

CCW

The voice for water consumers
Llais defnyddwyr dŵr



Information for applicants

Consumer Advocate

4 roles in London & South East - 3 year contract

1 role in Central & Eastern - 3 year contract

1 role in Northern - 3 year contract

1 role in North Wales - 3 year contract

**1 Retail Market role (unspecified location)
- 2 year contract**

The following pages are intended to give candidates some general information.

Issued by: Human Resources February 2021

Please return your completed application by **5pm on 18 March 2021** to:

recruitment@ccwater.org.uk

Interview date:

London & South East	16 & 20 April
Wales (North)	15 April
Retail Market	14 April
Central & Eastern	15 April
Northern	16 April



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About us

CCW supports thousands of customers with complaints they have been unable to resolve directly with their water company.

In addition, we carry out research on a wide range of water issues and publish our findings to influence the future direction of the industry in a way that benefits consumers. Our teams in England and Wales, together with the Consumer Advocates, represent consumer interests to a wide range of stakeholders, including Government, regulators and water companies.

Our history

- A non-departmental public body (NDPB) in England and a statutory body in Wales, sponsored by Defra and Welsh Government respectively.
- Established on 1 October 2005 under the Water Industry Act 1991 as amended by the Water Act 2003, to represent consumers of water and sewerage services in England and Wales.
- Replaced the WaterVoice committees, which were part of the industry economic regulator, Ofwat, to become an independent statutory consumer body.

Our vision and values

As we look ahead to 2020-23, we have a clear vision of what we aim to achieve on behalf of water consumers in England and Wales. This mission is supported by strategic ambitions and delivered through a series of key campaigns.

In addition, colleagues across CCW embrace a set of corporate values that embody the way we do business. Through our focus on personal development, diversity and inclusion, we want to make sure that CCW is a fun, energetic place to work where every colleague feels that their individual contribution is making a difference.

Our mission

Securing a safe, reliable service and a fair deal for water consumers

Strategic ambitions

- **Fair charges that everyone can afford**
- **Outstanding services delivered right first time**
- **Safe, reliable service - now and in the future**

Values and behaviours

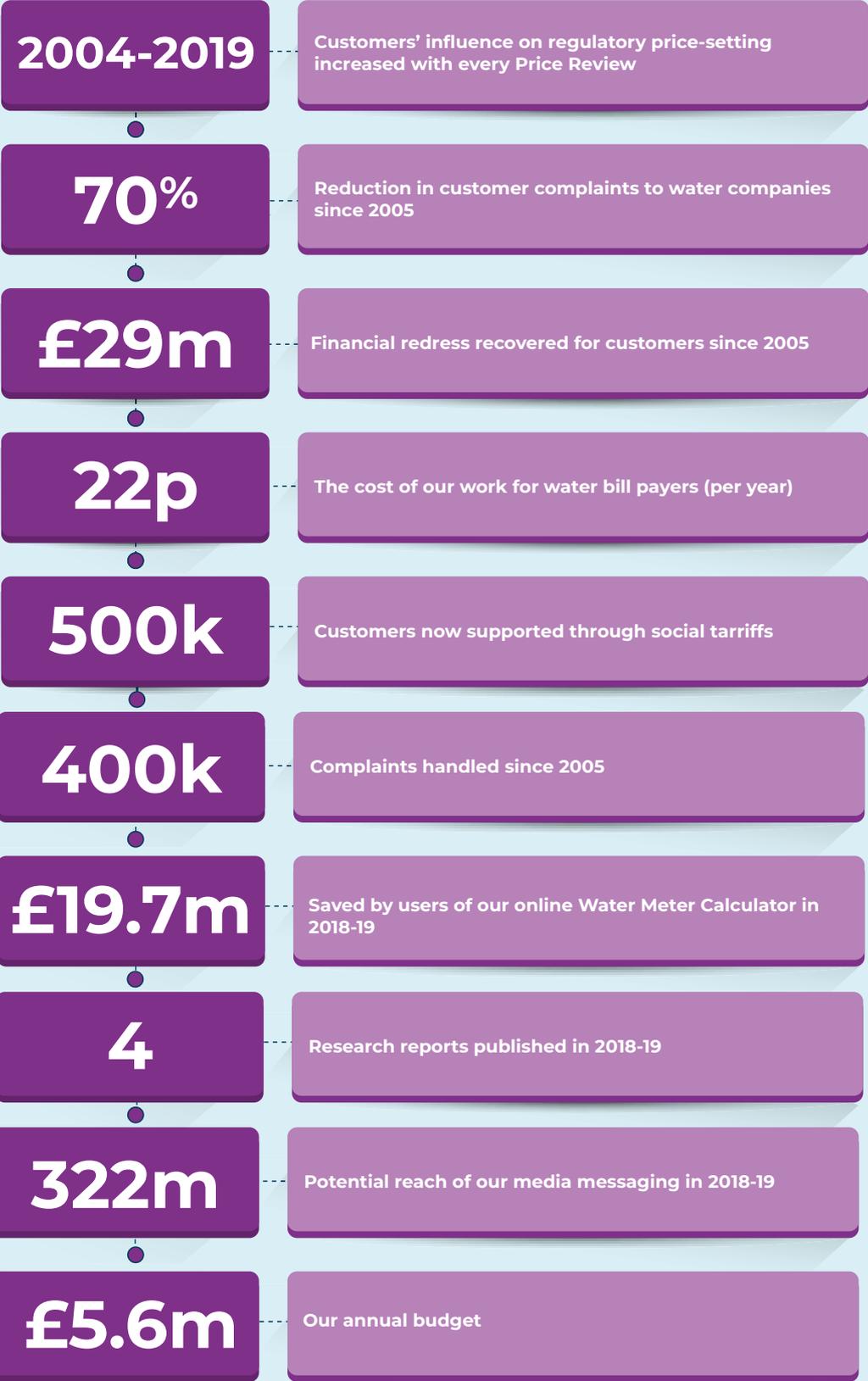
Colleagues at CCW are:

- **Professional**
- **Respectful**
- **Open**
- **Knowledgeable**

Equality and diversity

At CCW, we define our diversity as having people with a wide range of traits, backgrounds and experiences. Being inclusive means we all feel comfortable sharing our ideas and perspectives because our differences are respected and valued. Every member of the organisation feels safe, accepted and appreciated with an equal opportunity to grow and succeed at work.

Key achievements



Our Structure

Board Chair

Board

Chief Executive

Deputy Chief Executive

HR Team, Board Secretary, ICT Manager, Senior Policy Managers (Strategy and Wales) and Policy Support Officer, Executive Support (shared with Head of Policy and Head of Finance.)

Head of Policy and Research

Environment Team, Market Intelligence Team, Regulation Team, Social Policy Team, Consumer Advocates

Head of Consumer Relations

Performance Analyst Project Manager and Project/Team Support, Quality and Information Manager and Deputy QA Manager, Consumer Experience Manager and Consumer Relations Teams, PA to Head of Consumer Relations and Board Chair

Head of External communications

Communication Team

Head of Finance

Finance Team and Procurement Officer

PA to the Chief Executive

How to apply

All applicants are asked to provide:

1. a statement explaining how they meet the essential and desirable criteria
2. an up to date curriculum vitae.

Those who best fit the essential and desirable criteria will be invited to interview.

Interviews are scheduled to take place on the following dates:

London & South East	16 & 20 April
Wales (North)	15 April
Retail Market	14 April
Central & Eastern	15 April
Northern	16 April

The process will be overseen and evaluated by a selection panel including a Senior Policy Manager and a Policy Manager. The selection panel will identify and interview those who most closely fit the role specification and who best demonstrate that they meet the essential and desirable criteria.

At each stage the selection panel will have regard for the need for balance in terms of diversity, skills and experience as well as the spectrum of business and domestic.

Making an Application

Please ensure you send

1. your statement explaining precisely how you meet each of the essential and desirable criteria in the Person Spec
2. an up to date curriculum vitae
3. a completed Diversity Monitoring Questionnaire
4. a completed Political Activity Questionnaire

and return by email to recruitment@ccwater.org.uk by **5pm on 18 March 2021** at the latest. If you have any problems returning your application by email, please get in touch with us.

What happens next

Email applications will be acknowledged automatically.

We will let you know whether or not you are to be selected for interview. For those selected, we will confirm all details relevant to the interview, including date and joining instructions. We expect to be able to let you know within 14 days of the interview whether you will be recommended to CCW's Board for appointment.

Role description

Consumer Advocate - London & South East, Central & Eastern, North Wales or Northern

Reports to: Senior Policy Manager

Division: Policy and Research

Location: London & South East, Central & Eastern, North Wales or Northern (see map page 15)

Job Purpose Statement

This consumer advocate role is to represent CCW, water consumers and help deliver the CCW strategy and campaigns.

