



## **Guide for Applicants**

### **Director of Wholesale Markets**

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

**Closing Date:** Wednesday 24<sup>th</sup> April 2019 at 2pm

**Interview Date:** Wednesday 22<sup>nd</sup> May 2019

## 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 **Director of Wholesale Markets** 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.

As Director of Wholesale Markets the post holder will have a significant leadership role in overseeing the all-Island Single Electricity Market (SEM). As well as meeting the challenge of ensuring that the SEM works for the benefits of consumers in Northern Ireland you will also be closely involved in the wholesale market arrangements that emerge following 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 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 (Bill Cargo, Jon Carlton, Teresa Perchard and Alex Wiseman), plus the Chief Executive, Jenny Pyper. 2 new Board members will be appointed shortly. 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](http://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](http://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](http://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](http://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](http://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](http://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 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 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:** Director of Wholesale Markets  
**Group:** Wholesale  
**Salary:** £68,654 – £95,060  
**Reporting to:** Chief Executive Officer (CEO)  
**Responsible for:** Direct: Four wholesale managers  
Indirect: Number of analysts depending on business needs.

#### Role Purpose:

- To lead and manage the Utility Regulator's (UR) work across the Wholesale Markets Directorate
- To represent UR on relevant issues in domestic and European fora
- To work constructively as part of the Senior Management Team (SMT) and Senior Leadership Team (SLT) in the collegiate leadership of UR
- To work with CRU colleagues on the SEMC Oversight Committee to support the overall regulation of the all-island wholesale electricity market (SEM)

#### Key Contacts:

**Internal:** CEO, other UR directors, Heads of Function (HoFs) and teams, UR Board and Committees, in house legal advisors

**External:** Commission for Regulation of Utilities (CRU); SEM Committee; SEM Oversight Committee; SONI and SEMO; Consumer Council; Department for Economy, Department for Infrastructure; BEIS; Ofgem; external legal advisors; regulated companies; NIEA and other key stakeholder representative bodies e.g. EAI; NIRIG; MEUC etc.

Key Areas	Key Tasks
Strategic	<p><b>As part of SMT/SLT</b></p> <ul style="list-style-type: none"> <li>• Participate in the development and implementation of rolling UR corporate and strategic plans</li> <li>• Maintain focus on UR's mission, vision, values and behaviours (MVVB)</li> <li>• Help to evolve UR's organisational structure and cross-utility approach</li> </ul>
	<p><b>As Director responsible for the wholesale electricity markets</b></p> <ul style="list-style-type: none"> <li>• Work collegiately with CRU in UR led areas of work including Capacity Remuneration Mechanism; Market Monitoring; and CRU led areas including Energy Trading Arrangements; Forward Contract Forecasting; SEMO and SEMO Px Price Controls and Incentives</li> <li>• Be a member of the SEM Oversight Committee responsible for decision making on an all island bases in areas other than policy</li> <li>• Report to the SEM Committee on a monthly basis</li> <li>• As required attend BEIS Markets and Operations and Trading Board</li> <li>• Manage input to UR BREXIT Co-ordinating Group and UR BREXIT Board Sub-Committee</li> <li>• Liaise and work with BEIS and DfE teams</li> <li>• Liaise with CRU; SONI and SEMO and manage engagement with market participants. Establish relevant performance targets for wholesale directorate, ensuring that they are realistic and support UR's objectives</li> <li>• Manage entry and exit to inform T-4 auction for 2023/24</li> <li>• Work with SEMC to develop strategy and FWP for day 2 work areas.</li> </ul>

