

January 2022

Information for applicants Director – Company Performance and Price Reviews Cluster

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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.

Company Performance and Price Reviews Cluster

The Company Performance and Price Reviews Cluster is responsible for driving companies to deliver for customers and the environment using a range of tools, including the Price Review. We are currently developing the methodology for the next price control in 2024. The development of a price review goes beyond setting the revenue limits and outcomes that we expect from companies, and also includes examining how we can make greater use of markets and incentives to deliver better outcomes for customers and the environment. This role will lead key elements of PR24 and will help shape the design and delivery of this and future price reviews.

Why join Ofwat

There are so many reasons why Ofwat is a great place to work! 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.

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.

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confident, act with purpose and integrity and continuously improve so that we make the greatest contribution possible to improving life through water.

Our People Strategy

We are a modern and ambitious organisation but there's clearly space to go further and our People Strategy is designed to take us to the next level to fulfil our ambitions for the water sector and our role as a regulator.

We have great opportunities to be leaders, to be the best, to be well, to be ourselves and to be effective and fulfilled. Ultimately, we have a vision to transform Ofwat as a great place to work to being a Great Place to Be.

Our People strategy has been developed with our people to support and enable Ofwat to achieve its ambitious strategic goals for the water sector and to continue our journey to ensure that Ofwat is a Great Place to Be.

Our strategy is based around five themes:



Our values

All our work is underpinned by our values. They set out how we behave and what we aspire to be.

We are Ofwat

We aspire to act in line with our values in everything we do



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 for Directors at Ofwat

Leadership

- To provide strong intellectual leadership and strategic input to the team delivering the work within your area of responsibility and within the Company Performance and Price Reviews Cluster.
- To be responsible for working as an effective member of the Ofwat wider leadership team and for the development of Ofwat's vision and strategic direction; demonstrating effective leadership and actively participating in cross working and multi-functional teams.
- To lead and manage projects and people within the cluster, ensuring that all areas deliver services which are joined up and work together efficiently.

- To act as an ambassador for Ofwat’s key values – the “SAILOR” values – of support, ambition, integrity, learning, ownership and respect.

Corporate

- To promote a positive image of Ofwat externally when in discussions with partner organisations, stakeholders, and outside bodies.
- To play an active role in the Company Performance and Price Reviews cluster. This will involve providing wider leadership, including coaching and professional development. This will also involve ensuring that we apply the most up to date thinking. Continuous learning and development in the role is expected.
- To be a People Leader within the Company Performance and Price Reviews cluster, to take responsibility for the personal development and growth of specified individuals in the cluster and to work with other People Leaders to ensure the cluster maintains a cohesive identity and that CPPR staff contribute to their full potential.

Stakeholder

- To ensure robust and effective engagement with Ofwat stakeholders, in particular, the role is likely to involve significant engagement with water companies.
- To develop, manage and maintain effective relationships with stakeholders, specifically peers in other Government departments, other regulators in the water sector and organisations at local, regional and national level.
- To challenge and influence decisions and outcomes in accordance with Ofwat strategic priorities.

Role expectations

This is a key leadership role in the Company Performance and Price Reviews cluster, responsible for leading a multi- disciplinary team to design and develop key elements of the approach and the methodology for future price reviews and then to lead the delivery of key elements of the price review. The successful candidate would be expected to be able to work across a range of policy, strategy and monitoring roles and there may be opportunities to work on issues outside of the price review in the future.

Key deliverables

The precise nature of role would be agreed with successful candidate, but is likely to include some of the following work strands:

- Development of the outcomes/performance regime and associated incentives
- Focusing companies on the long term, including through work on industry strategic planning frameworks
- Setting wider requirements for company business plans, including associated business planning incentives
- Delivery of the price review, including programme coordination and setting and ensuring the delivery of key milestones

Professional requirements

	Essential	Desirable
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Qualifications	Educated to a degree or post-graduate level in a relevant discipline or equivalent professional experience in related field	Post graduate degree in economics, data science, finance or engineering or related discipline
Experience	<ul style="list-style-type: none"> • Experience in developing and applying economic and incentive regulation or similar role to deliver value for customers and wider stakeholders • Experience of project and programme management, including experience of providing direction and leadership to multi-disciplinary teams. • Experience in developing and performance managing junior colleagues • Experience of successfully leading large/complex projects against demanding deadlines, including planning, resource management, identification and management of risks. • Ability to think strategically and understand strategic issues; to ensure deliverables meet strategic objectives and recommendations, taking action to make changes that make a positive difference. • Ability to communicate complex concepts to a wide variety of stakeholders • Experience of stakeholder management including government and industry. • Experience in regulated industry or regulatory body 	<ul style="list-style-type: none"> • Substantial experience of leading application of regulatory and/or competition economics or finance/engineering/ data science in Government, economic regulators, regulated companies or consultancies. • Leading multi-disciplinary teams (including external organisations) in delivering high quality policy, strategic thinking and analytical frameworks to assess company performance against. • Managing complex stakeholder relationships • Managing consultancy input and advice • Strong track record of delivery of complex projects on time and budget. • Substantial experience in people management • Strong communication skills
Knowledge	<ul style="list-style-type: none"> • Understanding of economic and incentive regulation. • Understanding the relevance and the impact of best practice in policy development and being able to apply this. • Understanding of the political dimensions of operating within a regulatory sector • Understanding of the strategic context of the sector. 	<ul style="list-style-type: none"> • Advanced knowledge of economics and econometrics or equivalent discipline. • Understanding of the water sector and the economic regulation of that sector

Behaviours

We'll assess you against the following behaviours during the selection process:

- Seeing the Big Picture
- Changing and Improving
- Making Effective Decisions
- Leadership
- Communicating and Influencing
- Working Together
- Developing Self and Others
- Delivering at Pace

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for this role is Band 5 – £78,971 – £118,457. External candidates can expect to achieve a starting salary from the bottom of the band up to £100,000 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

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
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

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	4th February 2022 at 5pm
Sifting	Week commencing 7th February 2022
Interview date(s)	Tuesday 22nd February- 7th March 2022

Please note that interviews may be conducted via video conferencing software such as Microsoft Teams or alternatively where suitable at one of our office locations.

It is expected that the interview process for this vacancy will include a short presentation and/or assessment related to the role requirements detailed in this 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.

Disability Confident Scheme

As part of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria.

Investors in People (IIP) – Silver

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 Bilen, 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.

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

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