

November 2021

## **Information for applicants**

**Senior Associate,  
Governance and PM  
Regulatory Enablers**

**BC-198**

## Information for applicants: Senior Associate Governance and PM – Regulatory Enablers BC-198

### 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 meet the objectives of 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 [strategy](#) and as a regulator we are setting ourselves up to achieve and equal the ambition of our 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.

## Role expectations

The role has a dual purpose, to:

- Be a key member of and support to the wider Governance team and play a leading role in shaping the development of and continuous improvement in Ofwat's systems and culture, including risk management, portfolio reporting and other governance activities; and
- Help to drive and improve the maturity in our project and programme management, corporate planning, provide a centre of excellence in programme and project management, and provide portfolio and project management (PPM) support to Clusters [directorates] as required.

## Governance within Ofwat

Ofwat has an established governance model and is well regarded as an effective and well-run organisation. However, if we are to meet the ambitions of our strategy we recognise that we need to adapt and develop our framework to the next level of maturity, consistent with the culture and ways of working we aspire to. Our governance framework and the broader services that we offer to support delivery of Ofwat's portfolio of work need to be better aligned with Ofwat's strategy in terms of outcomes and culture. Overall, we aim to provide an effective nexus between all parts of the organisation, ensuring we operate with integrity, efficiency and accountability.

Our vision for our future governance model is that:

- Ofwat maintains its strong external reputation for integrity, meeting compliance requirements in a proportionate, flexible and agile way;
- Our framework for governance and management of our portfolio facilitates the achievement of Ofwat’s strategy, supporting the skills, culture and behaviours we need to deliver;
- Our people’s time is liberated to deliver our ambitions and the outcomes we aim to achieve for customers, the environment and wider society;
- Our governance framework and all the teams that support it provide an effective, efficient means to ensure transparency and accountability, and provide assurance, with any structures and processes aligned with Ofwat’s vision and strategy, and the outcomes we are seeking to achieve;
- The framework for governance and decision-making supports Ofwat in sustaining its reputation for robust analysis and good judgement; and
- Ofwat has a reputation for constantly learning from the data and insights we capture in relation to governance, experimenting to grow our skills as an organisation and to adapt.

Our framework needs to provide clarity about boundaries that need to be observed, and yet to be adaptive and proportionate to the task at hand and evolve as we learn. It needs to be streamlined, encouraging agility without compromising effectiveness and accountability. The tools that we provide to support the framework and experimentation within it must enable good decision-making through delegation and empowerment, the effective and mature management of risk, and effective planning and prioritisation.

## **Portfolio and Programme Management within OFWAT**

The key focus of PPM is to ensure that all the outcomes in the portfolio support the strategic goals and business objectives of Ofwat. The portfolio and programme management profession (PPM) leads on the implementation and development of our portfolio, programme and project management tools, guidance, processes and culture to ensure that Ofwat uses its resources as effectively as possible to effectively deliver its portfolio of work.

The PPM profession is responsible for:

- Ensuring that the portfolio structure of programmes and projects (PPM) across Clusters reflects the needs of the organisation and enables the effective delivery of Ofwat’s strategy;
- Driving a robust culture of effective project delivery within Ofwat;
- Ensuring the alignment of the PPM structure is robust to accommodate possible future structure changes as well as shifting strategic objectives and priorities;

- Ensuring scrutiny and challenge in the way that we manage our day to day activities;
- Assisting with the identification of risks and opportunities and evaluating the implications at an aggregate and strategic level; Helping prioritise and balance the investment of resources and budgets across the portfolio.

## Key deliverables

- You will play a key role in helping to take the governance framework within Ofwat to the next level of maturity. You will be responsible for a broad portfolio of areas, including risk management and assurance, and portfolio planning, providing broader support in the discharge of Board Secretariat and wider corporate governance responsibilities as the need arises. You will support in a range of work areas and procedures, taking responsibility and accountability for their success. You will be expected to have good judgement and to exercise it across complex issues responsibly in line with our strategy and ways of working.
- To act as an effective member of the PPM profession providing leadership and embedded support. This will require:
  - flexible, responsive, pro-active and customer-focused support to Clusters and teams;
  - the ability to balance this with ensuring Ofwat remains compliant with its own governance processes, principles of good governance and central rules and requirements;
  - the ability to work effectively as part of the profession to evaluate the level and quality of service provided and work together to identify ways to enhance this
- To strongly contribute to **shaping Ofwat's wider governance systems**, designing, developing and embedding new systems, processes and tools that enable Ofwat to successfully achieve its objectives. This work would cover risk management, programme and project management, business planning and governance.
- To act as a **champion** and **role model** for governance and PPM across Ofwat, combining specialist expertise with high quality, visible governance support and programme management. To influence behaviour and embed a **positive culture** combining effective governance, programme management, planning and assurance.
- To provide high quality **advice and coaching to teams and colleagues** on governance, risk management and PPM, actively contributing to Ofwat strategy development, policies and projects.

## Professional requirements

	<b>Essential</b>	<b>Desirable</b>
Qualifications	Sound knowledge of governance and programme management	Qualified in or working towards programme management and / or risk management qualification
Experience	<p>Demonstrable experience of governance (inc. risk management) processes and practices and rolling these out across an organisation</p> <p>or demonstrable programme/ project management experience, showing an understanding of the principles and frameworks of successful programme management in a policy environment</p> <p>Strong track record of engaging, advising and influencing at all levels of an organisation including senior managers to make a positive difference for internal stakeholders</p> <p>Ability to analyse complex information and ideas and use multiple sources of information to create meaningful solutions</p> <p>Excellent oral and written communication skills as well as excellent presentation skills with ability to conduct presentations comfortably</p>	<p>Evidence of seeking out new learning opportunities to stay technically up-to-date and relevant</p> <p>Evidence of seeking opportunities to add value to an organisation’s governance and PPM teams</p> <p>Experience of working within a governance and/or a programme environment</p> <p>Delivering change to improve ways of working in an organisation</p> <p>Experience of writing and implementing policies, procedures and material for use by an organisation.</p> <p>Experience in virtual management</p>
Knowledge	<p>Must possess knowledge/ expertise within governance and / or programme/project management.</p> <ul style="list-style-type: none"> <li>• Seeing the bigger picture</li> <li>• Changing and improving</li> <li>• Managing a quality service</li> </ul>	

## How to apply

Applicants should apply through the Civil Service Jobs website <https://www.civilservicejobs.service.gov.uk/csr/index.cgi>. 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 December 2021
Sifting	Week commencing 13th December 2021
Interview date(s)	Week commencing 20th December 2021

As Ofwat is still in the process of returning to normal office working following COVID-19, please note that interviews will be conducted via video conferencing software such as Microsoft Teams.

It is expected that the interview process for this vacancy will include a short presentation and/or assessment based on an element of the essential criteria detailed in the above candidate pack. 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 email [recruitment@ofwat.gov.uk](mailto:recruitment@ofwat.gov.uk)

## Terms and conditions of employment

### Contract

This is a full time permanent appointment.

### Salary

The salary range for this role is Senior Associate Band 3 – £34,528 – £51,627, 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 *London or 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.

## 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 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 30	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

Please note, 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.chldcarechoices.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.

## **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 Jasbir Bilal, People Director 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).



**Ofwat (The Water Services Regulation Authority)  
is a non-ministerial government department.  
We regulate the water sector in England and Wales.**

Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA  
Phone: 0121 644 7500

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Any enquiries regarding this publication should be sent to [mailbox@ofwat.gov.uk](mailto:mailbox@ofwat.gov.uk).

**OGL**