

Guide for applicants

Regulatory Analyst

Key dates for applicants:

Closing date: **2:00pm on Monday 09 October 2023**

Assessment and interviews are expected to take place in October – November 2023

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 the time to read this 'Guide for applicants' for a **Regulatory Analyst** role within the Utility Regulator.

This is an exciting time to be joining us, as we are expanding as an organisation so that we can fully support Northern Ireland in meeting the challenges of climate change, the cost-of-living crisis and ensuring the continuity of energy and water supplies.

Electricity, gas and water are essential services that support all homes and businesses in Northern Ireland. As an economic regulator, it is our role to enable, incentivise and hold energy and water companies to account for providing the very best levels of service and price for consumers both now and in the future.

We are ambitious about the future of the Utility Regulator. It is essential that we can enthusiastically and professionally support Northern Ireland in its transition to a net-zero carbon economy, whilst ensuring affordable and good quality electricity, gas and water services for all.

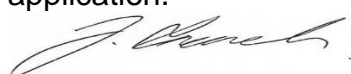
We want the Utility Regulator to be the best possible organisation to work for. We need passionate people who have the skills, potential and energy to make a difference to the lives of people in Northern Ireland and its economy. We are looking for people who share these goals and will pursue them the highest standards of professionalism. For the Utility Regulator to be successful, we will recruit the best candidates from a range of diverse backgrounds.

If you strive to provide the best possible levels of service for the greater good and your professional values accord with our organisational values, working here will be just what you are looking for in the next step in your career path.

We are an employer of choice as we are committed to staff wellbeing, inclusion and excellence. Over the last three years we have been awarded Best Companies 'Ones to Watch – Good to Work For' status, we have been successful in gaining Investors in People Silver, Diversity Mark and Disability Committed accreditations.

This recruitment is focused on the appointment of permanent Regulatory Analysts who will be responsible for providing analysis and advice on energy and water issues and help protect Northern Ireland consumers. In addition, you will play an active role in supporting the organisation as it supports government initiatives as part of 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's Utility Regulator

Who we are

The Utility Regulator is an independent non-ministerial government department. We are 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:

1. Be a best practice regulator: transparent, consistent, proportionate, accountable, and targeted.
2. Be professional: listening, explaining, and acting with integrity.
3. Be a collaborative, co-operative and learning team.
4. Be motivated and empowered to make a difference.

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

Our organisation is arranged around four directorates and the Chief Executive's office:

1. Consumer and Business Protection;
2. Price Controls;
3. Markets; and
4. Networks and Energy Futures.

We are a professional and motivated workforce that is empowered to make a real difference for Northern Ireland.

Our diversity statement

Be UR self

We recognise and value that everyone is unique and that we all have different minds. We want to use your difference so that we can harness your unique talent. To that end we are a diverse and inclusive organisation as we put the 'you are' into UR. Our success is based on the diversity and uniqueness that each person brings to the organisation and on the willingness of staff to accept and value one another. This approach helps us protect consumers by making a positive difference to all households and businesses in Northern Ireland.

Equality welcoming statement

Northern Ireland continues to have an under-representation of women across our STEM (Science, Technology, Engineering and Mathematics) industries. The Utility Regulator is an equal opportunities and Disability Confident employer. As people with a disability, people from ethnic minority communities and women are currently underrepresented in the Utility Regulator we would particularly welcome applications from these groups.

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.
- 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:

- Northern Ireland Executive and Assembly;
- Northern Ireland government departments;
- Energy and water utility companies;
- The Consumer Council for Northern Ireland;
- Government departments and bodies in Great Britain and Ireland, including Ofgem, Ofwat, the Water Industry Commission for Scotland and the Commission for Regulation of Utilities; and
- Non-governmental organisations.

3. About the role

Role: Regulatory Analyst
Group: Vacancies across all directorates
Reporting to: Regulatory Manager

Terms and conditions:

Contract: Permanent, however flexible working arrangements will also actively be considered
Hours: 37 hours per week (alongside which the Utility Regulator operates a flexi-time system)
Salary: £41,368 - £51,709 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 Regulatory Analyst within the Utility Regulator, you will be responsible for providing analysis and advice on energy (electricity and gas) and water issues, as they relate to Northern Ireland 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 from a background in regulation, consumer advocacy, finance, economics, accountancy or engineering. However, we welcome applications from candidates with good analytical and problem-solving skills, excellent communication skills and the ability to build and maintain open and 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 and all colleagues within the Utility Regulator.
External: Government Departments, other Regulators, statutory bodies, regulated companies, consultants and legal advisors.

