



# **Appointment of Business Analyst – Gas Regulation (Maternity Cover)**

## **Guide for Applicants**

### **Key Dates for Applicants:**

Closing Date: 12 noon on Thursday 1<sup>st</sup> March 2012

Interview Date: Thursday 8<sup>th</sup> March 2012 in Queen's House, Belfast

## **Contents**

Prior to completing the application form we recommend that applicants familiarise themselves with the contents of this guide which includes: -

- Section 1      Foreword
  
- Section 2      About Northern Ireland's Utility Regulator
  
- Section 3      Role Description
  
- Section 4      Selection Criteria
  
- Section 5      The Recruitment and Selection Process
  
- Section 6      Terms of Appointment

## **1. FOREWORD**

Thank you for taking time to read this guide for applicants. I hope it gives you all the information you need to decide whether to apply for the fixed term (maternity cover) post of Business Analyst within the Gas Directorate of Northern Ireland's Utility Regulator.

It is an exciting time to work for the Utility Regulator. We are uniquely placed as the UK's only cross-utility regulator. Our extensive remit requires us to be expert and objective and we work closely with government and stakeholders to protect consumers with regard to both price and quality of service. Consumer recognition of our work and our value is growing. We have a strong track-record of innovation in the interests of consumers, working smart with limited resources. We deliver solutions that suit Northern Ireland's needs, and are in some cases at the leading edge of regulatory practice in Europe. As our corporate vision puts it, we make a difference for customers by listening, innovating and leading.

May I take this opportunity to thank you for your interest in the competition to fill this interesting and challenging post. We are keen to receive applications from a wide range of applicants from a variety of backgrounds.

I hope you will be interested in applying for the post.

**Shane Lynch**  
**Chief Executive**

## 2. About Northern Ireland's Utility Regulator

We were first established in 1992, following privatisation of the Northern Ireland electricity industry, and our role extended in 1996 to cover gas. From April 2007 we also became the economic and customer service regulator for NI's water and sewerage industries.

We are a non-Ministerial government department. We are independent of Ministers, who make policy; our role is to implement that policy, as embedded in the various statutes that set out our objectives and functions.

Our board currently consists of a chairman (Prof. Peter Matthews) and six other members (Dr Clive Elphick, Mr Philip Johnson, Mr James Oatridge, Mr Alan Rainey, Mr Bill Cargo and Mr Richard Rodgers), plus the Chief Executive, Mr Shane Lynch. The office currently employs approximately 70 staff, with an annual budget around £7m this year.

The Chief Executive heads our Senior Management Team (SMT). The SMT also currently includes: the Directors for Gas, Water, Electricity, Retail and Corporate Affairs. It meets weekly to review matters of common interest, and provides the collegiate leadership of the office.

In March 2009 we published our first five-year Corporate Strategy, as well as its Forward Work Programme. These documents, together with further information about our work, may be viewed at [www.uregni.gov.uk](http://www.uregni.gov.uk).

The 2009-14 Corporate Strategy sets out for the first time our Mission, Vision and Values:

Our mission: Value and sustainability in energy and water

Our vision: We will make a difference for customers by listening, innovating and leading

Our values:

- Be a best practice regulator
- Be a united team
- Be collaborative and co-operative
- Be professional
- Listen and explain
- Make a difference
- Act with integrity

### Gas

Natural gas first arrived in Northern Ireland in 1996 and has since brought considerable environmental, economic and social benefits to Northern Ireland. It is the least polluting fossil fuel and its availability in an area provides greater fuel choice for industry. Natural gas also provides domestic customers with the opportunity to convert from inefficient central heating systems to highly efficient gas condensing boilers and in due course to domestic combined heating power.

We are responsible for regulating Northern Ireland's gas industry. Our main duties are to promote the development and maintenance of an economic, efficient and co-

ordinated gas industry. We also aim to protect the interests of gas consumers with regard to price and quality of service.

More information about the work of the Gas directorate can be found at [www.uregni.gov.uk/gas](http://www.uregni.gov.uk/gas)

## **Electricity**

The main statutory framework for our work in electricity is set out in the Electricity (Northern Ireland) Order 1992, the Energy (Northern Ireland) Order 2003 and the Electricity (Single Wholesale Market) (Northern Ireland) Order 2007.

