

Guide for Applicants

Regulation Analysts (Fixed Term Maternity Cover)

Key Dates for Applicants

Closing Date: 2pm 06 October 2021

Interview Dates: Week commencing 18 October 2021







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1. A Message from John French, 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 **Regulation Analyst** within Northern Ireland's Utility Regulator.

Electricity, Gas, and Water are essential services that support all homes and business in Northern Ireland. As an economic regulator, our role is to enable, incentivise and hold energy and water companies to account for providing the very best for consumers and society both now and in the future.

We are ambitious about the future and we are looking for passionate people who can help us achieve our goals, and actively display our organisational values.

I want to make the Utility Regulator the best place to work. To be successful in this, we need to recruit the best candidates from a range of backgrounds. Recently, we have been successful in achieving IIP Silver, and we have gained accreditation with the Diversity Mark and the Disability Committed programmes. This highlights our ongoing commitment to staff wellbeing, inclusion and excellence.

This recruitment is focused on the appointment of a Regulation Analyst who will play a vital part in delivery of Utility Regulator aims and objectives by analysing and advising on issues relating to the regulation of the energy sector in Northern Ireland.

Thank you for your interest in joining the Utility Regulator. We look forward to receiving your application.

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John French 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, John French. The office currently employs approximately 92 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 organisation, its strategy and 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 <u>www.uregni.gov.uk/electricity</u>

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 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

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 <u>www.uregni.gov.uk/water</u>

Networks and Markets

The Networks and Markets Directorates are 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 – Full time, Fixed Term Post

Role:	Regulation Analyst x 1 Retail Directorate (2 x Networks Directorate)
Group:	Retail and Consumer Protection
Reporting to:	Market Regulation and Monitoring Manager

Terms and Conditions:

Contract:	Fixed term, full time (consideration will be given to part-time working patterns)
Hours:	37 hours per week (UR operates a flexi-time system)
Salary:	£39,969- £49,961 per annum
Pension:	Northern Ireland Civil Service pension arrangements
Holidays:	25 days plus 12 public and privilege days

It should be noted that the Utility Regulator intend to use a reserve list to fill 2 similar roles within the Networks directorate.

Role Purpose:

Working within the Retail and Consumer Protection directorate, you will provide written and numerical analysis including 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 sector in Northern Ireland. This role is well suited to persons with strong quantitative and qualitative analytical skills paired with excellent communication, team working and interpersonal skills. Any experience in a regulated sector and/or in utility regulation would also be valuable.

This role will require a well organised, self motivated individual who can work flexibly and collaboratively in a professional manner.

Key Contacts:

- Internal: Senior Leadership team, 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, statutory agencies (including DfE and DfC), GB regulators, government agencies and UR legal advisors and consultants.

Key Areas	Key Tasks
Strategic	 Provide analysis and advice to help monitor, review and challenge relevant financial and policy submissions made by regulated companies.



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	 Scrutinise regulated companies to ensure adequate customer protection is in place in areas such as service provision, costs, profits, and marketing activities.
	 Develop and communicate complex ideas into concise, high quality, well written documents, tailoring content and tone to the audience. Assess regulatory precedents in other jurisdictions for suitability for inclusion in Utility Regulator Energy Retail policy. 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.
	 Develop and maintain a good understanding of the utility industries and related issues as required.
	 Demonstrate awareness of legal risks and issues relating to regulation.
	 Assess market wide data on market metrics e.g. market shares, switching rates, contract renewals etc by market sector in Northern Ireland and Rol and GB and EU.
	 Maintain and develop a knowledge base of the legal issues pertaining to energy regulation both in NI and GB. Provide up to date information and advice to management relating to legal and political issues that are important to Northern Ireland or may form precedents/guidance for energy policy in Northern Ireland
	 Formulate legal requests for internal and external legal consultants relating to issues of policy (financial and non financial related) regarding the regulation of energy supply companies in Northern Ireland.
	 Scrutinise and challenge legal advice that is received and use it to inform forward looking policy and strategies to achieve end goals of regulation.
Operational	 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. Communicate effectively with stakeholder groups on strategic issues regarding regulation and consumer protection.
	 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. As required, provide information, documentation, reports and
	 briefings to the Head of Branch, Director, and Senior Management (including publication of papers as necessary). Develop and maintain good working relationships with external stakeholders to facilitate good information flows and a partnership
	 approach to project delivery. Provide ongoing quantitative and qualitative analysis of related matters in energy regulation.
	 Build and maintain an awareness of best practice both within the energy industry and related industries both locally and beyond.
	 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).



