

**Guide for Applicants**

**REGULATION ANALYSTS (Retail)**

Key Dates for Applicants

Closing Date 2:00pm on 7 November 2022

## **Contents**

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

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## 1. A Message from 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 (Retail)** within Northern Ireland's Utility Regulator.

Electricity, Gas, and Water are essential services that support all homes and business in Northern Ireland. As a 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 number of **permanent Regulation Analysts within the Retail directorate** who will be part of the team providing advice on energy and water issues and helping to protect NI consumers. In addition, you will play an active role in supporting the organisation as it supports government initiatives as part of the climate change transition. You will have the opportunity to work across a variety of functions within a positive, team-based environment, and actively contribute to the delivery of Utility Regulator aims and objectives.

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



**John French**  
**Chief Executive**

## 2. About Us, Northern Ireland Utility Regulator

### Who we are

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland's electricity, gas, water and sewerage industries, to promote the short and long-term interests of consumers.

### 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.

We are not a policy-making department of Government, but we make sure that the energy and water utility industries in Northern Ireland are regulated and developed within ministerial policy as set out in our statutory duties.

We are governed by a Board of Directors and are accountable to the Northern Ireland Assembly through financial and annual reporting obligations.

We have the following key functional areas: Retail and Consumer Protection, Networks, Wholesale, and Corporate Affairs.

### What we do

Our statutory objectives are to:

- Protect the short and long-term interests of electricity, gas, water and sewerage consumers with regard to price and quality of service;
- Promote a robust and efficient water and sewerage industry, where appropriate to deliver high quality services;
- Promote competition, where appropriate, in the generation, transmission and supply of electricity; and
- Promote the development and maintenance of an economic and coordinated natural gas industry.

Our work involves:

- issuing and maintaining licences for gas, electricity and water companies to operate in Northern Ireland;
- making sure that these companies meet relevant legislation and licence obligations;
- challenging these companies to keep the prices they charge as low as they can be;
- encouraging regulated companies to be more efficient and responsive to customers and to protect vulnerable customers in particular;
- working to encourage competition in the gas, electricity, water and sewerage services markets;
- setting the standards of service which regulated companies provide to customers in Northern Ireland; and
- acting as an adjudicator on certain customer complaints, disputes and appeals.

In order to help us protect the interests of electricity, gas and water consumers in Northern Ireland, we work with a range of partner organisations.

These include:

- energy and water utility companies;
- the Consumer Council for Northern Ireland (CCNI) - whose role as an advocate for consumers is complementary to our regulatory powers;
- Northern Ireland government departments, including the Department for the Economy and the Department for Infrastructure;
- government departments and bodies in Great Britain, including OFGEM, OFWAT and the Water Industry Commission for Scotland and the Republic of Ireland, including the Commission for Energy Regulation; and
- non-governmental organisations, such as the Energy Savings Trust.

### 3. About the Role

**Role:** Regulation Analysts  
**Group:** Retail and Consumer Issues  
**Reporting to:** Retail Regulation Managers

#### Terms and Conditions:

**Contract:** Permanent, however flexible working arrangements will also be actively be considered  
**Hours:** 37 hours per week (alongside which the Utility Regulator operates a flexi-time system)  
**Salary:** £39,969- £49,961 per annum  
**Pension:** Northern Ireland Civil Service (NICS) pension arrangements  
**Holidays:** 25 days (rising to 30 days after 2 years), and an additional 12 public and privilege days

***The Utility Regulator will create a reserve list from this competition in order to fill any additional Analyst roles which may arise and may be placed across the organisation, including permanent and fixed term opportunities.***

#### Role Purpose:

Working as a Regulation Analyst within the Utility Regulator, you will be responsible for advising on energy and water issues, as they relate to NI consumers, and to the companies we regulate. In addition, you will play an active role in supporting the organisation as it supports government initiatives as part of the climate change transition.

You will have the opportunity to work across a variety of functions within a team-based environment, and actively contribute to the delivery of Utility Regulator aims and objectives.

This role is ideally suited for someone with good analytical skills, excellent communication skills and the ability to build and maintain open, positive stakeholder relationships. Alongside these interpersonal skills, any previous experience within a regulated sector, consumer protection/advocacy role, or understanding of the legal and regulatory framework underpinning regulation would be an advantage.

