

Information for applicants

Senior Director Major Projects and Markets

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I'm at
the source
of everyday
life.



Ofwat

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Introduction

Water. Life simply couldn't happen without it. A healthy, functioning environment depends on the water sector delivering the services and outcomes people, society, and the environment need.

At Ofwat, we improve life through water and have a unique opportunity to create impact across England and Wales.

Our work helps to tackle some of the biggest challenges – like climate change – that threaten the water we all rely on. The work we do every day has a direct impact on people, communities, and the environment.

We're ambitious about the future and we're always looking for people who share that ambition. So, thanks for your interest in joining Ofwat. We look forward to receiving your application.

David Black, Chief Executive

Who we are

We're Ofwat, the Water Services Regulation Authority – a non-ministerial government department responsible for regulating the water sector in England and Wales.

As the economic regulator of water and wastewater companies in England and Wales, our role is to enable, incentivise and hold companies to account for providing the very best for customers, communities and the environment now and in the future. We also oversee the markets in the water sector to ensure they're working for customers.

We are at the source of everyday life. We help the sector build trust and confidence with customers, the environment and wider society: keeping water flowing, bills affordable and helping ensure the health of our rivers and waterways. We push hard to improve day-to-day water company performance for customers, including on leakage, sewer flooding and customer service. We drive the sector to take a longer-term view and to take steps now to protect and enhance the environment, using digital and data innovations and making sure our water supplies are secure for future generations. Through our five-yearly price reviews, we oversee billions of pounds of investment into the water sector across England and Wales.

Our Time to Act strategy sets out our ambition for the water sector and the role we play in achieving it. Our values reflect our ambition, our commitment to learning, to acting with purpose and integrity, continuously improving so that we make the greatest contribution possible to improving life through water.

Our strategic goals, taken from our ['Time to act, together'](#) strategy:



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 help us to deliver our strategy, to make us the regulator we want to be and help the sector to deliver for customers and society.

What we stand for

Our values underpin everything we do. They help us to deliver and maintain an inclusive culture where everyone can bring their authentic selves to work. And they've made a difference. In our latest people survey 92% of our people said they are treated with respect by the people they work with.

We are Ofwat

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



Our framework for success

Our Framework for Success supplements our Values, setting out the attributes that lead to success at Ofwat. We use this framework in our interviews. For our people, it's a tool to help them assess their strengths, and areas for development, to support their career development. These attributes set out our expectations at different grades for how we develop ourselves, others, and Ofwat. Find out more [here](#).

Why join us?

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

With us, your work matters, your voice is heard, and your impact is felt. Ours is a culture of trust, flexibility, autonomy, collaboration, and innovation. We all want positive change for water customers, the environment, and the future of water.

But for us, change is more than what happens on the outside – we've always pushed boundaries internally, too. From becoming the first Civil Service organisation to achieve 'Smarter Working' status, to gaining our prestigious 'Smarter Working Maturity' award, we've consistently demonstrated our commitment to embracing innovative ways of working.

Our people do their best work when given freedom over where, when, and how they work. Which is why we trust our teams to balance meaningful collaboration in the office with the flexibility of working from home.

Our culture, our people

Our people are the heart and soul of Ofwat, and our People Strategy is ambitious and well-embedded. In our annual People Survey 2023, we outperformed the Civil Service (CS) People Survey benchmarks in all 10 areas.

An impressive 94% of our people would recommend Ofwat as a great place to work. Our PERMA Index score is 75%. (The PERMA Index – based around the five dimensions: positive emotion, engagement, relationships, meaning and accomplishment – measures how people are flourishing at work.)

Our score for inclusion and fair treatment is 86% which is above the CS average, and our overall engagement score is 67%. Being accountable and empowered is part of our way of working and 89% of the people surveyed say they do interesting, engaging work, and 83% agree that they decide how they do their work. 92% of our people said they were treated with respect by the people they worked with and 91% agreed that Ofwat respects our individual differences.

Our latest external Investors in People silver re-accreditation was awarded in recognition of the positive environment for personal development and growth at Ofwat.