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	 Foster good relations with outside stakeholders to facilitate good working relationships and information flows that will enhance project delivery in all areas of policy making.
Leadership	 Lead specific projects as required. Take ownership and responsibility for these projects and drive forward to conclusion ensuring all milestones are met. Lead specific working groups or forums as required (may include internal and external participants). Demonstrate accountability and strong focus on delivery in your role within the Retail and Consumer Protection directorate. Demonstrate a creative and innovative approach to policy development and resolving issues Demonstrate the importance of having a collaborative approach by working closely with other branches within the Retail and Consumer Protection Directorate, industry participants, consumer representatives, external advisors and other key stakeholders. Manage external consultants as required ensuring delivery of agreed objectives and outputs and ensuring maximum value for the UR.
Financial Management	 Ensure work objectives are delivered within agreed timescales and budgets. Contribute to the planning and monitoring of the Retail directorate budget as appropriate. Financial management of consultancy contracts and liaison with UR finance branch as required. Formulation of tender documentation and scoring.
Health & Safety	 Demonstrate responsibility for your own health and safety and that of those with whom you work. Contribute to an environment where Health and Safety is promoted and responsibility taken for resolving any issues within Retail directorate.
Risk Management	 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. Help to identify, implement and manage appropriate measures to minimise risk to the Retail directorate. Ensure compliance with organisational policies and procedures, such as performance management and information management.
Customer Services	 Respond to external queries and complaints as appropriate and in line with the UR policy for Appeals, Disputes and Complaints. Respond to consultations as appropriate.
Networking	 Develop effective working relationship with the senior management team and key members of stakeholder organisations, government departments, and regulated companies to ensure effective regulation. Build relationships with key stakeholders in relation to strategy and policy development etc.

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

Essential Criteria

Applicants must demonstrate how they meet the following essential criteria on the application form by the closing date for applications.

Please note you will be required to <u>fully demonstrate</u> the following essential criteria on the <u>application form</u> to be shortlisted for interview. This essential criteria may also be tested at interview and assessment stages.

- 1. Experience which demonstrates your ability to analyse complex* financial information from a wide variety of sources using spreadsheets and/or other modelling tools.
- 2. Proven experience of your ability to analyse written and /or qualitative information from a wide variety of sources in a complex* environment to implement policy or commercial goals.
- 3. Evidence of significant experience which demonstrates collaborative working, excellent interpersonal communication skills and ability to develop and maintain effective internal and external stakeholder relationships in a challenging environment.
- 4. Ability to demonstrate by examples, an understanding of and commitment to workplace values that align to those of the UR. **

*This criteria will only be considered fully demonstrated where the analysis is evidenced within a complex work area or environment. ** UR Mission, Vision and Values can be found on page 3 of this pack.

Desirable Criteria

In the event of a large number of applicants the following desirable criteria will be used as further shortlisting criteria. This criteria should be demonstrated on the application form and may be tested further at the interview stages.

- 1. Proven experience of working within the regulated utilities sector or within a utility sector regulator.
- 2. Proven experience of working in consumer protection or within a public policy environment.

Key Skills & Competencies

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

Professional Knowledge/Skills	 Ability to develop knowledge as "expert" in work area. High degree of individual responsibility. Excellent verbal communication and written/drafting skills. Ability to gaining an understanding of business or organisational models and policy objectives.
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Analytical Rigour Governance	 Strong analytical skills. High level of attention to detail and accuracy. Ability use analysis to resolve problems, challenge assumptions and support recommendations Ability to apply best practice and work within policy and governance.
People	 Strong communication and interpersonal skills. Strong alignment to workplace values.
Relationship Management	 High level of negotiation and influencing skills. Ability to constructively challenge. Collaborative working and partnership delivery.
Strategic thinking & Delivery	 Ability to take ownership of work streams and drive forward to conclusion with minimum supervision. Ability to think creatively, to innovate and resolve problems.
Managing Resources	 Ability to balance competing demands effectively. Work well under tight deadlines, appropriate guidelines and legal requirements.