#### Key Contacts:

**Internal:** Board, CEO, Directors, other colleagues within the Utility Regulator.  
**External:** Government Departments, other Regulators, statutory bodies, regulated companies, consultants and legal advisors

Key Areas	Key Tasks
<b>Strategic</b>	<ul style="list-style-type: none"> <li>To support the Utility Regulator in achieving its statutory duties and objectives.</li> <li>To provide accurate, evidence based analysis and strategic advice to assist the Utility Regulator to support the strategic development of the energy and water sectors in Northern Ireland.</li> <li>To identify opportunities to protect electricity, gas and water consumers in Northern Ireland in relation to price and quality of service.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>Provide policy and regulatory input into the Utility Regulator's work streams</li> <li>Provide advice and support to the Board, CEO and Senior Leadership Team of the Utility Regulator.</li> <li>Positively engage in delivering the work of the Retail Directorate through team-based work and a "right first time" approach.</li> <li>Fulfil and to actively contribute to the values of the Utility Regulator.</li> <li>Flexibly support and address organisational priorities as they arise.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>Take personal ownership and responsibility for relevant projects and teamwork; drive forward work to conclusion ensuring all milestones are met in a timely manner.</li> <li>Demonstrate personal accountability and strong focus on delivery in your role within the Utility Regulator</li> <li>Demonstrate importance of a positive and collaborative approach by working closely with other teams in the Utility Regulator, industry participants, external advisors and other key stakeholders.</li> <li>Show personal leadership in proactively seeking resolution of issues with support of colleagues and internal experts.</li> <li>Demonstrate importance of a positive and collaborative approach by working closely with other teams in the Utility Regulator, industry participants, external advisors and other key stakeholders.</li> </ul>
<b>Financial and Project Management</b>	<ul style="list-style-type: none"> <li>Show personal responsibility and ensure work objectives are delivered within agreed timescales and budgets.</li> <li>Ensure workstreams are managed in a timely manner, including external consultancy resources, in-line with Utility Regulator project and contract management procedures.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Demonstrate a personal and collective responsibility for your own health and safety and that of those with whom you work.</li> <li>Contribute to an environment where Health and Safety is actively promoted and responsibility is taken for resolving any issues.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>Actively contribute to the identification of risks, implement and manage appropriate measures to minimise risk across the Utility Regulator and inputting onto the Risk Register as required.</li> </ul>
<b>Customer Services</b>	<ul style="list-style-type: none"> <li>Respond to external queries and complaints in a timely manner and in line with the agreed Utility Regulator policies</li> </ul>
<b>Networking</b>	<ul style="list-style-type: none"> <li>Develop effective working relationships with a broad range of key internal and external key stakeholders</li> </ul>

*Our statutory remit and organisational structure is continuing to evolve. It is therefore quite possible that the scope of the advertised role will evolve significantly with consequential changes to the job description.*



#### 4. Selection Criteria

The Utility Regulator is currently recruiting for **Retail** and **Wholesale/Networks** analysts. You may apply for all roles by completing two separate Retail and Wholesale/Networks application forms.

You should note that essential criteria 1 & 2 slightly differ between the roles and should be reflected in your application.

If you apply for both Retail and Wholesale/Networks roles, you will undertake only one assessment/interview.

#### 5. Essential Criteria

##### Essential Criteria

This role is well suited to persons with good analytical skills, excellent communication skills and the ability to build and maintain positive and trust-based working relationships internally and externally.

Please note you will be required to **demonstrate fully** the following essential criteria on the **application form to be shortlisted for interview. These essential criteria may also be tested at interview and assessment stages.**

1. At least two years demonstrable experience of successfully analysing any of the following **business/commercial issues, or public policy, or consumer issues or regulation.**
2. Experience of complex analysis of **written or numerical** information to support the **evaluation and delivery** of **organisational or policy decisions.**
3. Proven experience of effectively building and maintaining positive relationships with stakeholders.
4. Ability to positively demonstrate by examples, a commitment to workplace values that align to those of the Utility Regulator. \*

\* UR Mission, Vision and Values can be found on page 4 of this pack.

##### Desirable Criteria

In the event of a large number of applicants, the following desirable criteria will be used in consecutive order as further short listing criteria

These criteria **should be demonstrated on the application** form and may be tested further at the interview stages.

1. Proven experience of project management.

### Key Skills and Competencies

In addition to satisfying the above essential criteria, **applicants will be expected to display the following competencies and skills at interview and assessment stages.**

Professional Knowledge/Skills	<ul style="list-style-type: none"> <li>• Ability to develop knowledge as “subject expert” in work area.</li> <li>• Ability to take a high degree of individual responsibility and carefulness in approach to work.</li> </ul>
Analytical Rigour	<ul style="list-style-type: none"> <li>• Ability to use analysis to investigate and recommend policy options.</li> <li>• High level of attention to detail and accuracy.</li> <li>• Ability to use analysis to resolve problems.</li> </ul>
Governance	<ul style="list-style-type: none"> <li>• Ability to apply best practice and work within policy, governance appropriate guidelines, public sector governance and legal requirements.</li> </ul>
People	<ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills</li> <li>• Positive alignment with the Utility Regulator’s values</li> <li>• Excellent verbal writing/drafting skills.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• High level of negotiation and influencing skills.</li> <li>• Ability to develop and build positive and trusted relationships with a wide variety of colleagues and external stakeholders</li> <li>• Ability to positively challenge colleagues and stakeholders at all levels</li> <li>• Ability to work collaboratively and deliver in partnership</li> </ul>
Strategic thinking & Delivery	<ul style="list-style-type: none"> <li>• Ability to take personal ownership of work streams and drive forward to conclusion with minimum supervision.</li> <li>• Ability to think creatively, to innovate and resolve problems.</li> <li>• Ability to contribute to the delivery of projects.</li> </ul>
Managing Resources	<ul style="list-style-type: none"> <li>• Ability to demonstrate project management skills, including organisational, time management, risk management and problem solving skills</li> <li>• Ability to balance competing demands effectively</li> <li>• Ability to work well under tight deadlines</li> </ul>

### Competency Framework

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

## 6. The Selection Process

### How to Apply

Completed application forms must be received by **2:00pm on 7 November**.

