

January 2022

Information for applicants

Senior Data Analyst

Ref: OFW– BC187

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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.

Our Data strategy is a key priority for Ofwat. We want to make the best of the data we hold and to modernise and transform our regulatory processes. This would enable us to make even more headway on three goals in our strategy in terms of:

- better regulatory outcomes for customers, the environment and wider society;
- improving the way we run price controls; and
- making work more efficient and fulfilling for people in Ofwat

We've made improvements to the way we visualise data through Power BI. We're working across Ofwat to explore how we adapt our legacy data platforms and processes to take advantage of the latest technology and ways of working. We're investing in our data profession and capabilities. We're asking the sector to uncover the untapped opportunity of Open data and want to explore how we can make more of our data sets open. It's an exciting time to join our team and make a difference.

Our **Company Performance and Price Reviews (CPPR)** cluster works to improve operational performance of companies through targeted monitoring and engagement. It will also shape and design the 2024 price review (PR24) to accelerate progress towards our long-term goals for the sector. Within the CPPR cluster, our Insight and Impact (I&I) team supports Ofwat in achieving its vision and strategy for the sector through high quality insights. The team also leads on improving the way we use data across the organisation, and how we can influence the sector to get more from its data.

Why join Ofwat

There are so many reasons why Ofwat is a great place to work! We have amazing offices and an excellent agile working environment, a great team and are driven by our SAILOR values, which you can find out more later in this pack. 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 embrace new ways of working and provide the freedom to our people to work smarter achieving a good 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.

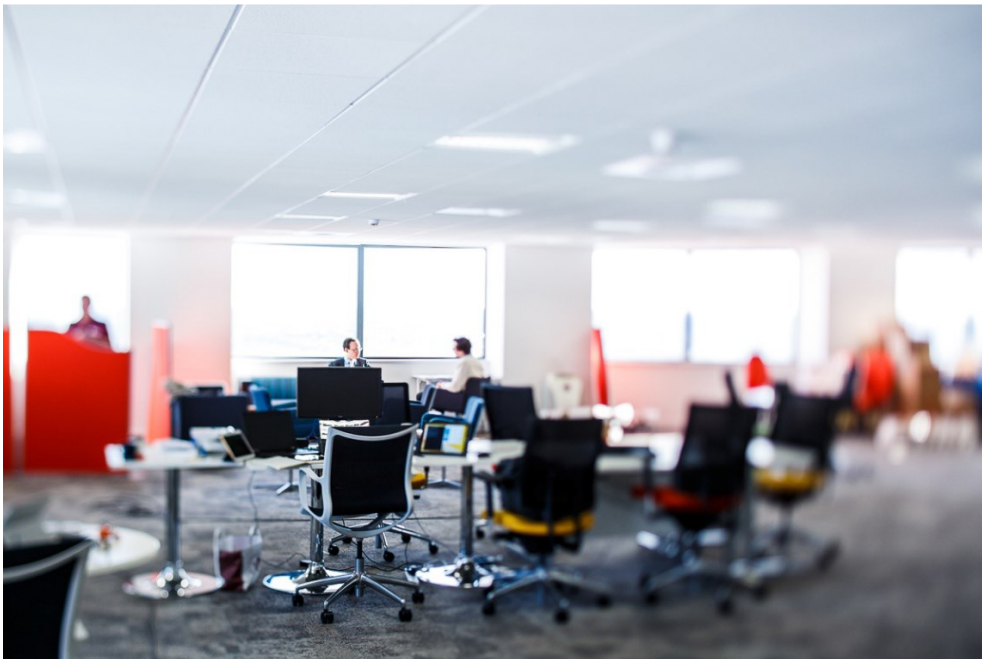
Role expectations

We are recruiting to fill one senior associate role. In the professional requirements section of this role description, a collection of skills and experiences are set out. These are drawn from the analytical roles in the UK Government's [Digital, Data and Technology Profession Capability Framework](#), but we welcome applications from anyone who feels their experience from a range of sectors meets the person specification.

