



Guide for Applicants

Chief Executive Officer

Key Dates for Applicants

Closing Date: 26 June 2020 at 2:00pm

Interview Dates: Between 06 and 31 July 2020

1. A Message from Bill Emery Chair of the Board

Dear Applicant,

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 position of Chief Executive Officer (CEO) within Northern Ireland's Utility Regulator.

It is an exciting time to work for us. 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 meet Northern Ireland's needs.

We also are ambitious in setting the goal of being a best practice regulator and as CEO you will lead the delivery of our Investors in People (IiP) action plan, to support and develop our staff and ongoing best practice principles. Our new corporate strategy for 2019-24 was published last year. It sets out an ambitious agenda which places the consumer at the centre of our work, embraces change and meets head-on the challenges of the future.

As CEO you will have leadership role working with government and industry to address Northern Ireland's strategic energy and water challenges and work with NI energy and water stakeholders to prepare effectively for the UK's departure from the EU.

May I take this opportunity to thank you for your interest in the competition to fill this post. We are keen to receive applications from experienced candidates with a wide range of backgrounds.

I look forward to your application.

Yours sincerely

Dr Bill Emery
Chair

2. About Us, 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. Our board currently consists of a chair (Dr Bill Emery) and five other members (Teresa Perchard, Jon Carlton, Alex Wiseman, David De Casseres and Claire Williams), plus the Chief Executive, Jenny Pyper. The office currently employs approximately 85 staff.

The Chief Executive heads our Senior Leadership Team (SLT). The SLT currently includes the Directors for Retail Markets, Wholesale Markets, Networks and Corporate Affairs and Heads of Function for Network Price Regulation, Network Operations and Legal. The SLT meets weekly to review matters of common interest, and provides the collegiate leadership of the office.

Our Corporate Strategy and annual Forward Work Programme together with further information about our work, may be viewed at www.uregni.gov.uk

Our mission:

To protect the short and long term interests of consumers of electricity, gas and water.

Our vision:

To ensure value and sustainability in energy and water.

Our values:

Be a best practice regulator: transparent, consistent, proportionate, accountable and targeted.

Be professional: listening, explaining and acting with integrity.

Be a collaborative, co-operative and learning team.

Be motivated and empowered to make a difference.

Electricity

Our principal objective is to protect the interests of consumers of electricity supplied by authorised suppliers, wherever appropriate, by promoting effective competition between persons engaged in, or in commercial activities connected with, the generation, transmission or supply of electricity.

More information can be found at www.uregni.gov.uk/electricity

Along with the Irish Commission for the Regulation of Utilities (CRU), working through the Single Electricity Market Committee (SEMC) we jointly regulate the cross jurisdictional SEM in the interests of all consumers on the island.

More information can be found at www.semcommittee.com

Gas

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 can be found at www.uregni.gov.uk/gas

Retail and Customer Protection

The Retail and Customer Protection 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. The directorate also undertakes the wider role of protection for utility consumers, including codes of practice and formal dispute resolution where necessary.

More information can be found at www.uregni.gov.uk/retail

Water

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

More information can be found at www.uregni.gov.uk/water

Corporate Affairs

Corporate Affairs includes the Corporate Services team which is led by the Head of Corporate Services. The team serves the organisation by carrying out a number of key functions including HR, Finance, ICT, Information Management, Facilities and Procurement. Corporate Affairs also includes three other teams covering a range of functions including consumer protection and environmental, communications and strategy and the in-house legal team.

Other Work Streams

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

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: Chief Executive Officer (CEO)
Salary: Starting salary is in the region of £133k
Term: Fixed Term of either 5 or 7 years with potential for a further term
Reporting to: Board Chairperson

Role Purpose:

- To lead the office of the Utility Regulator (UR), the UK's only cross-utility regulator
- To work with the Board of the UR to implement an ambitious and far-reaching corporate strategy for the period to 2024
- To represent the UR at a time of wider strategic change across the energy and water sectors and be the main public face of the UR
- To build personal and organisational credibility with a diverse range of stakeholders across the energy and water sectors in both parts of Ireland, Great Britain and Europe
- To lead the UR team and promote a collective focus on high levels of performance and the achievement of organisational targets
- To work with the Board in contributing to the collective leadership of the UR
- To fulfil the Accounting Officer role for the UR and be accountable to the NI Assembly.
- To support the Board in developing and delivering the annual Forward Work Programme
- To support and the Single Electricity Market Committee in regulating the all island wholesale electricity market.

