



JOB DESCRIPTION

Job Title	Regulation Manager		
Salary	Circa £65K + Benefits	Grade	n/a
Version	February 2021		

Reporting To	Finance Director
Department	Regulation
Location	Havant
Direct Reports	1
Key Interfaces	CEO, Finance Director, Customer Challenge Group, Senior Management Team, Water UK, Ofwat and other regulators / stakeholders.
Purpose of role	Overall responsibility for dealing with Ofwat regulatory matters particularly regulatory reporting. Delivery lead for the 5 yearly regulatory review process (Periodic review).

Values and Behaviours
<p>We build success through a collaborative approach and by developing sustainable relationships. We will endeavour to provide a better service for both our internal and external customers and our colleagues. We will achieve this by following the Portsmouth Water core values:</p> <ul style="list-style-type: none"> • Excellence - Customer service excellence, Commercial awareness, Quality mind-set & drive for results, Innovation & continuous improvement, Adaptable & positive attitude. • Integrity - Planning & organising, Building trust & reliability, Decision making & ownership, communicating clearly. • Respect - Environmental awareness, Co-operative teamwork, Working safely & following the rules.

Primary responsibilities

Will include:

- Overall responsibility for driving and delivering the Business plan along-side the CEO and FD
- Strategic contribution to the development of the “business Plan”
- Responsibility for developing and monitoring Outcome Delivery Incentives (ODIs)
- Represent the Company with various stakeholders.
- Prepare/respond to stakeholder consultations.
- Monitor performance against the Ofwat business plan and managing the reporting and assurance process.
- Manage customer engagement activities relating to regulatory matters (Business Plan).
- To prepare key regulatory reporting information for statutory and regulatory purposes.
- To undertake activities which support company compliance with the regulatory determination (eg annual charges, APR reporting on ODIs, bulk supply).
- Manage annual charges/tariff setting process.
- Negotiate Bulk supply arrangements

Other Key Responsibilities

Health and Safety

- To comply with all policies and procedures relating to Health and Safety

Customer Service

- Delivering excellent customer service when dealing with internal & external stakeholders.
- Encourage proactive and effective communications to help develop and maintain professional relationships with internal and external stakeholders.

Performance and Service Delivery

Regulatory business planning process

- Overall responsibility for driving and delivering the Ofwat Business plan along-side the CEO and CFO.
- Strategic contribution to development of the Business Plan & close liaison with Executive team & Board
- Developing and understanding the regulatory regime and supporting the optimisation of the business plan
- Responsibility for developing Outcome Delivery Incentives (ODIs)
- Oversight of customer engagement and stakeholder research activities

Stakeholder relationships

- Ofwat – day to day management of the relationship and information flows and company representations on various steering groups as they arise
- Customer Challenge Group - ensure CCG are well informed on performance etc. of the Company
- CCW – quarterly reporting of performance
- Water UK – regulation group and wider engagement as this arises.
- Engagement and networking across the regulatory network (companies, regulators and delivery partners/consultants)

Annual Processes

- Charges – publish wholesale, developer and final charges/tariffs as per Ofwat timetable
- Annual Reporting – publish the APR in line with regulatory expectations. Manage the Assurance process with third party assurer.
- Company Monitoring Plan – ensure regulatory expectations are maintained of good process etc.

Other requirements

- EA Water Resources Management Plan – ensure consistency with Business Plan
- NAVs and Bulk Supplies – ad hoc but important to adhere to regulatory expectations
- Internal monitoring of ODI performance – Exec Team and Board Reporting on a monthly basis.
- Customer engagement
- Consultations (preparing/coordinating)

Personnel

- Encourage a collaborative working culture.
- Encourage demonstration and promotion of PW Company Values and behaviours

Compliance & Governance

- Encourage and ensure compliance with PW procedures and policies

In addition to the above, the role will also include various tasks relevant to this role and will vary depending on business and departmental requirements.

Person Specification

Skills, