



ccw

The voice for water consumers
Llais defnyddwyr dŵr

ccw

Information for applicants

Executive Head of Business Services

Permanent

Birmingham office with flexibility to work at home in line with CCWs blended working policy

The following pages are intended to give candidates some general information.

Issued by: Human Resources April 2022

Please return your completed application by **8th May 2022**

Interview date:

30th May 2022



The voice for water consumers
Llais defnyddwyr dŵr

About us

CCW supports thousands of customers with complaints they have been unable to resolve directly with their water company.

In addition, we carry out research on a wide range of water issues and publish our findings to influence the future direction of the industry in a way that benefits consumers. Our Committees in England and Wales and team of Local Consumer Advocates represent consumer interests to a wide range of stakeholders, including Government, regulators and water companies.

Our history

- A non-departmental public body (NDPB) in England and a statutory body in Wales, sponsored by Defra and Welsh Government respectively.
- Established on 1 October 2005 under the Water Industry Act 1991 as amended by the Water Act 2003, to represent consumers of water and sewerage services in England and Wales.
- Replaced the WaterVoice committees, which were part of the industry economic regulator, Ofwat, to become an independent statutory consumer body.

Our vision and values

As we look ahead to the coming years, we have a clear vision of what we aim to achieve on behalf of water consumers in England and Wales. This mission is supported by strategic ambitions and delivered through a series of key campaigns.

In addition, colleagues across CCW embrace a set of corporate values that embody the way we do business. Through our focus on personal development, diversity and inclusion, we want to make sure that CCW is a fun, energetic place to work where every colleague feels that their individual contribution is making a difference.



Our mission

Ensure people are well-informed, treated fairly and have confidence in their water services



Our purpose

We are passionate about championing the best interests of everyone who uses water, now and in the future.



Our vision

A water sector that listens to people and delivers exceptional, sustainable services that are accessible to all.

Our long term objectives



Affordability and vulnerability



People and the environment



Customer complaints journey



Business customers

CCW Values

Positive Energy

We are **energetic** and **enthusiastic**, with a strong 'can-do' attitude. We actively focus on finding **solutions** to problems, **motivating** each other to do our best even when things get tough.

Respect for all

Inclusivity is at the heart of life at CCW. We **respect** each other's **differences**, celebrating our uniqueness and valuing each individual's contribution. We give each other feedback that's **helpful** and **constructive** and don't seek to blame.

Innovative spirit

We encourage **bravery** and **creative** thinking, always seeking to improve. We're always willing to try new things and aren't afraid to learn from our mistakes. We **collaborate** and **welcome everyone** to share new ideas.

Deliver Our Promises

We show **commitment**: to consumers, to our goals, and to each other. We accept **responsibility** and **accountability**, behaving with **integrity** and keeping each other informed every step of the way. We always seek to do what we say we are going to do.

