



## **Guide for Applicants**

### **Regulation Analysts Retail and Consumer Protection**

### **2x Permanent Analysts**

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

**Closing Date:** 14:00 on Monday 28<sup>th</sup> September 2020

**Interview Dates:** Week Commencing 5<sup>th</sup> October 2019 in Queens House, Belfast

## Contents

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

- Section 1**     A Message from Jenny Pyper, Chief Executive
- Section 2**     About Us, Northern Ireland's Utility Regulator
- Section 3**     Role Description
- Section 4**     Selection Criteria
- Section 5**     The Recruitment and Selection Process
- Section 6**     Terms of Appointment

## 1. 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 **Analyst** 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 both expert and objective. 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 in 2019. The 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.

We are seeking applicants for analyst roles within the Retail team. The roles are well suited to persons with strong quantitative and qualitative analytical skills paired with excellent communication and interpersonal skills.

May I take this opportunity to thank you for your interest in the competition to fill the posts. 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 chairman (Dr Bill Emery) and five other members (Bill Cargo, Jonathan Carlton, Teresa Perchard, 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, Compliance and 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.

### **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)

### **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](http://www.uregni.gov.uk/gas)

## **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)

## **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's 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 social protection for consumers.

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

More information can be found at [www.uregni.gov.uk/retail](http://www.uregni.gov.uk/retail)

## **Networks and Markets**

We have recently completed an internal restructuring to realise the potential synergies and efficiencies by taking a cross utility approach to our regulation. This has resulted in 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.

## **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.

## Role Description – Full time, Permanent Post

**Role:** Regulation Analyst

**Group:** Retail and Consumer Protection

**Reporting to:** Consumer Regulation and Protection Manager; Consumer Strategy and Protection Manager

### Terms and Conditions:

**Contract:** Permanent, full time

**Hours:** 37 hours per week (UR operates a flexi-time system)

**Salary:** £38,893- £48,615 per annum

**Pension:** Northern Ireland Civil Service pension arrangements

**Holidays:** 25 days plus 12 public and privilege days

### Role Purpose:

Working within the Retail and Consumer Protection directorate, you will provide written and numerical analysis and policy advice relating to the regulation of the energy retail sector (both electricity and gas). You will work across a variety of functions within a team-based environment and contribute to the delivery of Utility Regulator aims and objectives by analysing and advising on issues relating to the regulation of the energy and water sectors in Northern Ireland. This role is well suited to persons with strong quantitative and qualitative analytical skills paired with excellent communication and interpersonal skills. Any experience in the regulated energy sector and/or in utility regulation either in the industry or in an organisation representing consumers, particularly vulnerable consumers would also be valuable.

### Key Contacts:

**Internal:** Head of Branch, Director, other colleagues within Retail and Consumer Protection directorate, in-house Legal Counsel and other (UR) staff as required.

**External:** Key staff within the regulated companies, Consumer Council, Consumer representative bodies, and statutory agencies including DfE and DfC, and UR legal advisors

Key Areas	Key Tasks
Strategic	<ul style="list-style-type: none"><li>• Provide analysis and advice to help monitor, review and challenge the regulated businesses' processes and work in the area of consumer protection.</li><li>• Scrutinise regulated companies to ensure adequate customer protection is in place in areas such as costs, profits, service and marketing activities.</li><li>• Assess regulatory precedents in other jurisdictions for suitability for inclusion in Utility Regulator Energy Retail policy.</li><li>• Read and understand key energy industry and regulatory policy documents and legislation. Report to senior management on the impact of government policies and legislation on regulated companies and Northern Ireland utility customers.</li><li>• Provide analysis and advice to help monitor, review and challenge regulated businesses' work in the areas of consumer protection.</li></ul>

