



Appointment of

**Regulation Analyst –
Retail & Social Regulation
(Fixed Term)**

Guide for Applicants

Key Dates for Applicants:

Closing Date: 5pm on Monday 20th February 2012

Interview Date: Wednesday 29th February 2012 in Queen's House, Belfast

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

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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 post of Regulation Analyst within the Retail and Social Regulation 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.

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

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.

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).

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.

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.

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

Role: Regulation Analyst (fixed-term)
Group: Retail and Social
Reporting to: Manager – Market Opening and Incumbent Regulation Branch

Role Purpose:

Working within the Retail and Social Directorate, you will provide analysis and policy advice relating to the regulation of the energy retail sector.

You will work across a variety of functions within a team-based environment and contribute to the delivery of Utility Regulator aims and objectives by analysing and advising on issues relating to the regulation of the energy retail sector. This role is well suited to persons with good numerical and policy advice skills. Any experience in energy and/or economics will also be valuable.

Key Contacts:

Internal: Head of Branch, Other colleagues within Retail and Social Directorate, In-house Legal Counsel, Director of Electricity, other staff as required

External: Ofgem, CER, Consumer Council, DETI, Utility Regulators legal advisors and key staff within the regulated companies

Key Areas Strategic

Key Tasks

- Provide analysis and advice to help monitor, review and challenge the regulated businesses' work in the areas of consumer protection, protection of vulnerable customers, energy efficiency, renewable energy and sustainability.
- Read and understand key energy industry and regulatory policy documents and legislation, report to senior management on the impact of government policies and legislation on regulated companies and Northern Ireland utility customers.
- Scrutinise regulated companies to ensure adequate customer protection in areas such as costs, service and marketing activities.

Operational

- Undertake analysis and policy investigation as required by UR, into various utility regulation issues for example:
 - Development of methodologies to protect customer interests in terms of price, quality of supply and protection of vulnerable customers.
 - Development of an understanding of the Northern Ireland landscape in relation to vulnerable customers and consumer protection within the retail energy sector.

- Contribute to the development and maintenance of appropriate key performance indicators for the relevant industry groups
- Communication with stakeholder groups on important issues in relation to customer protection and regulation of the retail energy sector.
- As required, provide information, reports and briefings to the Head of Branch, Director, Senior Management.
- Act as a member of specific project teams as defined by Senior Management, which may include research, analysis and preparation of reports and discussion/consultation papers.
- Develop and maintain a good understanding of the utility industries and related issues including consumer protection, equality, fuel poverty and other as required.
- Demonstrate accountability and strong focus on delivery

Leadership

- Lead specific projects as required.
- Demonstrate accountability and strong focus on delivery in your role within the Retail Group
- Demonstrate importance of collaborative approach by working closely with other branches within the Retail Group, other directorates in the Utility Regulator, industry participants and external advisors.

Financial Management

- Ensure work objectives are delivered within agreed timescales and budgets
- Contribute to the planning and monitoring of the Retail group budget as appropriate

Health & Safety

- Demonstrate responsibility for your own health and safety and that of those with whom you work.
- Contribute to an environment where Health and Safety is promoted and responsibility taken for resolving any issues within the Retail Group e.g. In relation to stress management

Risk Management

- Input to the Retail Directorate Risk Register as required
- Help to identify, implement and manage appropriate measures to minimise risk to the Retail group

Customer Services

- Respond to external queries and consultations as appropriate

Networking

- Develop effective working relationship with the senior management team and key members of the regulated companies to ensure effective regulation
- Build relationships with key stakeholders in relation to eg. strategy and policy development etc.

4. Selection Criteria

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

Essential Criteria

- Proven ability to analyse written and numerical information from a wide variety of sources in a complex business or regulatory environment.
- Experience of subsequently using this analysis to provide high quality verbal and written advice to senior management on pertinent issues
- Proven experience of communication and confidence in dealing with a wide variety of stakeholders such as government, private and voluntary stakeholders and regulated companies
- Excellent organisational skills and proven track record of working to tight deadlines and with a high degree of individual responsibility

Desirable Criteria

In the event of a large number of applicants the following desirable criteria will be used as further shortlisting criteria:

- Proven knowledge of the Energy Sector
- Proven experience of analysis within the energy sector and/or of energy regulation
- Understanding of the legal framework for regulation in NI and the UK
- Knowledge of the issues that will arise in retail sectors that affect consumers.

Key Skills

In addition to satisfying the above essential 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 **5pm on Monday 20th February 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

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 Wednesday 29th February 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 one year. 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 an 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.