Work together as one

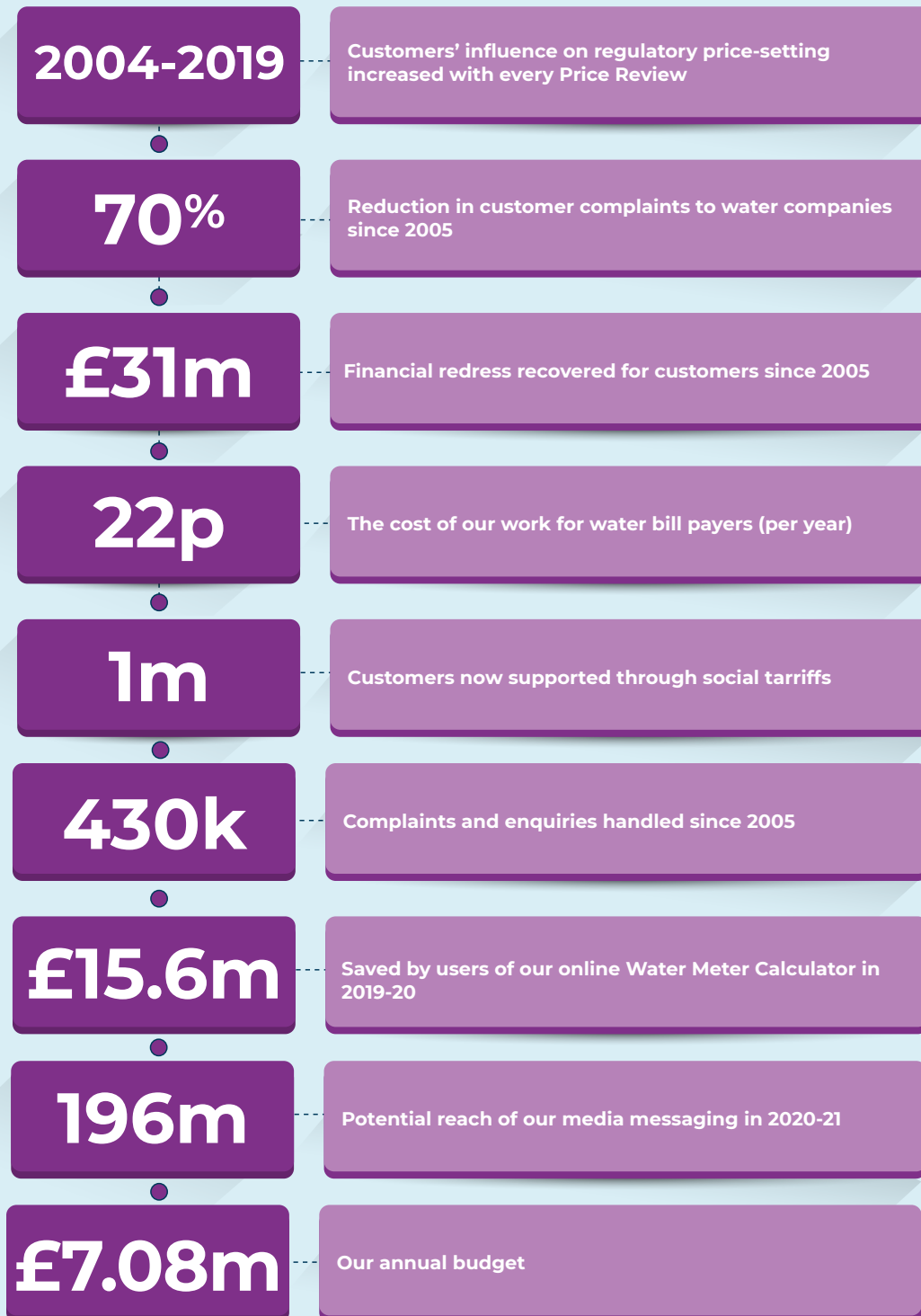
We are 'one team', **working together** towards a clear goal. We **support** and **empower** each other to learn and **develop**, sharing our knowledge and **celebrating** each other's **success**.

