

Information for applicants: Senior Associate Business Retail Market – BC-202

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.

The Business Retail Market

On 1 April 2017, the largest competitive water retail market in the world opened for business, bringing the biggest change to the water sector since privatization. Around 1.2 million businesses, charities and public sector organisations in England are able to shop around, renegotiate, and find the right deal for them. If customers don't like the service they get, they can take their business elsewhere. Our vision for the business retail market is for it to create value for customers, society and the environment.

This role sits in the Business Retail Market team within Ofwat's Policy and Outcomes cluster. The Business Retail Market team monitors and regulates the Business Retail Market in the water sector, and undertakes key functions needed to keep the market working smoothly, such as modifications to industry rules or codes and market monitoring activities. More information on the business retail market is available on our website.

Our team works collaboratively with a diverse range of stakeholders, including regulated water companies, new entrants to the sector, Government, MOSL (the Market Operator), other regulators and customers and their representative bodies.

Role expectations

The Business Retail Market team has a multi-faceted and exciting programme of work aimed at improving the Business Retail Market so that it delivers better outcomes for customers, society and the environment.

Now is a particularly exciting time to join the team as we are at an important juncture in the development of the market – we have recently established a new set of code principles that will guide our decision making on modifications to the market codes. We have also established revised governance arrangements through the creation of a Strategic Panel. Work is underway to reform the market's incentive framework and we are about to commence our review of the Business Retail Market's price caps, all of which are aimed at achieving our vision for the market. So it is a busy and challenging time to work with the sector to make the market operate more effectively to deliver benefits for customers, society and the environment.

As a Senior Associate in the Business Retail Market team, you will have the opportunity to lead and support a number of workstreams. We're a small and dynamic team, so you will work flexibly across the team's various functions relating to the Business Retail Market, including for example, the assessment of proposed modifications to the suite of market codes, Ofwat's ongoing monitoring of the Business Retail Market and the Business Retail Market's interim supply arrangements which Ofwat is responsible for. You will work closely with internal and external stakeholders, including those from other professional disciplines (for example lawyers, economists and enforcement) to gather and share information and make recommendations to senior decision-makers.

The successful candidate will have an understanding of markets, and the benefits they can deliver for customers. You will be able to identify and assess relevant information to make evidence-based recommendations; and be great at working with others to gather and share information clearly in writing or verbally. You will share your knowledge and support colleagues in the team, helping us to "join the dots" between activities, and to adapt and respond to changing workloads and priorities.

You will be a self-starter and expected to take strong ownership of the work you are responsible for, demonstrating Ofwat's SAILOR values and ways of working. Ofwat is a learning organisation and you will have opportunities to further develop your knowledge and experience. We have a well-supported, agile working environment, and have a trust-based culture intended to help empower you and enable and support you to succeed within Ofwat.

Key deliverables

The successful candidate for this role will be expected to

- Demonstrate strong analytical skills – to distil complex and voluminous information into a robust evidence base and use this to develop evidence-based recommendations that align with strategic goals;
- Work effectively and persuasively with internal and external stakeholders to

implement policy recommendations and deliver Ofwat's functions under the market codes;

- Represent Ofwat with credibility at industry meetings and forums;
- Demonstrate strong communication skills with the ability to communicate complex issues in simple terms;
- Demonstrate a strong ability to draft clear, robust and accessible reports and decision documents;
- Demonstrate a keen interest in making markets work effectively to benefit customers and preferably also a desire to learn more about economic regulation; and
- Support continuous improvement in our ways of working.

Professional requirements

We are interested in applicants from a wide range of disciplines – economists, regulatory analysts, policy specialists, case officers etc.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree or postgraduate level in a relevant discipline or significant equivalent previous experience. 	
Experience and Knowledge	<ul style="list-style-type: none"> • Knowledge and experience of markets and / or economic regulation • Experience of analysing a range of complex information (including quantitative information) and views to develop evidence-based recommendations • Strong written and oral communications skills, including the ability to clearly and concisely explain complex issues in intuitive non-technical language • Ability to identify and manage issues and risks arising from your work, escalating these to senior colleagues, where appropriate • Effective stakeholder engagement to identify and gather from internal and external stakeholders the information required to ensure our decisions are appropriate, timely and reflect relevant links to other areas of work 	Experience of working in a sector that is subject to economic regulation or in a utility market

	<ul style="list-style-type: none"> • Strong project management skills, to plan, prioritise and manage work to deadlines in line with established internal governance processes • Ability to work effectively and manage a wide range of different stakeholders with differing goals 	
Skills and behaviours	<p>Success Profile Behaviours at level 3 will be used to assess the skills and behaviours required for this post. More information can be found at Success Profiles – Civil Service Behaviours</p> <p>We'll assess you against the following behaviors during the selection process:</p> <ul style="list-style-type: none"> • Seeing the Big Picture • Changing and Improving • Making Effective Decisions • Communicating and Influencing • Working Together • Developing Self and Others • Delivering at Pace <p>In addition we will also assess how candidates can demonstrate our SAILOR values (Support, Ambition, Integrity, Learning Ownership, Respect)</p>	

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for this role is Band 3 – £34,528 – £51,627. 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. 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.

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
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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

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

Selection timetable

Closing date	14 January 2022, 5pm
Sifting	w/c 17 January 2022
Interview date(s)	w/c 31 January 2022

Please note that during the Covid-19 pandemic 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 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.