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*. We're proud of what we've achieved so far. Now we're looking to build on our progress to make Ofwat an even better place to work where everyone can succeed.

To achieve this, our People Strategy is based around five themes summarised below



Being Ourselves: Equality, Diversity, and Inclusion

There's a conscious effort to promote diversity not just in Ofwat but also in the water companies we regulate as well. Everybody has different views and life experiences – and we value that diversity of thought, proactively seeking to create an environment where people feel comfortable to be who they are at work.

We're not as diverse as we want to be yet, but we're working hard – here are four things that we're doing to make Ofwat a more diverse organisation:

- Our leaders 'live the values' by listening, learning, collecting and analysing data and sharing stories about what the values mean to them.
- We act upon feedback from our people and our communities to ensure we know where our challenges lie and create action plans to address them.
- We strive to build leadership teams that are more diverse and representative of our workforce and our communities.
- We're consciously shaping our recruitment practices for greater diversity. We assess applications and select for interview via blind sifting (shortlisting) – where candidates' names are removed from applications, and we participate in the Disability Confident Employer scheme.

As an equal opportunities employer, we make sure that there's equality of opportunity and fair treatment for all irrespective of:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

Disability confident scheme (DCS)

As part of the disability confident scheme, we guarantee to interview all candidates applying under the scheme who meet the minimum essential criteria.

The Directorate

The Major Projects and Markets directorate is responsible for the policy and market development for the future pipeline of major infrastructure projects in the water sector in England and Wales, as well as Ofwat's role in the oversight of the development, procurement, and delivery of these projects. We work closely with RAPID (Regulator's Alliance for Progressing Infrastructure Development) on the early engagement on both water resources and wastewater planning.

The directorate also oversees:

- The development of the business retail market including market regulation to help ensure the market works as effectively as possible for customers.
- Developer services markets including New Appointments and Variations (NAV) policy.
- Ofwat's charging regulations: the rules and guidance to companies on how they should set charges for their customers.

The Major Projects and Markets directorate comprises of approximately 25 members as well as significant external advisory support and will further grow over time as we expect the pipeline of major projects to increase substantially.

The role – Senior Director Major Projects and Markets

The Senior Director for Major Projects & Markets will be a member of the Senior Leadership Team (SLT) and will report to the Chief Executive. You will lead the newly established Major Projects & Markets Directorate. This area of work is challenging, and you will be key to ensuring that the team continues to innovate, collaborate, and work flexibly to support everyone's wellbeing and deliver the best outcomes.

Key Deliverables:

In this role, you will be expected to:

- Provide effective, strong, and inspirational leadership to deliver great outcomes for customers and the environment through the delivery of major infrastructure and the development of key market activities.
- Lead Ofwat's fast growing major infrastructure projects programme including the use of direct procurement for customers and specified infrastructure projects such as the £4.6bn Thames Tideway.
- Inspire and enable the directorate to deliver in line with our SAILOR values. Collaborate effectively with other policy areas within Ofwat (including RAPID) to ensure alignment of our approach in delivering our strategy across major projects and markets, and related work, e.g., on the price review, our wider environment work, and enforcement.
- Work with senior colleagues to provide effective corporate leadership for the whole of Ofwat.
- Maintain strong and effective external engagement with our stakeholders and the sector including water companies, competitive infrastructure providers, investors, business retailers and NAVs.
- Maintain and evolve a diverse and inclusive culture within the organisation where our people are representative of the communities we serve, and everyone is valued, treated fairly, and empowered to thrive. You will also support our people to sustain a work life balance and get the best from hybrid working.

This is a wide-ranging role, and duties and responsibilities may evolve over time. You may be offered the opportunity to join the Ofwat board.

Professional requirements – Essential criteria

To be successful in this role you will need the following experience, skills, knowledge, and attributes.

Experience, skills and knowledge:

- Knowledge and experience of leading the economic regulation of major infrastructure and markets (or equivalent) in the public sector or in a regulated industry.
- Strategic leadership of major work programme/s with substantial commercial risk within a broader context of delivering in the public interest.
- Strong stakeholder management experience, influencing and communication skills with the ability to address conflicting interests.

