



Guide for Applicants

Regulation Manager (Consumer Regulation and Protection)

Key Dates for Applicants

Closing Date: 2pm on Monday 6th April 2020

Interview Date: Week commencing 20 April 2020 in Queens 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. A Message from Jenny Pyper, Chief Executive

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 **Regulatory Manager (Consumer Regulation and Protection)** 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 suit Northern Ireland's needs.

We also continue to develop our organisation with the goal of being a best practice regulator. Our new corporate strategy for 2019-24 was published at the end of March. The new strategy sets out how we can best make a difference for consumers. It also sets a course that embraces change and meets head-on the challenges of the future. To help us deliver this strategy we have taken steps to enhance how we are structured. This has resulted in us being organised into three groupings: Corporate, Networks and Markets.

This recruitment is focused on the appointment of a permanent manager within the Retail Markets Directorate. You will head and manage a small team of analysts and provide analysis, research and policy advice relating to the regulation of the utility markets to ensure appropriate consumer-focused regulation and protection.

You will work across a variety of functions and contribute to the delivery of the Utility Regulator's aims and objectives by delivering our consumer protection activities, especially for more vulnerable consumers. Working and delivering in partnership are also key aspects of this role.

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

I look forward to your application.

Yours sincerely,



Jenny Pyper
Chief Executive

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 four 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 Management Team (SMT). The SMT also currently includes the Directors for Retail Markets, Wholesale Markets, Networks and Corporate Affairs. It 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

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.

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. The Directorate also undertakes the role of direct protection frameworks for consumers.

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

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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

Networks and Markets

The Networks and Markets Directorate is structured to achieve synergies and efficiencies by taking a cross utility approach to our regulation. This applies a cross utility (gas, electricity, water and sewerage) networks approach and a separate markets approach to regulation. Regulation of markets further divides into the Wholesale Electricity Market regulation of the Single Electricity Market for the island of Ireland and retail regulation in Northern Ireland.

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

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 sustainability, 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 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: Regulatory Manager (Consumer Regulation and Protection)
Group: Retail Markets
Reporting to: Director of Retail Markets and Consumer Protection

Terms and Conditions:

Contract: Permanent, full time
Hours: 37 hours per week (UR operates a flexi-time system)
Salary: £54,669 - £65,537 per annum
Pension: Northern Ireland Civil Service pension arrangements
Holidays: 25 days plus 12 public and privilege days

Role Purpose:

Working within the Retail Markets Directorate, you will head and manage a small team of analysts and provide analysis, research and policy advice relating to the delivery of effective consumer protection frameworks across the regulated utilities.

This full-time and permanent position is in a busy and high-profile area; it requires a high performing individual, with experience in working with industry and consumer advice agencies on consumer protection issues, especially in relation to customer-facing Codes of Practice and vulnerability issues. The person will need to be able to make an immediate, effective contribution in a busy environment, and to lead on developing and implementing policy in relation to the specific high profile consumer protection workstreams within UR.

Key Contacts:

Internal: Chief Executive and UR Board, SMT, Director of Retail and Consumer Protection and directorate colleagues, in-house legal counsel and other Utility Regulator colleagues as required.

External: Government departments, Regulated Utilities, Consumer Council, Advice agencies and consumer representative organisations, Utility Regulator’s legal advisors

Key Areas	Key Tasks
Strategic	<ul style="list-style-type: none"> Supporting the Director at a senior level with internal and external stakeholders, and deputising for him when required. Developing and implementing policy and strategy for consumer protection matters in UR. Working with key UR stakeholders to develop and deliver effective partnership approaches to consumer protection policy and delivery. Implementing and monitoring outcomes of UR’s existing Consumer Protection Programme projects. Developing and delivering the UR’s approach to consumer protection issues with UKRN, other regulators and CMA.

	<ul style="list-style-type: none"> • Take a proactive and lead role on the delivery of the UR Consumer Protection stakeholder engagement and partnership building programme; • Building and fostering links with senior figures in government, other regulators, industry and third sector on strategic and consumer facing energy issues.
Operational	<ul style="list-style-type: none"> • Provide analysis and advice on strategic energy issues, especially relating to consumer protection and vulnerability matters. • Take responsibility for ensuring that various directorate workstreams and workplans are completed. • Drafting consultation and decision papers. • Prepare regular and specific reports, papers and presentations for the Senior Management Team. • Maintain understanding of the operation of consumer-related matters associated with competitive energy markets and the utility industry generally. • Respond to external queries in respect of matters within your area of responsibility, e.g. those arising from consultation processes or customer queries. • Provide a direct point of contact between the UR and external specialist support. • Maintain a good understanding of the principles and practices within the organisation and the industry. • Maintain a good understanding of related external issues and how they apply to their specific area of policy expertise. • Meet objectives and performance measures agreed with management.
Leadership	<ul style="list-style-type: none"> • Build an inclusive, motivated and high delivery team to enhance delivery of Consumer Protection work within UR. • Develop staff and ensure value-for-money in management of all resources. • Lead specific project teams as defined by senior management. This will involve overseeing team input which may include research, analysis and constructively challenging other team member contributions. • Ensure staff key objectives are SMART, align with corporate objectives, and that Personal Development Plans and Performance reviews are carried out within organisational deadlines. • Engage as part of the Leadership Team in order to develop and deliver the UR People Agenda (liP).
Financial Management	<ul style="list-style-type: none"> • Ensure work objectives are delivered within agreed timescales and budgets. • Contribute to the planning, monitoring and audit of the Retail directorate budget as appropriate. • Design or procure consultancy and/or research support, in line with UR policy and good practice.
Health & Safety	<ul style="list-style-type: none"> • 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 directorate.