The purpose of the role is to:

- Deliver projects to improve consistency in the way data is used across Ofwat and the sector more widely, supporting comparative regulation and robust analysis.
- Help to embed new technology and tools across the organisation to make better use of our data, and ensure the right people with the right skills are in place to use these.
- Work on cross-cutting projects such as our open data workstream, which includes a review of companies' progress in 2022. Our recent discussion document, [H2Open](#), highlights the opportunities and our expectations for delivery of open data in the water sector.

The successful candidate will engage with teams internally and across the sector to build strong working relationships to understand how data is being used. You will bring a questioning mindset to existing ways of working, and you will be able to connect work to the bigger picture to add value. You will be comfortable working at pace independently and as part of a wider team and follow a flexible approach when necessary. You will be able to develop project plans that will set us up to achieve the outcomes we need. You will be accountable for leading and delivering projects that combine data analysis and wider intelligence from a range of internal and external sources.



You will work to design and implement processes for collecting, managing, and storing data, and for making this available for analysis. You will be a champion for our best practice in managing and using data, and you will make sure that others around you have the right skills and behaviours to do this, too.

You will have good analytical and problem-solving skills, as well as a sound understanding of how to manage, model, cleanse and analyse data. It is essential to have good communication skills, be able to understand user needs and to present data in a clear, compelling way to a range of audiences. Data visualisation skills will be beneficial, as will an ability to manage projects and share knowledge and experience of project management methodologies with others, including tools and techniques. It will be important to develop a good level of knowledge about the water sector and how we measure outcomes and performance, and we seek individuals who can demonstrate an ability to use a breadth of skills in collaborative analytical projects.

Key deliverables

- Lead elements of cross-cutting projects, such as those in our open data workstream. This will involve working with minimal oversight and engaging with internal teams across Ofwat, water companies and others as needed.
- Support the development and implementation of processes for collecting, managing, and storing our regulatory data, working closely with policy teams and other specialists across the organisation.
- Support the development and roll-out of new technology and tools across the organisation to allow us to make better use of data.
- Carry out analytical projects with colleagues in the I&I team to provide insights on regulatory and other data for the wider organisation, drawing on the connections established through other strategic projects.
- Quickly develop and maintain strong relationships across the organisation, to promote the work of the I&I team and find opportunities for collaborative working, including through existing data networks and forums.
- Support the assessment of data skills and capability across the organisation, identifying gaps and helping to develop a community of skilled users who understand best practice and are able to make best use of our technology and data.

Professional requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree or post-graduate level in a relevant discipline (or equivalent experience). 	
Experience and Knowledge	<ul style="list-style-type: none"> • Experience of applying a range of methods to analyse data and synthesise findings. • Good written and oral communication skills, including the ability to concisely explain complex analysis and issues to non-technical audiences. • Experience of building effective relationships and networks with relevant internal staff and external peers. • Experience of leading and delivering investigative work with minimal oversight, analysing large amounts of complex information to produce solutions. • Understanding of data governance principles. 	<ul style="list-style-type: none"> • Experience of keeping up to date with technical developments and advances in digital analytics tools. • Experience of delivering complex analytical projects to support policy development. • Understanding of digital and data transformation programmes, and the technological and cultural challenges that are associated. • Experience using Power BI
Skills and behaviours	<ul style="list-style-type: none"> • Changing and improving • Communicating and influencing • Seeing the big picture 	<ul style="list-style-type: none"> • Working together • Delivering at pace

Terms and conditions of employment

Contract

This is a **permanent** appointment.

Salary

The salary range for Band 3 is - £34,528 - £51,627. For this role external candidates may achieve a starting salary from the bottom to the top of the band, 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.

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%
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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	Tuesday 15th February 2022
Sifting	Wednesday 16th February 2022
Interview date(s)	Week commencing Monday 21st February 2022

Please note that during the Covid-19 pandemic interviews will be conducted via video conferencing software such as BlueJeans, Skype or Microsoft Teams.

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



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.

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.

**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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Any enquiries regarding this publication should be sent to mailbox@ofwat.gov.uk.

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