- Strong analytical and intellectual capability, as well as experience of working with a board and using governance arrangements effectively to challenge and evolve policies and processes.
- Understanding and expertise in identifying and managing strategic risks for customers and the environment relating to major infrastructure or regulated markets.
- An inclusive leadership style which inspires, motivates, and promotes collaboration to develop high performing, innovative and inclusive teams.

Attributes

In addition to the essential skills, knowledge and experience detailed above, we will assess you against the following attributes during the interview process. Attributes are as per Ofwat's Framework for Success for Senior Director Grade (find out more [here](#)).

- You champion and lead change,
- You build the team,
- You promote collaboration,
- You are an adaptable thinker,
- You create clarity; and
- You deliver outcomes.

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Ofwat on this appointment. Candidates should apply for this role through our website at <https://www.saxbam.com/appointment/ofwat-8/> (code **QJUU**). Click on the 'apply' button and follow the instructions to:

- Upload a CV and Cover letter - your cover letter should be approximately 2 pages long (no longer than 3 pages) and should clearly outline how your skills, experience and knowledge meet the criteria set out in the [professional requirements section](#) above.
- Complete the online equal opportunities monitoring* form.
- Complete the conflict of interest form.

The closing date and time for applications is 12:00 noon on Tuesday 8th October 2024.

Please note that we will not be able to consider late applications.

** The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.*

Please ensure that anything submitted as part of your application is factually accurate, and you are not presenting the ideas and experience of others, or generated by AI, as your own.

Selection process

Tony Poulter, Civil Service Commissioner, will chair the process.

The Civil Service Commission has two primary functions:

1. Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition.

2. Hearing and determining appeals made by civil servants under the Civil Service Code which sets out the Civil Service values – Impartiality, Objectivity, Integrity and Honesty – and forms part of the relationship between civil servants and their employer.

More detailed information can be found at on the Civil Service Commission website: <http://civilservicecommission.independent.gov.uk>

The appointment panel for this process is comprised of:

- Tony Poulter – Civil Service Commissioner & Chair of the appointment panel
- Iain Coucher – Ofwat, Chair
- Alison Munro – Non-Executive Board Member
- David Black – Chief Executive

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the below timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates highlighted in yellow.

- Longlist meeting: w/c 14 October 2024
- Interviews with Saxton Bampfylde: w/c 21 October 2024
- Shortlist meeting: w/c 28 October 2024
- Psychological assessments: w/c 4 November 2024
- Informal conversations with Ofwat*: w/c 4; w/c 11 November 2024
- Staff engagement exercise***: w/c 11 November 2024
- In person Panel interviews: Tuesday 26 November 2024

(interviews will take place at our London office)

*** A staff engagement exercise provides insights into how candidates address and interact with staff and stakeholders, across different levels and areas of interest. The process itself requires candidates to give a brief introductory presentation in response to a question (the presentation topic will be provided to candidates in advance), and then engage with a group of stakeholders and answer their questions.

Assessment process

At longlist and shortlist stage we will assess your CV and covering letter against the essential **'Experience, Skills and Knowledge'** criteria listed in the professional requirements section.

During the interview process, we will assess your **'Experience, Skills and Knowledge'** as well as the **'Attributes'** set out in the professional requirements section:

The interview will include a short presentation. Further details will be provided to shortlisted candidates upon invitation to interview.

Our transparent interview process involves candidates receiving a list of example interview questions in advance.

Please note that interview will be conducted face to face in our London Office, 5th Floor, Westferry House, 11 Westferry Circus, Canary Wharf, London E14 4HD.

At interview stage, Saxton Bampfylde will take up telephone references on the preferred candidate(s).

If you have any queries about any aspect of this role, selection process, or you require any reasonable adjustments please email Ellie.Dugdale@saxbam.com .