Equality and diversity

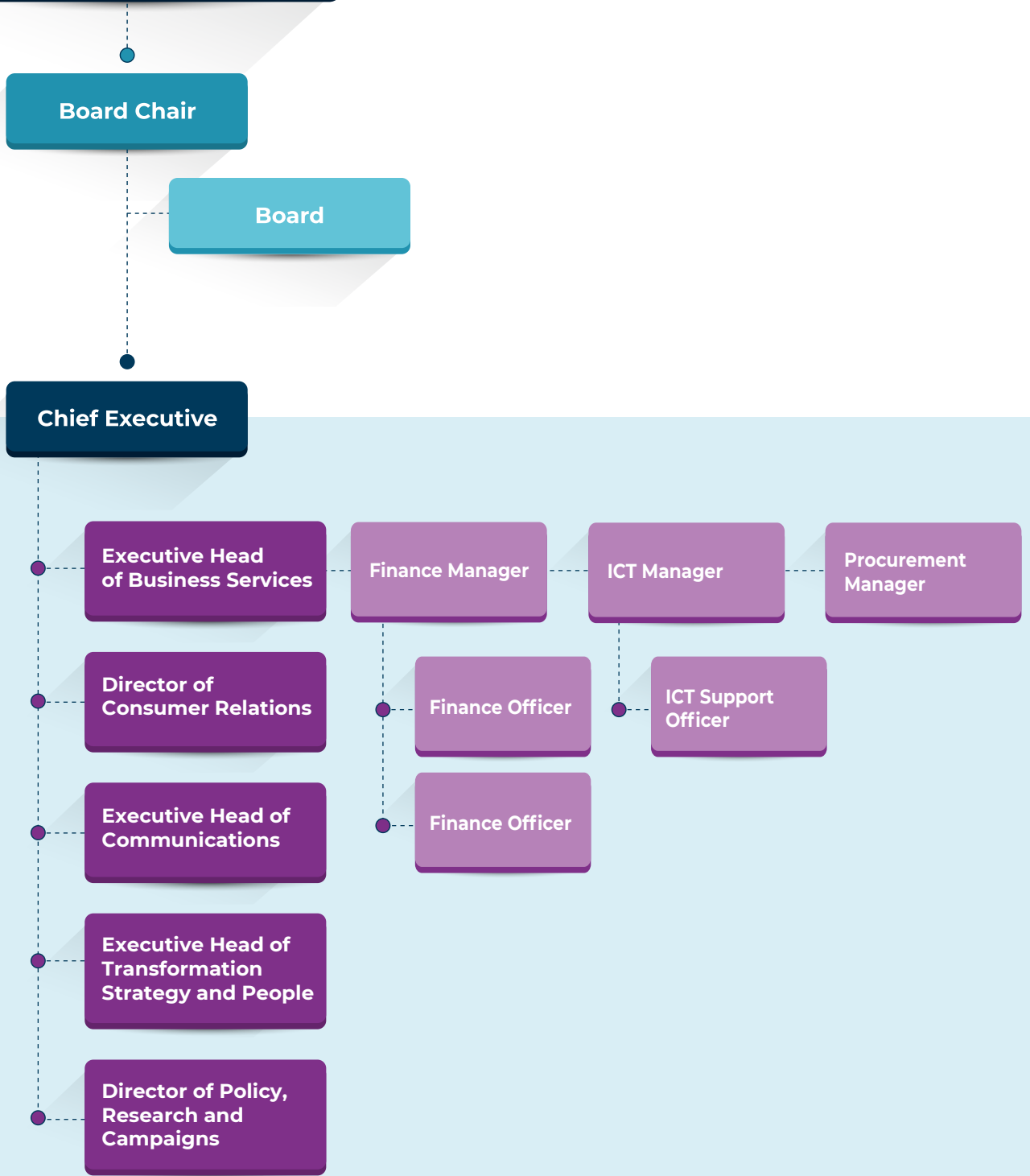
At CCW, we define our diversity as having people with a wide range of traits, backgrounds and experiences. Being inclusive means we all feel comfortable sharing our ideas and perspectives because our differences are respected and valued. Every member of the organisation feels safe, accepted and appreciated with an equal opportunity to grow and succeed at work.



Key achievements



Our Structure



Job description

Executive Head of Business Services

Reports to: Chief Executive Officer

Division: Business Services

Location: Home/Office based (Birmingham)

Job Purpose Statement

- Provide leadership and strategic direction in all matters relating to Finance, Information Communications Technology (ICT) and Procurement; including Financial & Risk Management and ensuring a best in class service to CCW.
- Play a full part in the Executive Team and support the CEO and the Board, by developing and taking forward the strategic direction and priorities; with particular focus on finance and ICT.
- Lead Culture Change at CCW to support the transition to a modern, progressive ALB.
- Ensure that the organisation fulfills all its statutory and financial responsibilities and adheres to the highest standards of governance in all its operations. This will include supporting the Audit and Risk Committee
- Develop and implement an ICT and Finance strategy, which is fit for purpose and includes consideration of future challenges and developments. Success will be measured by high levels of colleague satisfaction with ICT and Finance services.
- Ensure that ICT and Finance play a proactive and supportive role in developing CCW's operation and when required bring innovative solutions to problem solving.
- Ensure the organisation delivers demonstrable value for money including; benchmarking performance, horizon scanning and advising of and adopting best practice. This will be measured by contributing ideas and constructive challenge proactively to Executive colleagues.
- Provide practical and creative input in the development of new business initiatives and the design of current and future campaigns. Bring discipline to the strategic decision making process, to manage the effective use of business resources.

- Provide insight and expert input regarding financial matters across the water sector including review of financial performance of water companies in conjunction with the Policy and Research team.
- Motivate and drive the teams and wider organisation; Ensuring effective engagement that aligns to CCW's core values and strategic objectives. To be measured by positive results in the staff engagement survey.

