

April 2022

**Information for applicants:
Head of Data Strategy Delivery**

Ref: OFW– BC 232

ofwat

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 wastewater 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

Ofwat (the Water Services Regulation Authority) is the economic regulator of the water and wastewater sector in England and Wales.

Safe, reliable and sustainable water and wastewater services are essential for our day-to-day lives, our wellbeing, and our natural world.

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

Why come and join Ofwat

We are forward-thinking, creative, innovative and ambitious. We constantly push the boundaries and embrace new ways of working. 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. 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.

Before the Covid-19 pandemic we were the first Civil Service organisation to achieve Smarter Working status. We have developed this further through our hybrid working during the pandemic and have won awards for our Path Forward approach as we spend more time in person again.

Our Values

All our work is underpinned by our SAILOR values which are well established and embedded into everything we do. Actively championed by everyone, they set out how we behave and what we aspire to be as an organisation.

We are **Ofwat**

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

S	A	I	L	O	R
Support	Ambition	Integrity	Learning	Ownership	Respect
We work collaboratively, we stand by each other and are committed to each other's wellbeing	We aim high in the best interests of customers, the environment and society	We act and speak honestly, and have the confidence to challenge and be challenged. We have difficult conversations when needed and we will do what we say we will	We love to learn about new ideas and different ways of doing things and we help each other to develop and grow	We each take responsibility for our own actions and care about our impact on others	We value people for who they are, and the ideas and perspectives they bring
					

Our Culture, Our People

Driven by our SAILOR values, we are committed to developing an inclusive culture where our people can bring their whole selves to work, where everyone is treated equally and empowered to thrive. Together we can achieve our vision of improving life through water.

Our people are the heart and soul of Ofwat, and our People Strategy is ambitious and well-embedded. In our annual people survey 2020, 79% of people said they would recommend Ofwat as a great place to work. We saw our PERMA Index score increase to 74% which measures how people are flourishing at work and is based around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.

We have an engagement score of 72%, placing us as one of the Civil Service's highest performing organisations. Our recent external Investing in People re-accreditation assessment saw us move from standard to silver, our aim is to become more diverse and inclusive: reflective of the communities we serve. Our vision is to transform Ofwat from a great place to work to a Great Place to Be. To achieve this, our People strategy is based around five themes:



The Role

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 into water company and sector performance. 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.

Our Data strategy is a priority for Ofwat. Our vision for data in Ofwat is to: "Act together with colleagues across Ofwat to introduce a data culture that empowers everyone at Ofwat to deliver value for customers". Senior sponsorship for the data strategy is via a member of our Senior Leadership Team who leads our corporate enablers teams including IT - and is overseen by a subgroup of our SLT including the Chief Executive.

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 by delivering:

- 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 aim to ensure that our data is trusted, understood and well governed. We want to build on our existing community of skilled data users across Ofwat - including those within the Digital Data and Technology (DDaT) profession and to keep developing data centred behaviours. We aim to get the best out of tools and technology already available to us and to introduce new ideas and innovation - particularly to help us automate, manage and handle data effectively. This includes us starting to implement Programme Ocean - a multi-year programme that will see us introducing new tools, processes and practices as we replace our legacy Fountain system that currently holds regulatory company data used in price reviews.

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 and have recently completed a programme discovery exercise for Programme Ocean with the support of a partner. 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.

Ofwat is a great, people centred, purposeful place to work – improving life through water. It's an exciting time to join our team and make a difference.

The Head of Data Strategy Delivery is a new role created to enable us to take our Data Strategy and translate it into action within Ofwat. This role will report into our Director of Insights and Impact. You will work collaboratively across Ofwat with other key colleagues including our Director of IT and Digital and the lead specialist on data and modelling for the next price review who is also the product owner for Fountain. The role will have responsibility for leading a small team of data analyst experts. Crucially the role will help us to understand and build at pace a wider multi-disciplinary team to support the changes necessary to operationalise the key priorities within our Data Strategy. The role sits alongside the wider Insight and Impact team with responsibility for developing high quality insights into water company performance so that we can regulate effectively.