Our principal objective is to protect consumers' interests, wherever appropriate by promoting effective competition, and we have a series of further objectives relating to universal service, financeability, sustainability and vulnerable customers.

Northern Ireland has around 805,000 electricity consumers, with load split around 40% / 60% between domestic and non-domestic customers. This electricity is generated by three main power stations, plus a large number of smaller and renewable stations. Significant volumes are imported from Scotland through the 450MW Moyle interconnector, and there is a 500MW transmission line to the Republic of Ireland. Electricity generation on the island of Ireland is around 60% gas-fired, with peat, coal and wind also being significant fuels.

Northern Ireland belongs to the all-island Single Electricity Market (SEM). This is the only regional market in Europe with fully integrated arrangements for regulation, scheduling, and dispatch, as well as a high level of harmonisation in system operation and network tariff arrangements. The SEM is regulated by the SEM Committee which is a statutory committee of the Authority and comprises an independent member, a deputy independent member, three members currently from the Utility Regulator appointed by the Department for Enterprise, Trade and Investment (DETI) and three from the Irish Republic's Commission for Energy Regulation (CER).

## **Water**

The Water Directorate came into being on the 1 April 2007 under statutory duties set out in the Water and Sewerage Services (Northern Ireland) Order 2006. On this date, the provision of these services transferred from the Water Service, an agency of the Department of Regional Development (DRD) to a government owned company Northern Ireland Water Ltd (NI Water).

Our main aim is to regulate the water and sewerage industry in Northern Ireland in a way that encourages and incentivises the company (NI Water) to achieve the highest possible service for customers in terms of both quality and value.

## **Retail and Social**

The Retail and Social directorate was created in 2009 to remove barriers and drive forward work on encouraging gas and electricity suppliers to enter the domestic energy market in Northern Ireland, in order to provide consumers with a choice of supplier.

In 2011 we took on the role of social protection for utility customers. This is carried out in conjunction with our work on ensuring a high level of consumer protection for all customers in the context of competitive markets.

### **Sustainability**

We have a vital role to play in promoting sustainability as we are the main gate keepers to infrastructure investment in three sectors with high environmental impact – electricity, gas and water.

Our sustainability team work across the areas of social and environmental sustainability. We are responsible for the Utility Regulator's Social Action Plan and sustainability strategy. We are also responsible for the management of major social and environmental programmes for example,

- The Northern Ireland Sustainability Energy Programme (NISEP) which provides funding for a number of energy efficiency schemes.
- The Northern Ireland Renewable Obligation
- The Climate Change Levy Exemption Scheme
- Renewable Energy Guarantees of Origin

### **Energy Retail Market Opening**

Competition has long been at the heart of the European Union (EU), United Kingdom (UK) and Northern Ireland vision of energy markets. A range of steps at all three levels have sought to promote wholesale and retail energy market competition.

The statutory remit given to us places a high value on competition as a means to deliver consumer benefits in the energy retail sector in Northern Ireland.

### **Other Work Streams**

We hold concurrent competition law powers and are Northern Ireland's competition authority for the industries it regulates.

Being uniquely placed as the UK's only cross-utility regulator, creates challenges and opportunities which we are keen to address over the coming years.

We have quasi-judicial powers to determine certain complaints, disputes and appeals.

### 3. Role Description

**Reporting to:** Gas Manager

**Role Purpose:** To provide analysis and policy advice relating to gas regulation

**Key Contacts:**

**Internal:** Gas Manager, Director of Gas and the Gas team. In-house Legal Counsel and other staff as required

**External:** Consumer Council, Utility Regulator legal advisors and key staff within the regulated companies

#### Key Areas & Tasks

##### Strategic

- Awareness of overall goals of the branch and taking personal responsibility to contribute to design and delivery of workplans to deliver goals
- Provide analysis and advice to help monitor, review and challenge the regulated businesses' financial and business plans
- Benchmark the performance and costs of the regulated companies against UK and other comparators in order to inform and set price controls
- Awareness of legal risks and issues relating to electricity/gas/water regulation