Organisational Information

Reporting to the Chief Executive Officer the Executive Head of Business Services, as part of the CCW Executive team, is responsible for supporting, developing and implementing CCW's strategic plans. In common with all members of the CCW Executive team the role involves proactive leadership of CCW and ensuring best in class delivery of the role holder's specific area(s) of responsibility.

Management of Resources

i. Financial resources

Oversight of CCW's budget of approximately £7.08 m

ii. Human resources

Line management responsibility for three
Total staffing complement of six

iii. Equipment

Responsible for CCW's two offices and all its equipment

Contacts and Communication

External – Regular senior level across Government (Defra & WG sponsor departments), Internal & External Auditors & National Audit Office.

Internal – Daily contact with the Chair, Chief Executive, Board members, Executive Team members and all staff.

Key Duties and Accountabilities

Leadership

- Lead the Finance, ICT and Procurement team so that they are highly motivated and deliver a service to internal and external 'customers' that is viewed as exceptional
- Lead the development of organisational culture, and improving organisational effectiveness to deliver professional, responsive, accountable consumer representation.
- Be an active and effective member of the Executive Team contributing to all discussions/decisions; taking the lead in matters relating to Finance, Procurement and ICT.
- Ensuring that Business Services is a cohesive business unit with a clear sense of purpose and a motivated team who understand their contribution to CCW's forward work programme.
- Promoting equality of opportunity and embedding diversity and inclusion across the organisation.
- Champion the organisation's drive for 'value for money', efficiency and good procurement practice.
- Champion the ongoing modernisation of CCW's working practices. Continuously review business policies and processes to identify new and more imaginative ways of working; in order to deliver a more effective, efficient and professional operation.
- Take a lead role in data protection, ensuring the organisation complies with current legislation and internal policies and that all staff are aware of their responsibilities.
- Work in other areas of the organisation where the need arises and be comfortable with representing externally CCW's strategy to stakeholders.

Financial Management

- Providing financial leadership, management and control including spending controls, the production of management and annual accounts, helpful internal reports and statutory annual report, as well as liaison with internal audit and National Audit Office.
- Providing strategic financial and commercial advice to the Accounting Officer and CCW's Board; ensuring that the financial management of CCW is strong and adds value. Developing a culture of 'value for money' through innovation and financial appraisal throughout the organisation.
- Working with the Audit Committee, senior colleagues and external stakeholders, lead a finance function that develops, implements and maintains appropriate modern financial and procurement policies, procedures and plans for CCW. This will include responsibility for accurate financial planning, forecasting and budgeting.
- Lead on CCW's work to comply with all Central Government and Accounting requirements and spending controls including the successful production of an Annual Report and Accounts. Monitor and report to the Board the ongoing financial position of CCW.
- Delivery of short, medium and long-term financial modelling and forecasts to ensure that the business has sufficient resources to deliver its Forward Work Programme and that this is communicated effectively with staff.
- Keep abreast of financial developments across the water sector
- Ensure that the finance team embrace working as business partners to the wider CCW team

Governance & Risk Management

- Ensure CCW's CEO fulfills their Accounting Officer duties in terms of finance and procurement.
- Ensure that all CCW's statutory and corporate governance obligations are met including data, in terms of finance and procurement.
- Responsible for external relationships with sponsor departments at Defra and Welsh Government, external/internal auditors.

Strategic Direction & Business Planning

- As a member of the Executive team, play a full part in developing and delivering CCW's strategic direction, business planning and campaigns development.
- Preparation of corporate and long term business plans; build and evaluate options including costs.
- Find appropriate ways for CCW to measure the value of its activities.
- Maintain good relationships with CCW's Defra sponsor team and ensure all obligations placed on CCW by its sponsor departments are met.

Information Communications Technology (ICT)

- Oversee all technology operations and evaluate them according to established goals.
- With the ICT Manager analyse the business requirements of all departments to determine their technology needs.
- Ensure the development and delivery of an ICT Strategy that delivers efficiencies, meets the changing and future needs of the services and staff, and embraces new technology.

Oversee the implementation of the ICT strategy

- Have oversight of CCW managed services for ICT and ensure the contract is delivering value for money for CCW.
- Constantly review ICT developments to ensure CCW reflects modern practice

Procurement, Facilities & Estates

- Overseeing Procurement contracts to ensure CCW gets maximum value for money and that the procurement process satisfies legal and audit requirements, meeting business needs and demonstrating best practice. Including increased satisfaction with the process from CCW colleagues.
- Overseeing Facilities and Estates to ensure the delivery of efficient and effective support services to CCW (Birmingham and Cardiff) including property management, office equipment and supplies.