Key Contacts:

Internal: Chair and Board, UR directors (SMT), Heads of Function (HoFs) and Managers , UR Board and Committees, in house legal advisors

External: Northern Ireland departments (including Department for the Economy (DfE) Department for Infrastructure (DfI) and Department of Finance (DoF), licensed and regulated companies, Northern Ireland Assembly (members and Committees), Commission for Regulation of Utilities (CRU); Consumer Council for Northern Ireland (CCNI), Single Electricity Market (SEM) Committee; SEM Oversight Committee; System Operator for Northern Ireland, Single Electricity Market Operator; Department for Business, Energy and Industrial Strategy; external legal advisors; regulated companies; Northern Ireland Environment Agency, business representative groups (including Confederation of British Industry), third sector and consumer organisations (including fuel poverty and green representatives); Republic of Ireland departments (including Department for Communications, Energy and Natural Resources), Great Britain regulators (including Ofgem and Ofwat), relevant European stakeholders (principally the Agency for Co-operation of Energy Regulators (ACER)), other key stakeholder representative bodies e.g. EAI; Northern Ireland Renewables Industry Group; Major Energy Users Council etc. and media (including business journalists)

High Level Challenges:

- Delivering on the strategic objectives set out in the UR's Corporate Strategy 2019-24
- Working with government and industry to address NI's strategic energy and water challenges
- Working with key NI energy and water stakeholders to prepare effectively for the UK's departure from the EU
- Ensuring that the UR is best placed to make an effective contribution to meeting the challenges of the decarbonisation and the energy transition
- Positioning the UR as an enabler of the NI Executive's Infrastructure development ambitions
- Ensuring the effective and economic regulation of the Northern Ireland's utility providers
- Working with **the Commission for the Regulation of Utilities in the Republic of Ireland to ensure the effective operation of the** Single Electricity Market
- Addressing energy and water security of supply challenges for NI
- Overseeing the further development of the gas industry within NI
- Practically protecting the short-and long-term interests of energy and water consumers
- Ensuring that the UR is a best practice regulator

Key Areas	Key Tasks
Strategic	As Head of SMT/SLT <ul style="list-style-type: none"> • Lead in the development and implementation of rolling UR corporate and strategic plans • Maintain focus on UR's mission, vision, values and behaviours (MVVB) • Ensure UR remains fit for purpose and develop its cross-utility approach • Ensure UR meets the strategic goals outlined in its Corporate Strategy • Promote the achievement of strategic goals in the context of organisational vision/values • Work with the Board and SLT to develop and implement strategic initiatives • Maintain and extend strategic relationships with key stakeholders and delivery partners • Establish relevant performance targets for UR that are realistic and support the delivery of the Corporate Strategy • Continually review operational priorities and plans, making appropriate adjustments to reflect changes in internal and external environments