CCW requires CAs deliver to the role in line with CCW policies.

Work with water companies:

- In partnership with colleagues, work within a region to bring to life the issues that matter most to water consumers in that area, as we work with water companies to improve their service and scrutinise performance
- Ensure the local and regional consumer voice is heard, including during the price review process
- Represent water consumers on relevant regional and water company groups where this will deliver a benefit for consumers
- On a cross-regional basis, work to help deliver assessments of water companies, for example on complaints and debt, to identify best practice and to help companies improve service delivery, where gaps are identified
- Work with water companies across the regions in England & Wales to share best practice

Work with Stakeholders:

- In liaison with colleagues and in line with the stakeholder plan, build relationships with local stakeholders, such as local resilience forums, or stakeholder groups

Work with media:

- Highlight local and regional issues to colleagues, which could need a response in the media.
- When needed, talk to regional media in line with agreed approach
- Use social media, such as Twitter/LinkedIn to promote CCW's messages in own voice, using CCW provided material

Work with CCW colleagues:

- Where appropriate, use your skills and expertise to help deliver the CCW Strategy & campaigns
- Where a local issue has arisen (such as supply interruptions due to a major event), if required, attend public meetings (and similar) to provide CCW messages
- When needed, feed into development of CCW policy positions and ensure your messages are aligned to those positions

Role description

Consumer Advocate - Market Retail

Reports to: Senior Policy Manager

Division: Policy and Research

Location: Unspecified location

Job Purpose Statement

This consumer advocate role is to represent CCW, water consumers and help deliver the CCW Strategy and campaigns, particularly focusing on the water retail market in England

CCW requires CAs deliver to the role in line with CCW policies.

Work with water companies:

- In partnership with colleagues, work bring to life the issues that matter most to business customers and other non-household customers in England, as we work with retailers and wholesalers to improve their service and scrutinise performance
- Ensure the business and other non-household customer voice is heard
- Represent business and other non-household customers on relevant groups where this will deliver a benefit for those customers
- Work to help monitor how well retailers and wholesalers are serving customers, for example on volume and quantity of complaints and disconnection practices, to identify best practice and to retailers and wholesalers improve service delivery, where gaps are identified
- Work with retailers and wholesalers in England & Wales to share best practice

Work with Stakeholders:

- In liaison with colleagues and in line with the stakeholder plan, build relationships with key industry stakeholders, such as MOSL (the market operator), Ofwat (the Water Services Regulation Authority), UKWRC (the UK Water Retailer Council), and representative organisations such as the FSB (Federation of Small Businesses).

Work with media:

- Highlight business and other non-household customer issues to colleagues, which could need a response in the media.
- When needed, talk to media in line with agreed approach
- Use social media, such as Twitter/LinkedIn to promote CCW's messages in own voice, using CCW provided material

Work with CCW colleagues:

- Where appropriate, use your skills and expertise to help deliver the CCW Strategy & campaigns
- Where an issue has arisen, attend public meetings (and similar) to provide CCW messages
- When needed, feed into development of CCW policy positions and ensure your messages are aligned to those positions

Person specification

Applicants must be capable of undertaking the duties and responsibilities as set out in the Job Description and fulfil the requirements of this Person Specification, which will be assessed through the appointment process. Specifically, you must be able to demonstrate:

	Essential
Communication	<ul style="list-style-type: none"> • Be an open-minded strategic thinker, able to bring their own experience to bear on issues under discussion. • Possess good interpersonal skills and the ability to communicate effectively with a wide range of people. • Connections with Local and Community networks in the local or regional area.
Relationship building	<ul style="list-style-type: none"> • Bring demonstrable experience of the various interests, needs and views of different types of consumers. • Be able to demonstrate experience of working as a member of a team in a professional, voluntary or social capacity. • Be able to constructively challenge the opinions of others, work to achieve a shared consensus and accept collective responsibility.
Delivering results	<ul style="list-style-type: none"> • Be able to demonstrate a passion to represent water consumers' interests. • Be able to bring demonstrable expertise and display the ability to make a significant contribution to CCW. • Be able to display a keen interest in consumer affairs and/or the provision of high level of consumer contact and the need to deliver excellent service.
	Desirable
Other criteria	<ul style="list-style-type: none"> • An understanding of how a regulated business should engage with stakeholders and consumers. • Ability to undertake research and present findings effectively • Understanding of commerce & business and the needs of both household and non-household customers and in Wales specifically, finance, business planning, business management, entrepreneurial and research backgrounds. • Knowledge of/or interest in the Water Industry or utility regulation. • Understanding of the needs of consumers in vulnerable circumstances . • Expertise in sustainable development or environmental Issues. • A knowledge of and ability to speak Welsh is highly desirable (for the vacancy in North Wales).