<p>Risk Management</p>	<ul style="list-style-type: none"> • Identify and manage key risks for your area of responsibility and contribute to Directorate risk register discussion and mitigation measures. • Help to identify, implement and manage appropriate measures to mitigate risk.
<p>Communication</p>	<ul style="list-style-type: none"> • Present succinctly and convincingly to senior staff and external stakeholders. • Represent the Utility Regulator’s views as appropriate on topics within your area of responsibility to other organisations and in public forums. • Deal and communicate authoritatively and effectively with industry, business, consumers and their representatives and the public sector.
<p>Networking</p>	<ul style="list-style-type: none"> • Develop effective working relationship with the Senior Management Team (SMT) and Senior Leadership Team (SLT) and key members of the regulated companies to ensure effective regulation. • Build relationships with key stakeholders in relation to e.g. strategy and policy development etc.

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 criteria and key skills by the closing date for applications.

Essential Criteria

1. Significant proven experience working with regulatory and legislative frameworks, alongside consumer-focused research, to deliver effective protection and empowerment for consumers in regulated utility markets.
2. Proven experience of developing, and then implementing, strategic policy in relation to consumer regulation and protection, including specific experience in relation to policy approaches for vulnerable consumers.
3. Proven experience of analysing complex information and arguments to make decisions based on sound analysis, including experience of critically evaluating and challenging conflicting points of view.
4. Proven experience of a high ability to build trust-based relationships with a wide variety of stakeholders (e.g. government, advice agencies, utility companies) at senior levels, including building effective networks for partnership delivery. This includes demonstrable ability to foster a climate of openness, respect and cooperation which enhances the Utility Regulator's reputation.
5. Proven experience of playing a leadership role in teams to deliver high quality outputs in relation to consumers in regulated utility markets.
6. Proven experience of accountability for, and effective management, delivery and reporting of, important and high-profile projects.

Desirable Criteria

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

- Demonstrable knowledge of the current consumer protection regulatory landscape and recent policy initiatives, both within Northern Ireland and wider (eg GB and/or EU) – to include an understanding of how regulators have evolved approaches to how consumer vulnerability should be addressed.
- Demonstrable knowledge of the legal background to utility regulation and consumer protection.

Key Skills

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

Technical Skills

Possess well developed skills which enable you to:

- Understand principles of competitive retail markets, in particular those aspects which make regulated markets vulnerable to consumer detriment;

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- Understand principles of consumer behaviour and vulnerability;
- Understand the broad background to utility regulation in the UK and Ireland;
- Identify and define public policy issues relevant to the work of an energy regulator;
- Develop and evaluate policy options, and conduct such evaluation from an independent and objective viewpoint;
- Prepare and conduct negotiations through processes that optimise your ability to deliver desired outcomes while safeguarding future working relationships;
- Plan, drive and deliver a substantial workload; and
- Work well under tight deadlines, and with a high degree of individual responsibility.

Management Skills

- Experience managing talented professional staff, ideally both individually and in teams. Ability to articulate management approach and evaluate alternative approaches;
- Demonstrable experience managing financial resources, tracking budgets, etc.;
- Demonstrable experience designing or procuring consultancy or research support, including awareness of good practice in managing outside resources;
- Ability to lead, motivate and forge effective relationships at all levels internally, externally and cross functionality; and
- Strong leadership skills with the ability to provide direction and focus for team members as well as motivating the team to achieve results.

Analytical Thinking

- Experience of making sound judgements, taking into account all relevant technical, legal, financial and economic factors;
- Experience of analysing complex strategic issues;
- Intellectual ability to assess strategy effectively; and
- Ability to think creatively, to innovate and resolve problems.

Communication Skills

Can demonstrate sound oral and written communication skills which enable you to:

- Present succinctly and convincingly to senior staff;
- Represent the Utility Regulator's views on topics within your area of responsibility to other organisations and in public forums; and
- Deal and communicate authoritatively and effectively with industry, business, consumers and their representatives and the public sector.

Competency Framework

You may wish to consider the UR 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 **2pm on Monday 6 April 2020**.

If you submit your application form by email, you must also post a paper copy with your actual handwritten signature along with your completed equal opportunities monitoring form. Paper copies may arrive a couple of days after the closing date so long as the electronic version has been received by then. 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 Utility Regulator computer systems, not the time sent from a candidate's email account.

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

Paper copies must be posted or hand delivered to **Human Resources, The Utility Regulator, Queens House, 14 Queen Street, Belfast BT1 6ED**.

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 on 028 9031 1575.**

It should be noted that the Utility Regulator may use reserve lists to fill similar, suitable posts within 12 months of competitions.

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.

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>

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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.

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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

Following shortlisting, it is intended that the selection process will involve an interview against the criteria and key skills for the role. Panels may test any aspect of either the essential or desirable criteria, or both. Additional stages to the selection process may be required. **It is intended that the interview process will take place on the week commencing 20 April 2020 in Queens House, Belfast. You will be notified of the outcome (successful/unsuccessful) by email.**

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

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 hannah.kyle@uregni.gov.uk

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 9031 1575.

Checklist for Applicants

- Application Form
 - Emailed by closing date
 - Hard copy posted to HR (confirmed in email sent with submitted application form)
- Equality Monitoring Form
 - Hard copy posted to HR (sealed envelope)

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 permanent, full-time post. The starting base salary will be in the range of £54,669 - £65,537 per annum p.a. The successful applicant will normally be offered the first point on the salary scale. 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 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. The offices of the Utility Regulator are open for business between the hours of 7am and 7pm Monday – Friday. **Staff may avail of “flexi-time” provided that it meets with the business need, with flexible start and finish times outside the core hours of 10am to 4pm.** 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.