Operational	<ul style="list-style-type: none"> • Ensure delivery of the annual Forward Work Programme within the approved budget and headcount • Deliver the work of UR making best use of the resources available • Oversee delivery of market regulation of SEM both now and in the context of BREXIT • As a member of the SEM Committee (if appointed), take responsibility for ensuring optimal decisions are taken by that body • As required, provide information, reports and briefings to the Board and Committees.
Leadership	<ul style="list-style-type: none"> • Act as the Accounting Officer for UR and ensure it satisfies its accountability obligations to the NI Assembly • Lead SMT/SLT, to instil and model UR's "Mission, Vision, Values and Behaviours" and support the delivery of the liP action plan and ongoing principles • Underpin UR's vision and values as a reality for staff in their work • Ensure a culture of understanding of, and compliance with, the requirements of the Northern Ireland Civil Service Handbook across UR • Develop and nurture the potential of staff at UR including the SLT and through emerging plans for the wider staff group • Mentor managers and other staff to ensure that they behave corporately in their outlook • Promoting a culture that seeks to encourage innovation and exceeds performance targets • Demonstrate importance of a collaborative approach by working closely with other UR directorates, industry participants and external advisors
People Management	<ul style="list-style-type: none"> • Promote an effective SLT and maximise its collective leadership potential as the top management body of UR • Act as a catalyst for accelerating the skills and effectiveness of SLT • Ensure work planning and appraisal tasks are completed on time and to agreed standards • Ensure HR policies support the development of a highly skilled and effective workforce, promote staff retention and value learning and development
Financial Management	<ul style="list-style-type: none"> • Drive forward efforts to promote value for money in the work of UR • Undertake duties and responsibilities as Accounting Officer for UR as set out by DoF in Managing Public Money NI and ensure regularity, propriety and value for money in regard to all expenditure incurred by UR • Promote UR as an exemplar organisation in terms of corporate governance and the principles of regularity and propriety • Ensure appropriate risk-management and resource management processes are in place and adhered to
Health & Safety	<ul style="list-style-type: none"> • Responsibility for meeting health and safety requirements for UR • Create an environment where health and safety is promoted and responsibility taken for resolving any issues across the

	organisation e.g. in relation to stress management, working hours etc
Risk Management	<ul style="list-style-type: none"> • Ownership of corporate risk register as a key input towards corporate governance • Identify, implement and manage appropriate measures to manage risk
Stakeholder Relationship Management	<ul style="list-style-type: none"> • Lead a pro-active approach to stakeholder relations, by developing constructive and appropriate relationships with senior internal and external stakeholders including in government, industry and across the business and voluntary sector • Act as the representative and spokesperson for UR e.g. media, attending conferences, key note speaker etc. • Promote recognition of UR to a range of audiences and positively represent its position in public and in the media
Culture and Values	<ul style="list-style-type: none"> • Lead by example on the workplace values of UR: be a best practice regulator, be professional, be a collaborative, co-operative and learning team, be motivated and empowered to make a difference

The Utility Regulator's statutory remit and organisational structure is continuing to evolve. It is therefore quite possible that the scope of the advertised role may evolve significantly with consequential changes to the job description

4. Selection Criteria

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

Essential Criteria

1. Experience of successfully leading an organisation at a senior* level including the delivery of quality award principles such as Investors in People (IiP) with the ability to demonstrate a commitment to and the application of values that align to those of the UR.
2. A proven track record of achieving significant outcomes for consumers, taxpayers and / or other stakeholders when operating at a senior* level in government/ regulation/ industry/ third sector consultancy.
3. An ability to demonstrate successful past performance of exercising balanced and pragmatic judgement; and prioritising and delegating tasks within an environment which has multiple active work streams affecting a wide range of stakeholders.
4. A sound understanding of the key economic, technical and political factors influencing the development of NI's utility industries, including the key drivers of price and quality in the short and long-term.
5. Proven significant experience of engaging effectively with Government, political representatives and / or the legislature to further the achievement of significant organisational outcomes.
6. Proven personal authority, integrity and credibility necessary to represent organisations such as the UR at the most senior* level and in public.
7. A proven track record of personal responsibility for managing a budget of over one million pounds.

* *“Senior” means working at: organisational board level; or senior civil service level; or equivalent; with a track record of dealing directly with Ministers on economic and/or utility related policy issues. Demonstration of a significant deputising role or leading large divisions of an organisation will also be considered as evidence of working at a senior level.*

Desirable Criteria

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

1. Experience of applying regulatory concepts and principles to utility sector(s).
2. Experience of dealing with significant issues particular to one or more of:
 - i) electricity/gas;
 - ii) water/sewerage; and
 - iii) other regulated industries.

3. Experience as a senior* organisational spokesperson
 - i) in regional or national media;
 - ii) in public fora; and
 - iii) with Ministers and other top-level stakeholders.
4. A track record of personal responsibility for negotiation and management of a multi-million pound budget and for ensuring value for money, regularity and propriety, preferably in a public-sector context.
5. Experience of corporate finance in the utility sectors.
6. Experience of significantly enhancing organisational effectiveness preferably in an organisation which operates in a public sector context.

