

September 2024

Information for applicants

# Director of Finance & Procurement

Ref: QJUV

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 strategy, Time to act, together



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



## 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 here



## 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](#).

## 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 select for interview via blind sifting – where all identifying information is removed from applications and we participate in the Disability Confident Employer scheme. We strive to eliminate biased language from our adverts and have adapted our practice to include transparent interviews.

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**

Reporting to the Chief Operating Officer, this role sits within the Corporate Enablers Directorate management team, working in collaboration with our Director of People and Culture, and our Director of IT and Workplace Services.

The directorate provides professional corporate enabling services, including Finance, Procurement, IT, Workplace Services, and People. These services ensure that Ofwat runs efficiently and smoothly, contributing to the achievement of our Time to Act strategy and making Ofwat a high performing and great place to be.

## The role

As Director of Finance and Procurement, you will lead the Finance and Procurement function within our Corporate Enablers Directorate. You'll identify growing skills and encourage a learning, performance, and customer focussed environment. You will be responsible for leading, shaping, and delivering, the strategic financial and procurement inputs to Ofwat's wider strategy.

There is lots to do, at pace too – and you will bring strong credentials in leading and delivering strategic financial change within a similarly complex and customer focussed organisation - ensuring that finance and procurement enables us to be the regulator we need to be now and, in the future.

### Key deliverables:

As a key enabler contributing expertise to all levels of senior leadership, you will be responsible for the strategy and delivery of ongoing transformation and compliance in relation to Ofwat's financial and procurement strategy, governance and processes. In this role, you will be expected to:

- Ensure the right strategic finance and procurement inputs are delivered across Ofwat's programme of work to support its strategy. This includes ensuring appropriate resources / funding for operationalisation of the 2024 Price review. Additionally, you will be responsible for successfully negotiating and securing Ofwat's 2025 and beyond Comprehensive Spending review with HM Treasury, working cohesively as part of a wider multidisciplinary team.
- Perform the role of Head of Profession and subject matter expert across Ofwat with primary responsibility for delivery of Ofwat's Financial strategy and approach to financial management, planning, reporting, decision making, governance, risk and process improvement so they reflect best practice. Developing deliverable short- and longer-term plans in place to achieve outcomes and champion the value Corporate Enablers adds more broadly to Ofwat.
- Responsible for the efficient and effective use of financial resources, demonstrating sound financial management and financial strategic long-term planning to ensure cost effectiveness, minimising underspends and value for money in the delivery of services.
- Lead negotiations with HM Treasury on Ofwat's funding settlement including but not limited to negotiating Comprehensive Spending review settlements.
- Leadership and management of Ofwat's budgetary control environment in a way that enables effective decision making - ensuring budget targets are met, efficiency challenges are delivered, and that financial regularity and accountability is achieved at all times.
- As part of our finance transformation and continuous improvement programme continue to develop our finance and related processes so to ensure they are fit for purpose and meet customer needs. Develop our Financial Planning & Analysis capability



to ensure the provision of reliable, timely, innovative and trusted advice alongside ensuring we have the commercial and project skills and framework to meet our wider strategy.

- The development of the whole finance team is a key part of this role to grow our capabilities at a strategic level so you will need to be a strong mentor and coach. You will play a leadership role in financial management upskilling.
- Acting as a strong ambassador and role model of Ofwat's SAILOR values; providing strategic leadership, management and continuing professional development of the finance and procurement hub to develop a customer focussed, high performing support service to Ofwat based around customer / user need.
- To provide constructive and effective professional challenge across Ofwat including a leadership role working alongside SLT, the Board, audit and risk assurance committee. Lead on key stakeholder relationships including internal and external auditors, HM Treasury and peers across the regulators and civil service network.
- Continuous improvement of the Finance & Procurement services, ultimately ensuring that the day-to-day activities and processes operate effectively and efficiently, using technology to enable an agile and digital offering.
- Work in tandem with peer Directors to ensure joint delivery of projects and service improvements to achieve business benefits. Take a leadership role in programme direction and delivery where required.
- Act as a champion for governance - establish, maintain and enforce best practice processes, policies and standards - appropriately developing these to get the right balance between good governance, best practice and pace.
- Effectively manage the budgets for Finance and procurement, both capital and revenue, in line with our processes, reporting regularly on progress against forecasts. Take a leadership role in championing value for money principles and ensure all spend is in line with these principles to make best use of public money.
- Regularly collect customer feedback and build improvement plans based on customer insight. Proactively working with services to make changes to enhance productivity and customer satisfaction with finance and procurement.
- The Director of Finance and Procurement needs to work closely with the Senior Director of Corporate Enablers, SLT and other members of the management team to play a leading role in the development of Ofwat's ways of working and its culture.

## Professional requirements – Essential criteria

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

### Experience, skills and knowledge

1. CCAB qualified with evidence of continuing professional development and up to date technical knowledge.
2. Proven senior finance leadership experience and demonstrable commercial skills in a similarly complex organisation.
3. Experience of applying a continuous improvement approach to a finance function to develop and deliver strategic business partnering and systemic change.
4. An inclusive leadership style, articulating a clear vision for people to thrive and deliver; empowering, coaching, building capability and a style which inspires, motivates, and promotes collaboration to develop high performing teams, and a proactive champion of SAILOR values.
5. The ability to foster a culture of collaboration within and across teams and external partnerships, and role model impactful collaboration.
6. Excellent communication skills that can persuade and influence a variety of audiences, as well as translate technical complexity into language and actions that our people can understand.
7. A proven track record of working with, and successful management of, stakeholders including boards and committees, leadership teams, internal and external audit and suppliers.

### Attributes

Attributes as per Ofwat's Framework for Success for Director Grade. You can read more about our attributes [here](#).

- Champion and Leader of Change
- Creates Clarity
- Adaptive thinker
- Deliver outcomes.
- Builds the team.

## 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 [www.saxbam.com/appointments](http://www.saxbam.com/appointments) using code **QJUV**.

Click on the '**apply**' button and follow the instructions to upload a CV and cover letter and complete the online diversity monitoring\* form.

Your personal statement should be approximately 2 pages long and should clearly outline how you meet the essential experience, skills, knowledge listed in the [Professional Requirements section above](#).

The closing date for applications is **23.55 on Thursday 24th October 2024**. Please ensure you have submitted your application in full ahead of the deadline, as we will not be able to consider late applications.

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

If you have any queries about any aspect of this role, or you require any reasonable adjustments please contact Ellie Dugdale - [Ellie.Dugdale@saxbam.com](mailto:Ellie.Dugdale@saxbam.com)

### 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.

## Selection schedule

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 given. Please note that the following dates may be subject to change.

- Application deadline (23.55): Thursday 24 October 2024
- Longlist stage: w/c 28 October 2024 (candidates not required to attend)
- Interviews with Saxton Bampfylde: w/c 04 & 11 November 2024
- Shortlist stage: w/c 18 November 2024 (candidates not required to attend)
- Psychological assessments: w/c 11 & 18 November 2024
- Informal chat with Ofwat in person: w/c 18 & 25 November 2024
- Ofwat Panel interview: 04 December 2024

## Assessment process

### Longlisting Stage

At longlisting stage, your application will be assessed against the essential **skills, experience, and knowledge** required for the role. The essential criteria are listed under [Professional requirements section above](#).

### Interviews with Saxton Bampfylde and Shortlisting Stage

Candidates that pass longlisting stage will be invited to attend an interview with Saxton Bampfylde to explore your **skills, experience, and knowledge** in more detail. Following the interviews, shortlisted candidates will be invited to formal face-to-face interviews with Ofwat panel.

### Informal chat with Ofwat – in person

As part of the process, we will offer shortlisted candidates the opportunity to meet members of the People Hub team for an informal chat, where you can find out more about Ofwat and the team.

Meetings will take place in person in our office in Birmingham and you will have the opportunity to go on an office tour. This step of the process will not be assessed.

### Panel Interview Stage - Transparent Interviews and Presentation

At interview stage we will test against **attributes, as well as skills, experience, and knowledge** ([set out in the professional requirements section](#)) You can read more about attributes and our Framework for success [here](#).

As part of the interview process, we will require a short presentation. Further details will be provided to candidates upon invitation to interview.

We operate a transparent interview model where we will share with you a list of attribute-based questions in advance. This has been proven to help neurodiverse candidates and others to perform better at interview and is part of our inclusive culture.

Please note that the interviews will be conducted in person in our Birmingham Office (Ofwat, Centre City Tower, 7 Hill Street, Birmingham. B5 4UA).

If you have any queries about any aspect of this role, selection process, or you require any reasonable adjustments please contact Ellie Dugdale – [Ellie.Dugdale@saxbam.com](mailto:Ellie.Dugdale@saxbam.com)

## What you can expect in return

- Excellent employer pension contributions, for this role ranging from £24,385 to £27,231. 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 that suit your lifestyle
- Fees paid for membership of relevant professional bodies
- Up to 3 volunteering days per year
- Recognition vouchers scheme
- Generous shared parental leave and pay
- Enhanced sick pay
- Regular development opportunities
- Health and wellbeing initiatives
- Cycle-to-work scheme
- Season ticket loan for home-to-office travel
- Free eye tests and contribution to lenses/spectacles for VDU users

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 role.

### Salary

The salary range for Band 5, Director grade is - £84,176 to £129,141. For this role external candidates may achieve **a starting salary from the bottom to the top of the band to £94,000** 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.

New starters are normally subject to a 12-month qualification period before they can be considered for an annual pay award. Our pay remit year starts from 1 August and employees would need to have joined Ofwat on or before 31 July the previous year to be eligible for a pay award. This also applies to Civil Service transfers.

### Location

This a hybrid role and is based at our Birmingham 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 be expected to spend 2 days as week in the office.

### Hours of work

This post is open to full-time (37 hours per week), flexible working, part-time or job-share. 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 or fixed-term 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%
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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 SC Checks

As a civil service employer, Ofwat are required to ensure all new starters comply with ['Baseline Personnel Security Standards'](#) (BPSS).

Ofwat is recognised as an Official Sensitive department and a Security Clearance (SC) check is a requirement for this role. The SC needs to be approved with results which are to the satisfaction of Ofwat within the first 6 months of your employment.

## 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.

If you would like further information on Nationality and Immigration Control, please email us at [people@ofwat.gov.uk](mailto:people@ofwat.gov.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](mailto:people@ofwat.gov.uk) and/or the Data Protection Officer by emailing [FOI@ofwat.gov.uk](mailto: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 <https://www.gov.uk/government/publications/civil-service-code/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](mailto: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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