Summary of Terms and Conditions

Time commitment

CA roles are part-time and require a commitment of a time equivalent to four days per month. All CAs will be required to attend induction and possibly other appropriate training events in addition to their normal commitment of a time equivalent to four days per month. The reporting line is to a Senior Policy Manager, who in turn reports to a member of the Executive Team. All CAs have an annual review of performance, attendance and any training needs with the appropriate Senior Policy Manager. CAs may terminate the appointment by giving one month's notice in writing to the Senior Policy Manager.

The Board can also terminate the appointment with one month's notice (unless there is a substantial reason to end the appointment immediately) in the event that the post to which the CA is appointed ceases to exist or the CA:

- Receives an unsatisfactory annual review
- Is made bankrupt or making an arrangement with creditors;
- Is incapacitated by a mental or physical illness to the extent that their participation is adversely affected;
- Begins formal procedural steps for election to Parliament, Senedd Cymru, Northern Ireland Assembly, the Scottish Parliament or European Parliament (see section 12);
- Has been unable to fulfil their responsibilities for a period of 6 weeks or more, otherwise than by reason of illness or some other cause approved during that period by the Board;
- Is, in the opinion of the Board, otherwise unfit or unable to discharge the function of their appointed office; or
- Any other reasonable cause.

Appointment term

Appointments will be for a period of between 2 and 3 years.

Fee and Liability to Tax, National Insurance and VAT

CAs receive a fee of £4,510 per annum for this part time role. This appointment does not create an employment status between CCW and the CA for the purposes of employment law.

CAs are not employees of CCW. Accordingly, nothing in these terms and conditions shall be construed as, or taken to create, a contract of employment between the CA and CCW. In addition, nothing in these terms and conditions shall be construed as, or taken to create, any contract of service or contract for services between the CA and CCW.

It is probable that HMRC will treat you as an Office Holder but you should make enquiries of your own tax office if you have any queries. Your fee is subject to deduction of income tax and earnings related National Insurance (ERNIC) at source under the PAYE scheme. Any questions about your liability to pay tax, National Insurance or VAT should be taken up directly with the relevant Government offices.

Expenses may be taxable under HMRC rules. Where this is the case, claims will be grossed-up by the organisation and paid net of tax.

Communications Allowance

CAs are expected to be able to communicate effectively (including electronically) with CCW and stakeholders. CCW will provide each CA with a CCW account and email address and a laptop or tablet for business use.

Communication allowance cont.

CAs receive an annual Communications Allowance of £101 to cover all their electronic and postal communication costs. This includes all:

- Mobile, landline and video conferencing costs (except business calls made from hotels when staying overnight on CCW business);
- All costs for printing and emailing including provision of the equipment, consumables e.g. paper and ink and any associated telephone calls or ISP costs;
- All postal costs including photocopying, postage and packaging, and where agreed in advance by the Senior Policy Manager, courier or special delivery costs.

Communications Allowances are taxable and the amount will be 'grossed up' to cover tax and National Insurance implications and paid with monthly fee.

Pensions

This role is not pensionable and there is no right to gratuity upon termination.

Travel expenses

Travel and Subsistence (T&S) expenses incurred when travelling on CCW business, and other reasonable out of pocket expenses necessarily incurred on CCW business, will be reimbursed at the rates applicable to CCW employees. Information can be found in CCW's Travel & Subsistence policy.

Conflict of interest

CAs should avoid situations in which CA activities and duties and private interests conflict, and where there would be an actual or perceived conflict.

All relevant interests of a financial, personal, business or political nature must be entered in the Register of Interests which is maintained within CCW's HR team and must be kept up to date. Advice should be sought from the HR team or the Senior Policy Manager if there is any doubt about your interests.

Should a particular matter give rise to an actual or perceived conflict of interest, CAs should inform the Senior Policy Manager in advance or as soon as it becomes apparent. CAs should withdraw from any discussion or consideration of the matter. CAs should also inform the HR team and the Senior Policy Manager of any new appointments or interests that may impinge on their duties as a CA.