Key Skills

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

Values and behaviours

- Ability to demonstrate understanding of and apply workplace values
- Ability to demonstrate commitment to or understanding of the consumer interest/ensuring consumers get the best deal
- Ability to demonstrate your understanding or experience of what it means to be a best practice organisation
- Experience which demonstrates your ability to remain professional in difficult or challenging situations with either internal and external stakeholders
- Experience which demonstrates your ability to work within a collaborative, co-operative, learning team
- Experience which demonstrates your ability to be motivated and empowered within the workplace, either individually, within your team or within the wider organisation
- Strong alignment to the Mission Vision Values and Behaviours of UR
- Strong leadership skills
- Outstanding communication skills
- Strong inter-personal skills
- Strong financial management and governance skills
- Strong negotiation and influencing skills
- Strong management skills working with individuals and teams to deliver complex work programmes against challenging timetables
- High level of analytical skills
- Ability to operate and influence at board level and within a board context
- Ability to promote inclusion of corporate values within individual and team ways of working
- Ability to work in collaboration with other stakeholders to achieve shared objectives

Competency Framework

You may wish to consider the UR SMT Competency Framework when completing your application. A copy is attached to this recruitment pack.

5. The Recruitment and Selection Process

How to Apply

Completed application forms must be received by **2:00pm on 26 June 2020**.

Please submit your application form by email. A typed or scanned signature will be accepted. Please submit your completed equal opportunities monitoring form in a separate email labelled clearly “Monitoring Form” in the subject line. The onus is on the candidate to ensure their application is received before the closing date and we will use the time it is received according to the UR computer systems, not the time sent from a candidate’s email account.

Applications and queries can be emailed to recruitment@uregni.gov.uk

Applications will be acknowledged by email within seven days from close of competition. **If you do not receive an acknowledgement, please contact the Utility Regulator at recruitment@uregni.gov.uk 07805 819 666 or 07794 965 909.**

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.

Conflict of interest Declaration and Statement of Integrity Form

Conflicts of interest, whether real or perceived, can be damaging to the individual member of staff, and the Utility Regulator. You should familiarise yourself with the requirements of the Utility Regulator’s Staff Interest Statement, a copy is attached to this recruitment pack. If a conflict of interest arises or is identified it is essential that it is discussed with the Head of Corporate Services and Chair as required and resolved as quickly as possible.

You should register your own interests (including any that may arise or are noted during any stage of the recruitment process) and the interests of relatives, friends and associates that appear related to your activities as a potential member of the Utility Regulator staff. Should you be in any doubt about what to disclose it is best to err on the side of caution and disclose the information. These interests will be included in an appropriate register of interests maintained by the Utility Regulator and you must ensure that your entries are kept up to date, if you are successful at interview and take up this post.

Where you become aware that an interest will amount to a conflict of interest you must declare it. Failure to declare a conflict of interest could lead to your employment being terminated.

If an issue arises that could give rise to a potential conflict you should disclose your interest and withdraw from any discussion or consideration of the matter. In extreme situations if a conflict of interest of a Utility Regulator staff member cannot be resolved, dismissal may be the most appropriate option, however due process must be followed and the principles of natural justice applied.

All applicants must read the Utility Regulator's Staff Interest statement and fully complete and return the Conflict of Interest Declaration and Statement of Integrity form with their application by the closing date. 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.

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.

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.

Job Applicant's Privacy Notice

The Utility Regulator is the data controller of the personal information you provide to us as an individual seeking employment. This means the Utility Regulator determines the purposes for which and the manner in which any personal information relating to a candidate's application and the recruitment procedure generally is processed. We are required under the General Data Protection Regulation (GDPR) to notify you of the information contained in the Utility Regulator Job Applicant's privacy notice. This privacy notice describes how we collect and use personal information during the recruitment process and afterwards in accordance with the GDPR and can be downloaded in full from <https://www.uregni.gov.uk/publications/gdpr-privacy-notices>

Applications

In order to help you make this application and ensure that each applicant is provided with the same opportunity, the following advice is offered:

- Do not use acronyms, complex technical detail etc. Write for the reader who will probably not know your employer or your job. Include concise examples and be sure you can expand on these at interview.
- Listing the titles of the various jobs which you have held will not show how you meet the criteria. The panel will not make assumptions about skills and experience gained from these or the nature/name of the organisation.
- Write down clearly your personal involvement in any experience you quote. Write "I" statements e.g. I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out the piece of work that the panel will be interested in.
- Identify relevant examples – this is very important as the examples which you provide may be checked out at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role the panel are interested in, not that of your team.

An application form is designed to ensure that applicants provide the necessary information to determine how they meet the eligibility/short listing criteria required for this post. The panel 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.

Please note to ensure equality of opportunity for all applicants:

- On the application form you have been advised of the maximum space available for each question, this is the same for all applicants and must not be altered (except to delete spaces created when you type in your answer).
- CVs, letters, additional pages or any other supplementary material in place of, or in addition to, completed application forms will not be accepted.
- Applicants must complete the application form in either font size 10 to 12, or legible hand writing using black ink. The same limitations on space apply.
- Information in support of your application will not be accepted after the closing date for receipt of applications. Incomplete application forms will not be considered. Application forms received after the closing deadline or reformatted application forms will not be accepted. Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to the Utility Regulator. Any application where there is any shortfall in postage will not be accepted.
- Applicants who send their application form electronically are also required to meet the closing deadline for receipt in this office. Please note that the time of receipt will be defined by the Utility Regulator server, not the time and date sent. You must also follow-up by sending a paper copy by post along with your equal opportunities monitoring form and these must arrive within a week of the closing date. Your electronic copy will be used for shortlisting, not the paper copy.
- Only the details provided by you on your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining eligibility and shortlisting for the post.

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. You must demonstrate on the relevant page of the application form how you meet the criteria stated. If you do not fully demonstrate how you meet each of the eligibility criteria you will not be progressed to the next stage of the process. **You will be notified of the outcome (successful/unsuccessful) by email.**

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

The interview process is expected to be conducted between 06-31 July 2020. However, this will be subject to Executive guidance on COVID-19 restrictions.

Following shortlisting, it is intended that the selection process will involve an interview against the key skills for the role and include an unseen presentation. Candidates will be provided with the topic of their presentation and key information for the presentation on the day of the interview and will be given time prior to the interview to prepare their presentation. Presentation materials will also be provided. During the selection process the panel may test any aspect of either the essential or desirable criteria, or both.

Additional stages to the selection process

Those candidates who pass the first stage of the interview process will be invited to undergo an online psychometric assessment and second interview. During the selection process the panel may test any aspect of either the essential or desirable criteria, or key skills or competencies.

Additional stages to the selection process may be required.

You will be notified of the outcome (successful/unsuccessful) by email.

Disability requirements at interview

We will ask on the application form if you require any reasonable adjustments (special requirements), due to disability, to enable you to attend interview. Details of any disability are only used for this purpose and do not form any part of the selection process.

If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please email recruitment@uregni.gov.uk

Further Information

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

Should you have any further queries about the recruitment and selection process then call the Utility Regulator on 028 9031 1575.

Checklist for Applicants

- Application Form & Conflict of Interest Declaration and Statement of Integrity Form
 - ☐ Emailed by closing date
- Equality Monitoring Form
 - ☐ Emailed by closing date (separate email)

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.

Salary

This is a full-time post. The starting salary is likely to be in the range of £133k per annum.

You will be paid monthly in arrears via Bankers Automated Clearing Service (BACS).

Term

This is a fixed term appointment of either 5 or 7 years with the potential for an extension for a further term, subject to relevant consultation and approval.

Pension

Staff employed by the Utility Regulator are civil servants and, as such, are automatically enrolled into the Northern Ireland Civil Service pension arrangements. Information about pensions can be found at www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service/civil-service-pensions-ni

Place of Work

The postholder will be an employee of the Utility Regulator and will be based at Queens House, Queen Street, Belfast.

Hours of Work

This is a full-time appointment. 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 (increasing to 30 days after 2 years' continuous service) and 12 public and privilege holidays.**

Within your current role, 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 an Equal Opportunities Employer.