Key responsibilities

- To support the Chief Executive, Board and Leadership Team of the Utility Regulator.
- To support the Utility Regulator in the delivery of our annual forward workplan and the corporate strategy, and provide a value for money service, underpinned by good governance and project management.
- To monitor, report and present on policy area, project status and issues to management and Board.
- To ensure that a project plan, governance structure and other project management practices are in place, to ensure effective management of your activities.
- To ensure effective and positive relationships and partnership working with other directorates of the Utility Regulator.
- To analyse qualitative and quantitative data from a wide range of sources to produce timely insights and reports to inform regulatory development, and in doing so, take a structured approach to problem-solving.
- To maintain and create policies, controls, process, and standards, and ensuring policy and regulatory compliance.
- To build and maintain a strong expert knowledge of your relevant policy area, investing in continuing professional development where appropriate.
- To monitor and anticipate legislative and/or societal changes and to assess the impacts of these changes on regulation and consumers.
- To review and challenge submissions made by energy and water companies.
- To provide effective solutions to address emerging policy issues or challenges in your area of responsibility.
- To develop clear and concise management papers and policy documents (such as consultations, decisions, and guidance).
- To lead projects as required, and in-line with best practice project management principles.
- To proactively look to maximise the Utility Regulator's core statutory objective to protect the interests of energy and water consumers in Northern Ireland.
- To manage and develop constructive stakeholder relationships within government and industry to influence positive change to regulation in Northern Ireland.
- To assist in strengthening the profile, reputation and relevancy of the Utility Regulator to staff, consumers, stakeholders and industry.
- 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 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.

Selection criteria

Essential criteria

This role is well suited to persons with good financial and analytical skills, excellent, project management experience and the ability to build and maintain positive and trust-based working relationships internally and externally. Successful candidates should have a proactive, collaborative and flexible attitude, and be unfazed by operating in a fast-changing environment.

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 and providing advice and recommendations on one or more of the following:
 - **Government policy;**
 - **Business/commercial issues;**
 - **Utility/market regulation issues;**
 - **Economic/policy considerations; or**
 - **Consumer policy/research.**
2. Experience of undertaking complex analysis of written and/or numerical information and converting results into reports to challenge assumptions and support the evaluation and delivery of business or policy decisions.
3. Excellent oral and written communication skills, with proven experience of effectively building and maintaining positive relationships with a range of stakeholders.
4. Proven experience of project management, with ability to manage workstreams or areas to tight deadlines and with competing priorities.
5. Ability to positively demonstrate by examples, a commitment to workplace values that align to those of the Utility Regulator.*

* Our 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 shortlisting criteria.

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

1. Experience that demonstrates an understanding of the legal and policy context facing utility regulation.

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

Competency framework

You may wish to consider the Utility Regulator’s Competency Framework when completing your application. A copy is attached to this recruitment pack and available on our website.

4. The selection process

How to apply

Completed application forms must be received by **2:00pm on Monday 09 October**.

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 Utility Regulator computer systems, not the time sent from a candidate's email account.

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

Candidates with a disability who require assistance will be facilitated upon request. Candidates who wish to receive the information pack in accessible formats are asked 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:

- There is a limitation on how much information you can provide. The word guide is intended to assist. You are not required to fill text boxes but provide enough evidence to demonstrate meeting the criteria. 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 font Arial size 12, or legible handwriting using black ink. Please note 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.

Assessing your application

After the closing date, the first stage in the selection process will be to assess your application against the essential criteria. If further shortlisting is required, the next stage would be to conduct a sift against the desirable 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 progress to the next stage of the process.

Please note: the panel will not refer to the employment history section to demonstrate a requirement for the number of years' experience.

You will be notified of the outcome (successful/unsuccessful) by email.

Assessment and interview

Following shortlisting, it is intended that the selection process will involve an assessment and interview against **the criteria, key skills, and competencies** for the role. Panels may test any aspect of either the essential, desirable criteria or key skills.

Additional stages to the selection process may be required. It is intended that the assessment 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

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

Checklist for applicants

- | | |
|----------------------------|-------------------------------|
| • Application form | (Emailed by closing date) |
| • Equality monitoring form | (Emailed in a separate email) |

5. The benefits of 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 considered. The starting base salary will be in the range of £41,368 - £51,709 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 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

Your holiday entitlement

Holiday entitlement will be pro-rated based on **25 days per annum (increasing to 30 days after two 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 Northern Ireland 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.

Hours of work

This is a full-time appointment; however flexible working arrangements will also be considered. Our offices are open for business between the hours of 7am and 7pm Monday to Friday, 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.

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 with the option to work one to two days in the office and three days from home subject to business needs. 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 six 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.

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 UK. 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 the Utility Regulator one of the following documents:

- Passport.
- National identity card or Home Office registration certificate.
- UK Border Agency work document if need permission to work.

The Utility Regulator 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 Northern Ireland, please visit www.nidirect.gov.uk/articles/working-northern-ireland or 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.

Meet some of our staff:

STAFF PROFILE

Kenny McPartland Analyst in the Networks Directorate

Kenny has worked as a Networks Analyst since joining the Utility Regulator 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 within the Chief Executive's Office

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 advice has spanned from everything from governance matters to commercial and regulatory law to data protection issues.”