	<ul style="list-style-type: none"> <li>• Develop an understanding of the Northern Ireland landscape in relation to vulnerable customers and consumer protection</li> <li>• Scrutinise regulated companies to ensure adequate consumer protection in areas such as service.</li> <li>• Contribute to Consumer Protection policy thinking in relation to energy strategy and EU Directives.</li> <li>• Assist in the development and delivery of the UR's approach to consumer protection issues with UKRN, other regulators and CMA.</li> <li>• Assist in the delivery of the UR Consumer Protection positions regarding Strategy and EU Directives with stakeholders;</li> <li>• Develop and maintain a good understanding of the utility industries and related issues as required.</li> <li>• Demonstrate awareness of legal risks and issues relating to regulation.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Act as a member of specific project teams as defined by Management and provide team input in the form of research, analysis and preparation of reports and discussion/consultation papers.</li> <li>• Communicate effectively with stakeholder groups on strategic issues regarding regulation and consumer protection.</li> <li>• Attend retail supplier and network working groups as a representative from the UR and communicate on important issues in relation to regulation and customer protection of the retail energy sector.</li> <li>• As required, provide information, documentation, reports and briefings to the Head of Branch, Director, and Senior Management (including publication of papers as necessary).</li> <li>• Develop and maintain good working relationships with external stakeholders to facilitate good information flows and a partnership approach to project delivery.</li> <li>• Provide ongoing quantitative and qualitative analysis of related matters in energy regulation.</li> <li>• Build and maintain an awareness of best practice both within the energy industry and related industries both locally and beyond.</li> <li>• Deal promptly and effectively with ad-hoc supplier and customer queries; investigate appropriately and determine suitable actions (this may include cross-directorate working to ensure issues are addressed appropriately).</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Lead specific projects as required.</li> <li>• Lead specific working groups as required.</li> <li>• Demonstrate accountability and strong focus on delivery in your role within the Retail and Consumer Protection directorate.</li> <li>• Demonstrate a creative and innovative approach to policy development and resolving issues</li> <li>• Demonstrate the importance of having a collaborative approach by working closely with other branches within the Retail and Consumer Protection Directorate, other directorates in the Utility Regulator, industry participants, consumer representatives and other key stakeholders.</li> <li>• Manage external consultants as required ensuring delivery of agreed objectives and outputs.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Ensure work objectives are delivered within agreed timescales and budgets.</li> <li>• Contribute to the planning and monitoring of the Retail directorate budget as appropriate.</li> <li>• Financial management of consultancy contracts and liaison with UR finance branch as required.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Demonstrate responsibility for your own health and safety and that of those with whom you work.</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to an environment where Health and Safety is promoted and responsibility taken for resolving any issues within Retail directorate.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Contribute to the identification of risks, implement and manage appropriate measures to minimise risk within the directorate and inputting onto the Risk Register as required.</li> <li>• Help to identify, implement and manage appropriate measures to minimise risk to the Retail directorate.</li> <li>• Ensure compliance with organisational policies and procedures, such as performance management and information management.</li> </ul>
<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• Respond to external queries and complaints as appropriate and in line with the UR policy for Appeals, Disputes and Complaints.</li> <li>• Respond to consultations as appropriate.</li> </ul>
<b>Networking</b>	<ul style="list-style-type: none"> <li>• Develop effective working relationship with the senior management team and key members of stakeholder organisations, government departments, and regulated companies to ensure effective regulation.</li> <li>• Build relationships with key stakeholders in relation to e.g. strategy and policy development etc.</li> </ul>

*Our statutory remit and organisational structure is continuing to evolve. It is possible that this may lead to changes in the job description outlined as a consequence.*



## 4. Selection Criteria for both posts

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

### Essential Criteria

- 1) Proven experience which demonstrates your ability to analyse complex numerical and written information from a wide variety of sources in a complex environment to include:
  - a) challenging assumptions contained within the numerical and written information; and
  - b) extracting key information and data to support recommendations on business or policy objectives.
- 2) Proven experience which demonstrates excellent verbal and written communication skills, such as:
  - a) drafting comprehensive, well-structured and detailed documents/reports;
  - b) presenting policy analysis, recommendations and advice to senior management; and
  - c) demonstrating confidence in dealing with a wide variety of stakeholders such as government; private and regulated companies; and community and voluntary sector organisations.
- 3) Proven experience that demonstrates ability to build trusted relationships with a variety of stakeholders and work collaboratively on projects to ensure optimal outcomes, particularly in circumstances where stakeholders have competing aims and needs.
- 4) Proven experience that demonstrates project management skills, with a high degree of individual responsibility for an innovative approach, delivery of objectives, working to deadlines, and prioritising workload within a busy environment.
- 5) Proven experience that demonstrates excellent team working, interpersonal communication skills and ability to develop and maintain effective working relationships with colleagues at all levels.

### Desirable Criteria

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

1. Proven experience of working within the regulated utilities sector; or within a utility sector regulator.
2. Awareness of the legal, financial, economic and policy background to utility regulation.

### Key Skills

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

- Excellent communication and interpersonal skills.
- High level of negotiation and influencing skills.
- Collaborative working and partnership delivery.
- Prioritisation skills.
- High degree of individual responsibility.
- Problem solving skills and ability to deal with arising problems and issues.
- Strong analytical skills and a high level of numeracy.

## 5. The Recruitment and Selection Process

### How to Apply

Completed application forms must be received by **14:00 on 28<sup>th</sup> September 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](mailto:recruitment@uregni.gov.uk)

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

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

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

### Monitoring Form

The Utility Regulator monitors applications for employment in terms of community background, sex, disability and race. You should note that this information is regarded as part of your application and failure fully to complete and return this part of your application will result in disqualification.

The use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) Order 1998. It will be used only for monitoring, investigations or proceedings under the requirements of the above legislation.

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. Panels may test any aspect of either the essential or desirable criteria, or both. Additional stages to the selection process may be required. **The interview process is expected to be conducted the week commencing 05 October 2020. However, this will be subject to Executive guidance on COVID-19 restrictions.**

**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 quite possible that the scope of the advertised role may evolve significantly 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 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

- 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

The post are full-time post. The starting base salary will be in the range of £38,893 – £48,615 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/civilservicepensions-ni](http://www.finance-ni.gov.uk/civilservicepensions-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 core hours of 7am and 7pm Monday – Friday. **Staff may avail of “flexi-time” 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 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.