**Please submit your application by email, in MS Word format. 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 days from close of competition. **If you do not receive an acknowledgement, please contact the Utility Regulator at [recruitment@uregni.gov.uk](mailto:recruitment@uregni.gov.uk) 028 90316324 or 028 90316646**

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.

***The Utility Regulator will create a reserve list from this competition in order to fill any additional Analyst roles across the organisation, including permanent and fixed term opportunities.***

### 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 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 shortlisting 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.

### Assessment & Interview

Following shortlisting, it is intended that the selection process will involve a separate assessment and 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 assessment will take place remotely and the interview process will take place either remotely or in person in our offices in Belfast. Candidates will be informed of assessment and interview arrangements closer to the time.** You will be notified of the outcome (successful/unsuccessful) by email.

### Disability requirements at interview

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

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

### Checklist for Applicants

- |                            |                          |                             |
|----------------------------|--------------------------|-----------------------------|
| • Application form         | <input type="checkbox"/> | Emailed by closing date     |
| • Equality Monitoring Form | <input type="checkbox"/> | Emailed in a separate email |

## 7. Working for the Utility Regulator

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.

### Key employee benefits

#### Your Salary

**This is a permanent, full time post, however flexible working arrangements will also be actively be considered The starting base salary will be in the range of £39,969- £49,961 per annum.** If you are successful you will normally be offered the first point on the salary scale. You will be paid monthly in arrears via Bankers Automated Clearing Service (BACS).

#### Your Pension

If you are successful you will be employed by the Utility Regulator as a civil servant and as such will be automatically enrolled into the Northern Ireland Civil Service pension arrangements. **Employer's contribution for this salary range is 28.7 to 30.7%.** 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/civil-service-pensions-ni](http://www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service/civil-service-pensions-ni)

#### Your 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).*

#### Other non-salary benefits

We also offer a range of non-salary benefits include a supportive family friendly environment; flexi-time; flexible working in a hybrid environment; Childcare Voucher Scheme; generous leave including special leave, maternity/paternity entitlement, annual leave and public holidays; wellbeing and employee programme (Inspire); supported learning and development; Cycle to Work Scheme/season ticket loan; Payroll Giving; volunteering opportunities; and a culture that supports diversity and inclusion.



## **STAFF PROFILE Kenny McPartland Analyst in the Networks Directorate**

*Kenny has worked as a Networks analyst since joining the UR in October 2019.*

*Kenny says “I have had the opportunity to work across various areas of Networks, but mainly within Electricity Connections and Network Codes. I have had the opportunity to work across various areas within the Networks Operations, such as the SONI price control and SONI governance teams, which has been a great experience. However, my work today focuses mainly on all things electricity connections and Network Codes.”*

*Kenny holds a BSc in Environmental Planning and MSc in Spatial Regeneration from Queens University.*



## **STAFF PROFILE Sarah Maybin Legal Advisor in Corporate Affairs**

*Sarah holds a Law (Eng/NI) LLB (Hons) degree from the University of Dundee. She studied for her Legal Practice qualification at Kaplan Law School in London, qualifying as a solicitor in London after a two year training contract and working in law since qualifying. She has worked as a Legal Advisor since joining the Utility Regulator in late February 2019. Sarah says “I have been involved in a wide variety of matters across the Utility Regulator directorates. My advices have spanned from everything from governance matters to commercial and regulatory law to data protection issues.”*





## Other Terms and Conditions

### Hours of Work

**This is a full-time appointment, however flexible working arrangements will also be actively be considered.** Our offices are open for business between the hours of 7am and 7pm Monday – Friday. **Staff may avail of “flexi-time”** provided 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. **All staff are currently in a hybrid capacity and this is subject to Executive guidance on COVID-19 restrictions.**

### Place of Work

If appointed, you will be an employee of the Utility Regulator and will be based at Queens House, Queen Street, Belfast. ***The Utility Regulator is currently working in a hybrid capacity and while you may opt to be office based, we welcome applicants whose circumstances lend themselves to some degree of remote working.***

### Mobility

Excluding secondment opportunities, employment with the Utility Regulator 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.

### 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

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](http://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 a Utility Regulator employee, 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 [www.nidirect.gov.uk/articles/working-northern-ireland](http://www.nidirect.gov.uk/articles/working-northern-ireland) or [www.gov.uk/browse/visas-immigration/what-you-need-to-do](http://www.gov.uk/browse/visas-immigration/what-you-need-to-do)

***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 and a Disability Confident Employer.