What you can expect in return

- Excellent employer pension contributions of 28.97%. You can find further details about pension schemes in the terms and conditions below.
- 25 days' annual leave (increasing to 30 with each year of service) plus bank holidays and an extra 2.5 days of privilege leave
- Access to exclusive discounts on a variety of goods and services, including retail outlets, theatre tickets, holidays, insurance, and a gym membership
- Flexible working arrangements
- Fees paid for membership of relevant professional bodies
- Up to 3 volunteering days per year
- Generous shared parental leave and pay
- Regular development opportunities
- Health and wellbeing initiatives
- Cycle-to-work scheme
- Season ticket loan for home-to-office travel

Moving 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. Find out more at <https://www.childcarechoices.gov.uk/>

Terms and conditions of employment

Contract

This is a permanent appointment.

Salary

The salary range for Senior Civil Servant Band 2 (SCS2) is £97,000 – £162,500. For this role external candidates may achieve a starting salary from the bottom of the range to £130,000 depending on relevant skills and experience required for the post. Salary is paid monthly by credit transfer.

Internal or civil service candidates already at this job level would normally maintain their existing salary arrangements as this would be classed as a level transfer. If applying for the role as a promotion, these candidates can typically expect to be appointed on a salary at the bottom of the band or a 10% increase to existing salary, whichever is greater.

Location

This role can be based either at our Birmingham or London office which will be your designated place of work with travel when needed to the other office. Relocation expenses will not be paid for this role.

We know that hybrid working empowers our people to manage their own time, fostering a healthy work-life balance and boosting health and wellbeing while maintaining productivity. Ofwat's people work flexibly, and you will have the chance to work both at home and in the office. Each of our teams have developed a Team Charter which agrees how they will work in a hybrid environment. You will agree the balance of home/office-based working with your People Leader – David Black, Chief Executive.

Hours of work

This post is open to full-time (5 working days – 37 hours, per week), flexible working and job share applications. Part-time option of min 4 working days may be considered. We'll need you to work additional hours on occasion which are reasonable and necessary to fulfil your role.

Probation

There is a probationary period of six months for all new entrants.

Pension

For permanent appointees:

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.

Member contributions are based on actual salaries.

From 1 April 2024, employer contributions are:

Salary Band (£)	ASLC rate
23,000 and under	28.97%
23,001 to 45,500	28.97%
45,501 to 77,000	28.97%
77,001 and over	28.97%

From 1 April 2024, employee contributions are:

Actual pensionable salary (annual)	All members
Up to and including £34,199	4.60%
£34,200 to £56,000	5.45%
£56,001 to £150,000	7.35%
£150,001 and above	8.05%

Partnership Pension Scheme: 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

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/>

Conflict of Interest Declaration

Our people have a duty as civil servants to ensure that their public position is not, and raises no reasonable suspicion of being abused in their own personal interest. All candidates will be required to declare any potential conflict of interest at application stage. Conflicts of interest can involve your own financial or non-financial interests, or the business interests of a partner, family member, friend or person that you have a close personal relationship with.

BPSS and Security Clearance Checks

Only candidates with relevant right to work in the UK are eligible to apply for this role.

As a civil service employer, Ofwat are required to ensure all new starters comply with '[Baseline Personnel Security Standards](#)' (BPSS). This consist of 3 years employment history check, nationality and right to work check, standard DBS check.

Ofwat is also recognised as an Official Sensitive department and a Security Clearance (SC) check will be required for this role. The appointed Senior Director of Major Projects and Markets will be able to either transfer an existing SC check or start a new application, once they have joined Ofwat.

Civil Service Nationality Rules:

This job is broadly open to the following groups:

- UK nationals
- nationals of the Republic of Ireland
- nationals of Commonwealth countries who have the right to work in the UK
- nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the European Union Settlement Scheme (EUSS) ([opens in a new window](#))
- nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)
- individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020
- Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

Further information on nationality requirements can be found here [Civil Service recruitment: nationality rules - GOV.UK \(www.gov.uk\)](#)

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.

Stocks or shares

Because of the nature of the information you'll 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.

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 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. We'll 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.

Ofwat processes all the personal data you have provided during your application as set out in Ofwat's privacy policy which is available at [Privacy statement – Ofwat](#). 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.gov.uk and/or the Data Protection Officer by emailing FOI@ofwat.gov.uk.

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 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

You can find out more here - [Recruitment Complaints - Civil Service Commission](#).



**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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