Share Holdings

Trading in shares or having active financial or other interests in the English or Welsh water and sewerage undertakers ("undertakers"), retailers, licensed water suppliers or any companies within their respective groups is incompatible with this appointment. CAs should dispose of any shares or interests in the aforementioned companies before accepting appointment. However, this restriction does not apply to shares that are held in ISAs and Unit Trusts where the choice of shares held is made by a fund manager. A significant financial interest in, or employment by, a major supplier or contractor to an undertaker or licensed water supplier, or other firm closely connected with the water industry, would be regarded as a potential conflict of interest and should be declared and approval sought.

Confidentiality

CAs must not misuse information gained in the course of their appointment for any reason, including personal gain or for a political purpose.

CAs must not disclose any information which is confidential or commercially sensitive in nature, or which is provided in confidence, without authority. This duty continues to apply after the appointment has ended.

Political Activities

There is no general restriction on the political activities of CAs. CAs should, however, be conscious of their general public responsibilities and exercise discretion particularly in regard to their work. On matters affecting that work, you should not normally make political speeches or engage in public political controversy. You should note the following additional guidelines:

- Participation in issues which are not relevant to the water sector is unrestricted, provided you make it clear that you are not acting in your role as a CA;
- Political interests should be declared and entered in a register held by the HR team and made available to the general public;
- Where you make comments and statements in relation to your political activities, you should take care to ensure that CCW is not brought into disrepute;
- This position should not be used as a platform to further your personal or political causes; and
- You should advise the HR team and the Senior Policy Manager when considering standing for election to Parliament, Senedd Cymru, Northern Ireland Assembly, the Scottish Parliament or European Parliament

Data Protection

In accordance with the General Data Protection Regulations (2016), your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with us and will be stored in manual and electronic files. Any data about you will be held in completely secure conditions, with restricted access. Information in statistical form on present and former employees is given to appropriate outside bodies where there is a legitimate purpose for this.

Data that you provide on the Equal Opportunities Monitoring form will be included in a general database, for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on equal opportunities in employment. Individuals will not be identified by name.

We use a third party organisation to carry out background screening on all applicants that are successful at interview and given a formal offer of employment. We do this as a legitimate interest to ensure the suitability of applicants. We share candidate name, telephone number, address and email address as provided on your application form. The third party organisation holds this information and information that you subsequently share with the third party for a period of six months.

By signing and submitting the relevant forms, you are giving your consent to the processing of your data in the ways described above.

Guaranteed Interview Scheme (GIS)

We guarantee an interview to anyone with a disability whose application meets the minimum criteria for the post. To be eligible for the guaranteed interview scheme you must have a disability or long term health condition. The disability could be physical, sensory or mental and must be expected to last for at least 12 months. You do not have to be registered as a disabled person to apply under the scheme.

Equal Opportunities and Diversity

We aim to be an Equal Opportunities Employer, intending to make sure that there is equality of opportunity and fair treatment for all, regardless of gender, race, disability, sexual orientation, gender reassignment, religion or belief, age, pregnancy and maternity, and marriage and civil partnership.

We have undertaken a programme of diversity training for all employees to help understand the concept of diversity and how it compliments equal opportunities. It also provides an understanding of the implications of the legislation, for working with colleagues and customers.

All applications receive equal treatment regardless of sex, race, age, disability, religion, marital status or sexual orientation. Selection for a post will be based on merit.

Complaints Procedure

If you feel your application has not been treated fairly and you wish to make a complaint, you should contact Karen Cropp, Human Resources Manager, CCW, 1st floor Victoria Square House, Victoria Square, BIRMINGHAM, B2 4AJ.