Actively promoting and embedding Equality Diversity and Inclusion (EDI) in all your work. Supporting and complying with all organisational initiatives, policies and procedures on EDI.

In addition to the duties described in this specification the jobholder may be required to carry out such other duties as may reasonably be required.

Person specification

Job title: Executive Head of Business Services
 Reports to: Chief Executive Officer
 Location: Birmingham office with flexibility to work at home in line with CCWs
 Blended Working Policy

Attributes and Qualities Required (with examples)	Essential	Desirable
Personal impact	Ability to influence and inspire confidence in others	
Leadership skills	<ul style="list-style-type: none"> • Demonstrable ability to lead at an Executive level. A proven track record in a top team. • Experience of leading a support/service team or division enabling an organisation's goals through support provision • Demonstrable experience leading, motivating and managing high-performing, multi-disciplinary teams, and implementing a culture of continuous improvement. • Ability to build a team and a sense of purpose in a group. 	<ul style="list-style-type: none"> • Experience overseeing procurement, estates and facilities functions is desirable but not essential. • Expertise in regulatory finance would be helpful. • Experience of finance leadership in Central Government or an Arms Length Body is desirable, as well as the corresponding knowledge of governance and standards expected of public bodies.
Professional Qualification 1. Standard of general education 2. Professional/ technical education 3. Specialised training 4. Work experience	<ul style="list-style-type: none"> • Recognised finance or accountancy qualification (CCAB or equivalent), and evidence of a high level of numeracy. • Proven track record of strategic finance leadership in a complex organisation, including working with and advising Boards as part of a Senior Management Team delivering organisational objectives. • Experience of risk and audit, as well as in depth knowledge of accounting standards and statutory obligations, including financial and information/data management. 	

Attributes and Qualities Required (with examples)	Essential	Desirable
<p>Special skills</p> <ol style="list-style-type: none"> 1. Oral communication 2. Written communication 3. Numerical 4. Interpersonal 5. Administrative 6. Problem solving 7. Other special aptitudes/ skills 	<ul style="list-style-type: none"> · Excellent planning and project management skills, and evidence of having successfully undertaken financial planning and forecasting, investment appraisal, and financial analysis in a suitably complex context, flexing as circumstances require. · Evidence of excellent communication skills, and the ability to explain complex issues succinctly in plain English, orally and in writing, to non-expert and expert audiences alike. · Demonstrably strong influencing and interpersonal skills, and evidence of a capacity to inspire confidence and respect of colleagues and stakeholders at all levels and forge effective working relationships. · Ability to provide solutions to problem and enable progress. Seen as helpful and progressive in interactions with colleagues. 	
<p>Attitudes/Disposition</p> <ol style="list-style-type: none"> 1. Management/ 2. Leadership 3. Reliability 4. Decision making 5. Problem solving 6. Flexibility 7. Teamworking 	<ul style="list-style-type: none"> · A flexible and strategic thinker, with evidence of having applied political astuteness, creativity, lateral thinking and commercial 'nous' to achieve tangible outcomes in a complex environment. · Resilience especially when dealing with resistance to change · Able to address performance issues openly and able to have assertive conversations. 	
<p>Other criteria</p> <ol style="list-style-type: none"> 1. Mobility 2. Out of hours work 3. Car driver 4. Home Office set up 	<ul style="list-style-type: none"> · Flexibility to work outside of normal hours and/or travel to meetings, which may include overnight stays. 	

Summary of Terms and Conditions

Executive Head of Business Services

You are invited to apply for the above post which is based in Birmingham with flexibility to work at home in line with CCWs blended working policy

Qualifications and Experience

Please refer to the person specification for more details.

Nationality Requirements

This job is broadly open to the following groups

UK nationals nationals of Commonwealth countries who have the right to work in the UK nationals of the Republic of Ireland nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the European Union Settlement Scheme (EUSS) relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service certain family members of the relevant EU, EEA, Swiss or Turkish nationals. Candidates must be free from any restrictions to take up employment in the UK.