In the professional requirements section of this role description, a range of skills and experience is set out. These are drawn from the analytical roles in the UK Government's [Digital, Data and Technology Profession Capability Framework](#). 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:

- Work with the Director of Insights and Impact and people across Ofwat to enable Ofwat to achieve the strategy aim of improving use of our data. To champion our Data Strategy, to help us to identify the roles, capabilities, culture, innovation and priorities to make this a reality.
- To help us to mobilise Programme Ocean and to support the priority data change requirements for our price review 2024, working with peers in the CPPR team.
- To lead the existing team who are engaged in delivering a small pipeline of projects that exemplify the data strategy ambition – to support the team in the contribution they can make to the strategy.
- Help to embed new technology, processes, governance and tools across Ofwat to make better use of our data. To contribute to us building a skilled data community, including those in the DDaT profession, so that we have the right people with the right skills.
- Lead our open data workstream. Our discussion document, [H2Open](#), highlights the opportunities and our expectations for delivery of open data in the water sector. This

role will lead on implementing the evaluation we need to undertake in the Autumn to assess the maturity and progress in the 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 and to bring about change. 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, flexibly. You will be at ease working both independently and as part of a wider team

Key deliverables

- Translate the data strategy aims into clear programmes of work for the team, building on existing work happening within and outside the team.
- Lead the development and implementation of new ways of working for collecting, managing, and storing our regulatory data, working closely with policy teams/ other specialists across Ofwat and suppliers; with a particular focus on work that will benefit PR24.
- To mobilise and start to deliver Programme Ocean.
- To lead a successful review of the industry's progress in implementing Open Data in Autumn 2022 and to shape next steps beyond that.
- Develop and implement deliverable and value adding data projects that will achieve good outcomes for our internal customers and ultimately for achieving our organisational strategy and external outcomes
- Work with IT to lead the development and roll-out of new technology and tools across the organisation to allow us to make better use of data.
- Quickly develop and maintain strong relationships across the organisation,
- Work with the Director of Insights and Impact to raise the profile of the data strategy vision, purpose and benefits. Demonstrate the progress being made and seek to build a coalition of people supporting the aims and application in real work.
- Support development of an active data community/DDaT profession and a data strategy that is effectively resourced

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"> Well-rounded knowledge of technical and non-technical aspects of data management, including Reference Data Management, Data Quality, Metadata Management and Data Governance. Familiarity with data technology landscape, including knowledge of software and platform capabilities. Experience of scoping and managing competing projects, being aware of the bigger picture. Delivering to varied deadlines and against a budget. Planning effectively, unblocking issues and managing interdependencies, risks and commercials so that programme outcomes are achieved. Proven ability to lead and develop people, displaying values and behaviours in line with Ofwat’s vision as an organisation. Ability to listen to colleagues with different perspectives and work collaboratively Strong written and verbal communication skills and capability in explaining complex data and technical issues clearly and simply to non-experts. Understanding of data governance principles. Experience delivering data and/or digital transformation/change projects and programmes – challenging existing ways of working so that good outcomes can be achieved. 	<ul style="list-style-type: none"> Experience as a product manager for development of new digital/ data /analytical approaches or tools, including Agile approach to delivery Working knowledge of Power Query, Power BI, and Python An in-depth understanding of managing data across its lifecycle, from collection and storage through to dissemination Experience of designing and implementing quality assurance processes and user acceptance testing Understanding of database applications, including development and support

	<ul style="list-style-type: none"> • Ability to work with and manage various stakeholders credibly in order to achieve buy in, achieve progress and successfully implement change. • Experience of building and managing multi-disciplinary project teams. 	
Skills and behaviours	<ul style="list-style-type: none"> • Seeing the Big Picture • Making Effective decisions • Leadership • Communicating and Influencing • Developing Self and Others • Working Together • Delivering at Pace 	

Behaviours

We'll assess you against criteria provided above during the selection process and the following areas:

Interview or presentation

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

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	2nd May 2022 at 23.55
Sifting	4th May 2022
Interview date(s)	16th & 20th May 2022

Please note that the interviews will be conducted via video conferencing software such as Microsoft Teams.

Final stage interview will include the Director of Insights and Impact and a Senior Director.

It is expected that the interview process for this vacancy will include a short presentation. 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

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for Band 4 (Principal) is - £51,628 - £78,970, depending on relevant skills and experience required for the post 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. Relocation expenses will not be paid for this role. Ofwat employees have the opportunity for hybrid working so you will have the chance to work both at home and in the office. Ofwat is an inclusive employer and agile working is an important part of our culture. We know that agile working empowers our employees' people to manage their own time, fostering a healthy work-life balance and boosting health and wellbeing while maintaining productivity. Each of teams have developed a Team Charter which agrees who they will work in a hybrid environment. You will agree the balance of home/office-based working with your People Leader.

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%
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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/>.

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.

Further information

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.

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.

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) – 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.

Disability Confident Scheme

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

Complaint's 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 Ruth Noake, Head of Talent & OD, 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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