##### Operational

- Carry out research as required by the Utility Regulator including analysis, reports and policies.  
For example in Gas regulation this would include:
  - Design and analysis of cost reporting information from gas supply and distribution regulated companies
  - Review and modification of gas network codes and licences and other legal contracts
  - Review of Gas Transmission and Distribution Charges, including connection charges
  - Assessing impact of the Utility Regulator's proposals on stakeholders
- Contribute to the development and maintenance of appropriate key performance indicators / metrics
- Draft documentation as required by the Utility Regulator. Prepare regular and specific reports, papers and presentations for the Senior Management Team
- Act as a member of specific project teams as defined by Senior Management. This will involve providing team input, which may include research, analysis and constructively challenging other team member's contributions
- Build and maintain an awareness of best practice both within the energy industry and related industries both locally and internationally

- Develop and / or maintain a good understanding of the principles and practices within the organisation and the industry
- Develop and / or maintain a good understanding of related external issues and how they apply to their specific area of policy expertise

### **Leadership**

- Demonstrate accountability and strong focus on delivery in your role within the Gas Directorate
- Demonstrate importance of collaborative approach by working closely with other branches within the Gas Directorate.

### **Financial Management**

- Ensure work objectives are delivered within agreed timescales
- Contribute to the planning and monitoring of the Gas Directorate budget as appropriate

### **Health & Safety**

- Contribute to an environment where Health and Safety is promoted and responsibility taken for resolving any issues within the Gas Directorate e.g. in relation to stress management

### **Risk Management**

- Input to the Gas Directorate Risk Register as required
- Help to Identify, implement and manage appropriate measures to minimise risk to the Gas Directorate and wider organisation as a whole

### **Customer Services**

- Respond to external queries and consultation processes

### **Networking**

- Develop effective working relationship with the Senior Management Team and key members of the regulated companies to ensure effective regulation
- Provide a direct point of contact between the Utility Regulator and external specialist support
- Build relationships with Ofgem/Ofwat and other key stakeholders in relation to e.g. strategy and policy development etc.

#### **4. Selection Criteria**

Applicants must meet the following eligibility criteria and key skills by the closing date for applications.

##### **Essential Criteria:**

- Proven strong analytical experience including ability to consider how policies interlink and impact of policies on business incentives.
- Proven experience within a service delivery or policy making focused organisation with strong ability to think for self and bring own ideas to problem solving.
- Proven well developed technical skills including broad principles of corporate finance and undertaking economic and financial analysis to a high standard including the ability to design and deliver complex spreadsheet and modelling work including econometric analyses.
- Proven track record of working to tight deadlines with heavy workloads in a challenging and complex environment.
- Proven ability to set out and deliver on workplans to convert policy decisions into robust legal documents, for example regulatory licences and industry network codes.

##### **Desirable Criteria:**

- Awareness of legal, economic and policy background to utility regulation
- Understanding of the local regulatory scene and the key features of UK utility regulation

##### **Key Skills**

In addition to satisfying the above eligibility criteria, applicants will also be expected to display the following qualities and skills at interview.

- Strong analytical skills
- Strong communication skills
- High level of negotiation and influencing skills

## **5. The Recruitment and Selection Process**

### **How to Apply**

Completed application forms must be returned to the address below by **12 noon on Thursday 1<sup>st</sup> March 2012**:

**Human Resources  
The Utility Regulator  
Queens House  
14 Queen Street  
Belfast  
BT1 6ED**

**Telephone 028 9031 6324 or email [nicola.cherry@uregni.gov.uk](mailto:nicola.cherry@uregni.gov.uk)**

Applications will be acknowledged within seven days from close of competition.

Candidates with a disability who require assistance will be facilitated upon request. Candidates who wish to receive the information pack in accessible formats are requested to advise of their requirements as promptly as possible allowing for the fact that the closing date for receipt remains the same for all applicants as noted above.

### **Monitoring Form**

The Utility Regulator monitors applications for employment in terms of community background, sex, disability and race. You should note that this information is regarded as part of your application and failure fully to complete and return this part of your application will result in disqualification. The use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) Order 1998. It will be used only for monitoring, investigations or proceedings under the requirements of the above legislation.