Role Locations

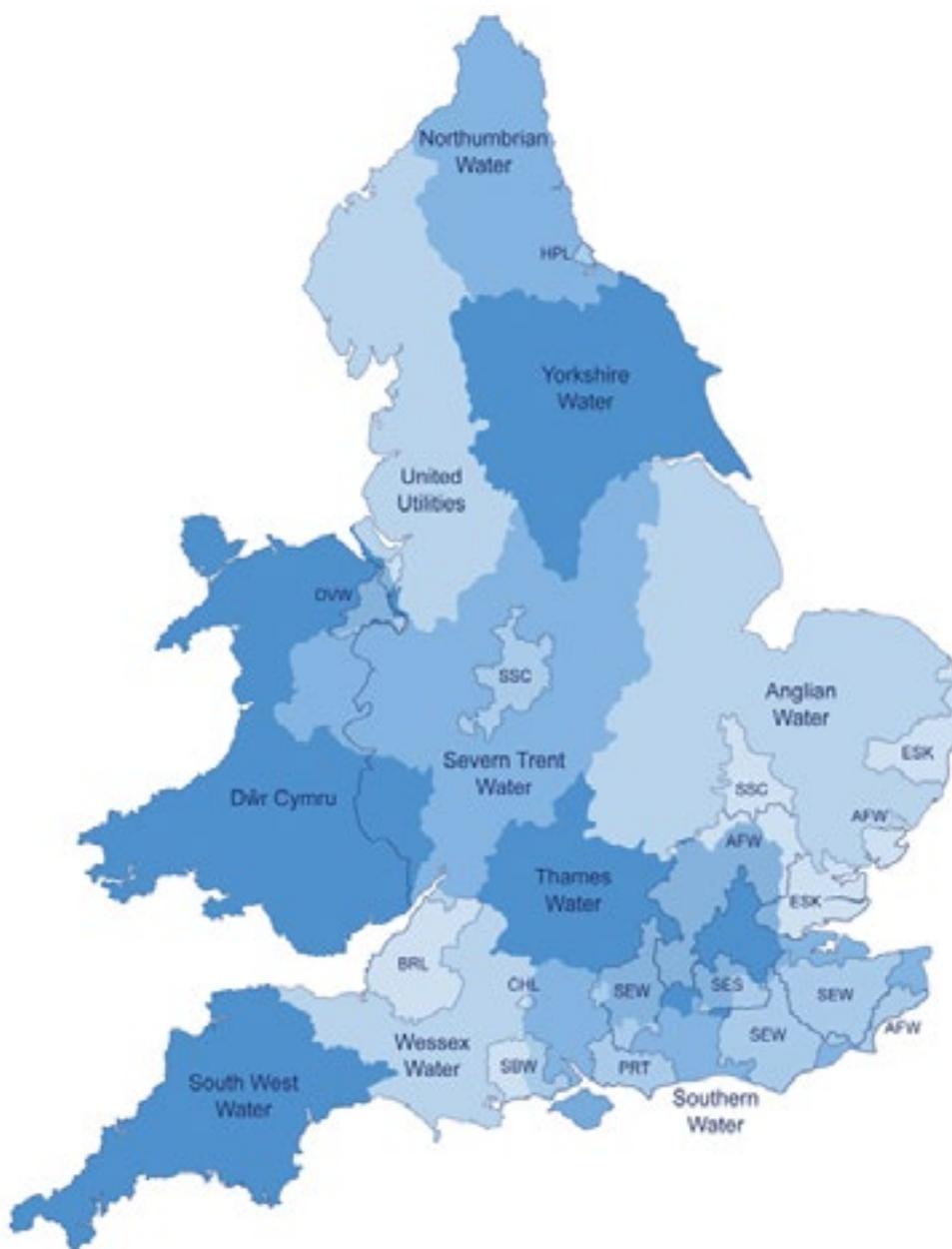
CA Retail Markets – any location

CA Central & Eastern – Water companies for this region are Anglian Water, Cambridge Water, South Staffs, Essex and Suffolk Water and Severn Trent Water. South Staffs/ Severn Trent applicants particularly welcome

Wales - Dŵr Cymru Welsh Water and Hafren Dyfrdwy – We are looking for a strong advocate from North Wales, Wrexham County or North Powys. Household and business customers of the water companies operating in those areas, particularly of Hafren Dyfrdwy (ex Dee Valley Water) are encouraged to apply.

Northern - Hartlepool Water, Northumbrian Water, United Utilities and Yorkshire Water. We would welcome applications from the Yorkshire Water area which is under-represented

London & South East - Southern Water, Sutton and East Surrey Water, Thames Water, South East Water, Portsmouth Water and Affinity Water. We would particularly welcome applications from central London customers and those of the other companies in the Home Counties outside Greater London.





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Contact us

CCW,
1st Floor,
Victoria Square House,
Victoria Square,
Birmingham,
B2 4AJ.

0300 034 2222 in England

0300 034 3333 in Wales



[ccwater.org.uk](https://www.ccwater.org.uk)