Language Requirement

Customer facing roles in CCW require the ability to converse at ease with members of the public and provide advice in accurate spoken English and/or Welsh where required. Where this is an essential requirement this will be tested as part of the selection process.

Conditions of Service

The post is permanent. The salary for the post is £61,625 - £75,396 pa and is paid monthly in arrears by credit transfer.

Hours of work

You will be required to work a 5 day week of 37 hours excluding lunch breaks. The department operates a system of flexible working hours (FWH), which is worked by most employees, but may vary slightly. There are a number of terms associated with FWH. These are detailed below:
Bandwidth – 07.00 hours to 19.00 hours - the times between which the office is open for work.

Flexible Lunch break

A minimum break of thirty minutes is required.

Annual Leave

Your annual leave allowance will be 25 days plus 10½ days' public and privilege holidays.

Induction

All new employees will have an induction training programme specifically prepared for them by Human Resources and their line manager.

Stocks or shares

Because of the nature of the information you will come into contact with and the need to be wholly independent of the water industry, you will be precluded from holding or dealing in stocks or shares of any privatised water company or of any existing statutory water company.

This extends to having any active financial interest (shares or debt securities including debentures, bonds and gilts, options, rights or future rights to shares or other securities). Your spouse, partner and any dependent children are also precluded from having any active financial interest in these types of company.

Pension

As soon as you start your new job, you are eligible to join the Civil Service pension arrangements. We offer you a choice of two types of pension.

- Partnership: This is a stakeholder pension with a contribution from us. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.
- Alpha: Alpha provides a defined benefit worked out on a Career Average basis. A Career Average pension scheme means you build up a pension based on a percentage of how much you earned each year. More information can be found at Civil Service Pensions

Expenses

Where appropriate, travelling costs will be refunded at the rate of a standard rail fare for the journey or motor mileage rates as follows: Cars: 25p per mile (the exact mileage will need to be noted, as we will ask you to record it on the expense form) Please note that proof of purchase will be required for all public transport expenses. Expenses for travel into the UK cannot be refunded. Overnight accommodation expenses will be considered. All travel expense claims must have prior written approval from the HR Manager.

Data Protection

In accordance with the General Data Protection Regulations (2016), your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with us and will be stored in manual and electronic files. Any data about you will be held in completely secure conditions, with restricted access. Information in statistical form on present and former employees is given to appropriate outside bodies where there is a legitimate purpose for this.

Data that you provide on the Equal Opportunities Monitoring form will be included in a general database, for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on equal opportunities in employment. Individuals will not be identified by name.

We use a third party organisation to carry out background screening on all applicants that are successful at interview and given a formal offer of employment. We do this as a legitimate interest to ensure the suitability of applicants. We share candidate name, telephone number, address and email address as provided on your application.

The third party organisation holds this information and information that you subsequently share with the third party for a period of six months.

By signing and submitting the relevant forms, you are giving your consent to the processing of your data in the ways described above.

Guaranteed Interview Scheme (GIS)

We are committed to the employment of disabled people. We guarantee an interview to anyone with a disability whose application meets the minimum criteria for the post. To be eligible for the guaranteed interview scheme you must have a disability or long term health condition. The disability could be physical, sensory or mental and must be expected to last for at least 12 months. You do not have to be registered as a disabled person to apply under the scheme.

Equal Opportunities and Diversity

We aim to be an Equal Opportunities Employer, intending to make sure that there is equality of opportunity and fair treatment for all, regardless of gender, race, disability, sexual orientation, gender reassignment, religion or belief, age, pregnancy and maternity, and marriage and civil partnership. All applications receive equal treatment and selection for a post will be based on merit.

We have undertaken a programme of diversity training for all employees to help understand the concept of diversity and how it compliments equal opportunities. It also provides an understanding of the implications of the legislation, for working with colleagues and customers.

Complaints Procedure

CCW's recruitment processes observe the principles outlined in the Civil Service Commissioners' Recruitment Principles which can be found at www.civilservicecommissioners.org.uk.

If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact Karen Cropp, Human Resources Manager, CCW, 23 Stephenson St, Birmingham, B2 4BH.

Useful links

www.ccwater.org.uk

Notes page



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Contact us

CCW,
23 Stephenson St
Birmingham
B2 4BH.

0300 034 2222 in England

0300 034 3333 in Wales



[ccwater.org.uk](https://www.ccwater.org.uk)