### **Applications**

Applicants must clearly and fully demonstrate in their application form how they meet the selection criteria. The Utility Regulator may decide to interview only those applicants who appear, from the information they have provided on their application, to be most suitable in terms of relevant experience and ability. It is essential therefore, that applicants fully describe on their application form how they meet each of the selection criteria giving specific examples as appropriate.

Do not use acronyms, complex technical detail etc. Write down clearly your personal involvement in any experience you quote. It is how you actually carried out the piece of work that the panel will be interested in. It is not appropriate simply to list the various posts which you have held. The Utility Regulator will not make assumptions from the title of an applicant's post or the nature of the organisation as to the skills and experience gained.

### **Eligibility Sift**

After the closing date, the first stage in the selection process will be to conduct a sift of completed application forms against the essential eligibility criteria. Applicants who have not fully demonstrated on their application form how they meet each of the eligibility criteria will not be progressed to the next stage of the process.

### **Shortlist**

If further short listing is required, the next stage would be to conduct a sift against the desirable criteria. In the event of a large volume of applicants, scored shortlisting against the eligibility criteria may also be used to form a final shortlist.

### **Interview**

Following shortlisting, it is intended that the selection process will involve an interview against the key skills for the role. Additional stages to the selection process may be required. **It is intended that the interview process will take place in Belfast on Thursday 8<sup>th</sup> March 2012.**

The Utility Regulator may reimburse reasonable travel expenses incurred by interviewed candidates who have travelled from locations beyond Northern Ireland and the Republic of Ireland. Reasonable normally means that candidates should use the most economical means of travel. You must contact Utility Regulator Human Resources in advance of making any bookings that do not comply with this requirement or if you have any other queries.

### **Further Information**

Further information about the work of the Utility Regulator can be gained by visiting <http://www.uregni.gov.uk/>

Should you have any further queries about the recruitment and selection process then call The Utility Regulator on 028 90311575

## **6. Terms of Appointment**

The following headline terms will subsequently be included (amongst other terms and conditions) in a written contract of employment between you and the Utility Regulator.

### **Duration**

This is a fixed term full-time post for 9 months (maternity cover). Please note that depending on business needs the contract might be extended.

### **Salary**

The starting base salary will be in the range of £32,753 - £43,671 p.a. depending on the individual circumstances applicable to the successful applicant. You will be paid monthly in arrears via Bankers Automated Clearing Service (BACS).

### **Pension**

Staff employed by the Utility Regulator are civil servants, and as such are automatically enrolled into the Northern Ireland Principal Civil Service Pension Scheme (PCSPS) which is a Defined Benefit pension scheme. Alternatively, staff may opt out to receive an additional uplift payment in lieu of pension representing 18.5% of base salary.

### **Place of Work**

The postholder will be a fixed term employee of the Utility Regulator and will be based at Queen's House, Queen Street, Belfast.

### **Hours of Work**

This is a full-time appointment. The offices of the Utility Regulator are accessible 24 hours a day and 7 days a week and are open for business between the core hours of 7am and 7pm Monday – Friday. Due to the nature of your position you may be required to work such additional hours over and above your standard hours (37 hours excluding meal breaks) as may be necessary for the proper fulfilment of your duties for which no additional payment will be made.

### **Holiday Entitlement**

Holiday entitlement will be pro-rated based on 25 days per annum and 12 public and privilege holidays.

If you have already attained annual leave of 30 days by dint of service with the NI or GB Civil Service, your holiday entitlement will be 30 days from your commencement date (pro rated).

### **Probationary Period**

There will be a probationary period of 6 months and continued employment will be dependent on the outcome of this probationary review. During the probationary period your performance will be regularly monitored and the Utility Regulator reserves the right to extend your probationary period for such further period or periods as it considers reasonably necessary to assess your performance further.

**Additional Information**

Successful candidates must obtain a basic disclosure certificate from AccessNI prior to commencement of employment and may be required to attend a medical examination. Full details will be provided with your offer of employment.

As an employee of the Utility Regulator you will be subject to various office policies, for example, rules on shareholdings, conflicts of interest, and future appointments.

The Utility Regulator is committed to equality of opportunity and welcomes applications from all suitably qualified applicants irrespective of age, sexual orientation, marital status/civil partnership, dependants, religious belief, political opinion, gender reassignment, race, sex or disability.