

## **Role 1 - Head of Compliance and Enforcement (Gas and Water Lead)**

### **Job Description**

As Head of Compliance and Enforcement (Gas and Water Lead) within the Utility Regulator, you will:

- Display the values of the Utility Regulator and the Northern Ireland Civil Service's Code of Ethics.
- Work openly and collaboratively as a member of the wider leadership team, ensuring the Utility Regulator is lead effectively to achieve our statutory and strategic duties and goals.
- Significantly contribute to improving and delivering regulatory services, policies and initiatives of the Utility Regulator, especially in relation to compliance and enforcement.
- Assist the Consumer Protection and Enforcement Director on investigation and enforcement issues, and ensure 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 have sound judgment in relation to regulation, policy and organisational issues.
- Empower others to lead and work confidently and accountably, in line with strong values to achieve high performance.
- Be credible and have ambassadorial instincts to build and nurture constructive working relationships with a broad range of influential stakeholders, including the Department for the Economy, Department for Infrastructure, Consumer Council, Commission for the Regulation of Utilities, Ofgem and Ofwat.
- Be committed to promoting and enhancing equality, diversity and inclusion, building an open and accountable workplace where all staff have the opportunity to make a real difference.
- Protect energy and water 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 market 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 the Utility Regulator's activities, proactively highlighting or responding to relevant issues to external and public audiences.
- Maintain high quality and look to further improve standards in relation to governance procedures within the Utility Regulator.
- 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 promotes the Utility Regulator's values, inspires and develops staff, values staff contributions and encourages proactive performance and communication and engagement at all levels through visible and collective leadership.

### **Key responsibilities**

The main duties for the Head of Compliance and Enforcement (Gas and Water Lead) 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 have the ability to build, inspire and motivate inclusive, high performing teams. To have an up-to-date knowledge of good governance standards, corporate planning and best practice.
- To stay up to date with regulatory and policy developments in relation to compliance and enforcement, whilst providing an excellent level of service.
- To lead on compliance monitoring, investigations and enforcement action with a focus on gas and water cases.
- To develop constructive and collaborative internal and external working relationships with a range of stakeholders, including Department for the Economy, Department for Infrastructure, Commission for Regulation of Utilities, Ofgem, Ofwat, Consumer Council, Northern Ireland Environment Agency, IEA and Office for Environmental Protection, to achieve optimal results for the Utility Regulator.
- To lead and embed organisational change within the Compliance and Enforcement Gas and Water Teams, to improve organisational excellence, performance, pace, professionalism and value for money. To provide challenge and hold others to account.
- To have the energy and drive to challenge accepted thinking and engage and enthuse your directorate to achieve timely results.
- To understand and display the principles of good regulation and their practical application, and to have expert knowledge of the Utility Regulator's statutory duties, competition and consumer law (including the Consumer Rights Act 2015), relevant legislation and especially the Utility Regulator's Enforcement Policy and Financial Penalties Policy.
- To have an in depth knowledge of future energy regulation and policy, in the energy and water markets in Northern Ireland, including the key drivers of price, consumer protection, security of supply and economic and environmental sustainability.

- To promote a culture of openness, professionalism, 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.

<b>Essential criteria for all roles</b>	
1	At least five years' demonstrable experience of a leadership and management role, including the values led development and performance management of staff.
2	Demonstrable experience of building effective relationships and working constructively with internal and external key stakeholders at a senior level* to deliver significant outcomes, including demonstrable experience of interpersonal and communications skills which command confidence, transparency and respect among senior staff and stakeholders.
3	Proven experience of proactive project management to deliver quality outcomes of significant work programmes to tight timeframes, whilst under competing pressures.
4	Ability to positively demonstrate, by examples, an understanding of, and commitment to, promoting workplace values that align to those of the Utility Regulator. Our mission, vision and values can be found on <b>page 4</b> of the Guide for Applicants.

\*Senior level refers to senior leadership team or Board level.

<b>Essential criteria for Role 1 - Head of Compliance and Enforcement (Gas and Water Lead)</b>	
1	At least five years' experience of economic regulation preferably working in the electricity, gas or water sectors, with proven experience of developing regulatory standards, monitoring compliance and holding regulated companies to account where necessary.