclusive employer and flexible working is an important part of our culture. The benefits of flexible working are well recognised in improving our employees' work-life balance and supporting their health and wellbeing. There is the opportunity for blended working combining office based and working. The balance between home and workplace working is to be agreed with the line manager, and 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 (remove if FTC).

### **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:

Annualised rate of pensionable earnings	Employee contribution rate
£0 to £23,100	4.60%
£23,101 to £56,000	5.45%
£56,001 to £150,000	7.35%
£150,001	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%

<b>31 to 35</b>	9%
<b>36 to 40</b>	11%
<b>41 to 45</b>	13.5%
<b>46 or over</b>	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	27th October 2021
Sifting	1st November 2021
Interview date(s)	8th November 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](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 principles

**INVESTORS IN PEOPLE™**  
We invest in people Standard

process of recruitment and assessment embraces the 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).