Competency Framework

UR Competency Framework. 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 6th October 2021.

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

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

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

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

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.
- Please note that the time of receipt of emailed applications will be defined by the Utility Regulator server, not the time and date sent.
- 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 each of the criteria stated. If you do not fully demonstrate by example how you meet each of the eligibility criteria, you will not be progressed to the next stage of the process. Please note: the panel will not refer to the employment history section to demonstrate a requirement for a number of years' experience.

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, key skills and competencies for the role. Panels may test any aspect of either the essential or desirable criteria, or key skills. Additional stages to the selection process may be required. It is intended that the interview process will take place in Belfast between week commencing 18th



October 2021. However, this will be subject to Executive guidance on COVID-19 restrictions and candidates will be informed of interview arrangements (remote or face-to-face) closer to the time. You will be notified of the outcome (successful/unsuccessful) by email.

It should be noted that the Utility Regulator intend to use a reserve list to fill 2 similar roles within the Networks directorate.

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@ureqni.gov.uk

Further Information

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

Should you have any further queries about the recruitment and selection process then please email recruitment@uregni.gov.uk

Checklist for Applicants:

- Application Form

 Emailed by closing date
- Equality Monitoring Form
 Emailed in a 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 and Terms

This is a fixed term (12 month) maternity cover, with scope to extend due to business need. The starting base salary will be in the range of £39,969- £49,961 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. This is a generous defined benefit type pension scheme. Information about pensions can be found at www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service-pensions-ni

Mobility

Excluding secondment opportunities, the Utility Regulator employment does not confer any right of mobility or transfer to a position in any other part of the Northern Ireland Civil Service (including any government department or agency) or to any non-departmental public body or other public body.

Place of Work

The postholder will be an employee of the Utility Regulator and will be based at Queens House, Queen Street, Belfast. *Please note that, this will be subject to Executive guidance on COVID-19 restrictions and staff are currently working from home remotely. It is envisioned that the Utility Regulator will adopt a hybrid approach to remote/office working.*

Hours of Work

While this post is offered as a full-time contract, consideration will be given to a part-time working pattern that will be negotiated post 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 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

Those applicants who are being considered for appointment will be contacted by the Utility Regulator and will be asked to complete the AccessNI application form for a **Basic Disclosure Certificate**. Full details will be provided with an offer of employment.

Instructions on the process can be accessed from www.nidirect.gov.uk/accessni.

You should not put off applying because you have a conviction. We deal with all criminal record information in a confidential manner, and information relating to convictions is destroyed after a decision is made. Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

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.

Right to Work and Nationality Requirements

Offers of employment will be made on merit. The Utility Regulator must ensure that you are legally entitled to work in the United Kingdom. Offers of employment will be made on condition of proof of right to work and pre-employment right to work checks will be conducted.

You will need to show a prospective employer one of the following documents:

- passport
- national identity card or Home Office registration certificate
- UK Border Agency work document if need permission to work

Employers can face unlimited fines if they employ illegal workers and need to make sure that no one they employ is working in the UK illegally. However, to protect themselves against discrimination laws they should treat all job applicants equally. So do not be offended if you are asked to prove your nationality, as even UK nationals will be asked to provide proof.

For further support on working in NI, please visit <u>www.nidirect.gov.uk/articles/working-northern-ireland</u> or <u>www.gov.uk/browse/visas-immigration/what-you-need-to-do</u>

Please note that, if your application is shortlisted for interview, you will be asked to provide one of the above documents. Should you fail to do so, you may not be eligible to proceed. The successful candidate will be required to produce the same document in its original format before commencing employment.

The Utility Regulator is an Equal Opportunities Employer.