	<ul style="list-style-type: none"> <li>Continually review operational priorities and plans for wholesale directorate, making appropriate adjustments to reflect changes in internal and external environments</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>Take accountability for delivery of the full wholesale directorate work programme within the approved budget and headcount</li> <li>Demonstrate accountability and a strong focus on delivery</li> <li>Understand issues around, and oversee delivery of market regulation of SEM both now and in the context of BREXIT</li> <li>Communicate with stakeholder groups and market participants in both an all island and NI context as appropriate</li> <li>As a member of the SEM Oversight Committee, make such decisions; provide guidance and approve papers for issue to SEMC and for publication as appropriate</li> <li>As required provide information, reports and briefings to the SEM Committee.</li> <li>As required, provide information, reports and briefings to the CEO, SMT, Board and Committees</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>As a member of SMT/SLT, instil and model UR's MVVB and support the delivery of Investors in People action plans</li> <li>Mentor managers and other staff within Wholesale Markets Directorate to ensure that they behave corporately in their outlook</li> <li>Demonstrate importance of a collaborative approach by working closely with other UR directorates, industry participants and external advisors</li> </ul>
<b>People Management</b>	<ul style="list-style-type: none"> <li>Manage wholesale directorate workload and staff in line with UR HR policies and procedures</li> <li>Ensure work planning and appraisal tasks are completed on time and to agreed standards</li> <li>Ensure that performance management and development opportunities are identified and facilitated for directorate staff</li> </ul>
<b>Financial Management and Governance</b>	<ul style="list-style-type: none"> <li>Ensure tight profiling of staff and professional services and deliver accurate budget forecasting</li> <li>Ensure spending within wholesale directorate achieves value for money and complies with UR corporate governance and principles of regularity and propriety</li> <li>Participate in SMT budget planning and review process for UR as a whole</li> <li>Justify allocation of resources to maximise effectiveness and cost efficiency in providing wholesale directorate services</li> <li>Ensure compliance with the requirements of the NICS Handbook and the NICS Managing Public Money document.</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>Oversee UR and SEMC publications and policy development in the context of SEM related matters ensuring all documentation meets agreed UR/SEMC standards</li> <li>Quality assure final correspondence with senior stakeholders (e.g. Ministers, MLAs, MPs)</li> </ul>

<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Demonstrate responsibility for meeting health and safety requirements for Wholesale directorate staff</li> <li>• Create an environment where health and safety is promoted and responsibility taken for resolving any issues within wholesale directorate e.g. in relation to stress management, working hours etc</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Own the directorate risk register as a key contribution to corporate planning</li> <li>• Identify, implement and manage appropriate measures to minimise risk to the effective operation of wholesale directorate</li> <li>• Participate in corporate risk management and processes</li> </ul>
<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• Senior liaison with the energy industry including market participants and representative bodies</li> </ul>
<b>Networking</b>	<ul style="list-style-type: none"> <li>• Develop constructive and appropriate relationships with SMT, SLT, CRU, Ofgem and, as necessary, other regulators and senior staff in the regulated companies and market participants, etc</li> <li>• Act as a spokesperson for UR as required e.g. attending conferences etc</li> </ul>

#### 4. Selection Criteria

Applicants must meet the following essential and desirable criteria and key skills by the closing date for applications. ("Senior" means at or working to board level)

##### Essential Criteria

1. A proven track record of substantial achievement in the electricity sector, operating at a senior level in industry, consultancy, regulation or government.
2. A demonstrable understanding of the economic and/or engineering factors influencing the development of the regulated energy sector in Northern Ireland.
3. A proven track record of leading and managing a multi-disciplinary team to deliver significant outcomes.
4. Proven personal authority, integrity and credibility in representing your organisation with key stakeholders.
5. A proven track record of working collaboratively with senior stakeholders, including political representatives and influential industry lobby groups, to deliver mutually beneficial outcomes.
6. A proven track record of strong financial management and governance skills to enhance the management of organisational risk and governance arrangements and deliver value for money.

##### Desirable Criteria

1. A proven track record of personal responsibility for managing a budget of over one million pounds.
2. Proven experience of applying regulatory concepts and principles to deliver value for electricity customers.
3. An in depth knowledge of the new SEM in terms of both Energy Trading Arrangements and Capacity Remuneration Mechanisms including the key drivers of price, security of supply and sustainability in the short and long-term.

## Key Skills

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

- Outstanding communication skills
- Strong inter-personal skills
- Strong financial management and governance skills
- Strong negotiation skills
- Demonstrable influencing skills
- Strong management skills working with individuals and teams to deliver complex work programmes against challenging timetables
- High level of analytical skills
- Strong leadership 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 **2pm on Wednesday 24<sup>th</sup> April 2019**.

**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](mailto:recruitment@uregni.gov.uk)

Paper copies must be posted or hand delivered to **Human Resources, 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.**

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 CEO 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

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 may be required. **It is intended that the interview process will take place in Belfast Wednesday 22<sup>nd</sup> May 2019 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 [recruitment@uregni.gov.uk](mailto: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
  - ☐ 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 full-time post. The salary range is £68,654 – £95,060 per annum. The successful candidate's starting salary will normally be the minimum of this range. Other significant factors including current remuneration may also be taken into account where considered appropriate.** 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](http://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.