

Role 3 Head of Market Operations

As Head of Market Operations within the Utility Regulator, you will:

- Display the values of the Utility Regulator, and the Northern Ireland Civil Service Code of Ethics.
- Work openly and collaboratively as a member of the Wider Leadership Team, ensuring the Utility Regulator is lead effectively to achieve its statutory and strategic duties and goals.
- Assist the Markets Director on all SEM, Gas Wholesale, and Retail market operation issues ensuring your teams deliver their duties, plans and strategies focusing on the areas that represent the most significant regulatory risk or opportunity.
- Demonstrate strong intellectual and analytical capabilities and possess the commercial acumen to identify opportunities, assess risks and sound judgment in relation to regulation, policy, and organisational issues.
- Oversee the operation, development, and integration of the Market Operations Team within the Utility Regulator.
- Empower others in your team to lead and to work confidently and accountably in line with strong values to achieve to achieve high performance.
- Be credible and build and nurture constructive working relationships with a broad range of influential stakeholders, including the Department for the Economy, Consumer Council, CRU, Ofgem, and industry stakeholders.
- Committed to promoting and enhancing equality, diversity, and inclusion, and building an open and accountable workplace where all staff can make a real difference.
- Protect market consumers and participants in Northern Ireland by identifying and reporting regulatory violations, regulatory design flaws, and market power abuses.
- Have an expert knowledge on the energy and water markets in Northern Ireland, Ireland, and Great Britain, and look to implement best practice consumer practice, affordable energy, and net zero pathways.
- Oversee the quality and outputs of research including analysis, learnings, timeliness, whilst delivering value for money.
- Undertake media and public activity around market operations activity.
- Understand and apply the PRINCE2 standard or equivalent, and how it should be applied to projects within the Utility Regulator.
- Have excellent drafting skills and the ability to review the written work of others.
- Oversee regulatory and organisational projects, ensuring timely delivery against sometimes ambitious deadlines whilst maintaining quality.
- Promote an organisational customer focused culture that that promotes the Utility Regulator's values, inspires, and develops staff, values staff contributions, encouraging proactive performance, communication, and engagement at all levels through visible and collective leadership.

Key Responsibilities

The Head of Market Operations main duties will be:

- To support the Chief Executive, Board, and Senior Leadership Team of the Utility Regulator.
- To be a visible leader within the Utility Regulator, and can build, inspire and motivate inclusive, high performing teams. To have an up-to-date knowledge of good governance standards, and corporate planning.
- To assist the Markets Director on all market operations (SEM, Wholesale Gas, and Retail) issues across the Utility Regulator.
- To report to the SEM Committee on the effective and efficient operation on the SEM and participate in the SEM Oversight Committee.
- To ensure the effective and efficient operation of the electricity and gas markets within Northern Ireland.
- To support and embed organisational change within the Markets Operations Team to improve organisational excellence, performance, pace, professionalism, and value for money.
- To develop excellent and supporting relationships, with CRU, CCNI, DfE, DfI, Ofgem etc. to further the strategic aims of the Utility Regulator, and to develop and maintain collaborative relationships with a wide range of internal and external stakeholders to achieve optimal results for the Utility Regulator.
- To have the energy and drive to challenge accepted thinking and engage and enthuse your team to achieve timely results.
- To understand and display the principles of good regulation and their practical application.
- To have an in-depth knowledge of network issues in Northern Ireland including the key drives of price, consumer protection, security of supply, and economic and environmental sustainability.
- To have a good knowledge of the NI, UK, and all-island regulatory environment, and the public sector generally, including the democratic, political, and organisational framework.
- To promote a culture of openness, inclusiveness, and transparency across all aspects of the Utility Regulator's operational activity and service delivery.

This list is not exhaustive and the successful candidate will be required to carry out other duties as allocated by Management.

Our statutory remit and organisational structure are 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.

Essential Criteria (all roles):

1. At least 5 years demonstrable experience of a leadership and management role, including the positive development and performance management of staff.
2. Demonstrable experience building effective relationships and working constructively with internal and external key stakeholders at a senior level* to deliver significant outcomes which command confidence, transparency, and respect.
3. A proven track record of proactive project management to deliver quality outcomes of significant regulatory work programmes to tight timeframes; and under competing pressures.
4. Demonstrable and strong evidence of developing and implementing regulatory policy (including horizon scanning) in conjunction with industry, consumer groups, and government departments at a senior level.
5. Ability to positively demonstrate by examples, an understanding of, and commitment to, further workplace values that align to those of the Utility Regulator.

Essential Criteria (Head of Market Operations only):

6. At least 5 years demonstrable experience of economic regulation and preferably working in the electricity, gas and/or water sectors in:
 - a) economic regulation and working on developing regulatory frameworks to deliver enhanced consumer outcomes and protection;
 - b) regulation or operation of retail and/or wholesale markets (preferably electricity and/or gas); and
 - c) Market analysis of retail or wholesale markets (preferably electricity and/or gas).

***“Senior” means working at: organisational board level; or senior civil service level; or equivalent; with a track record of dealing directly with Ministers on economic and/or utility related policy issues. Demonstration of a significant deputising role or leading large divisions of an organisation will also be considered as evidence of working at a senior level.*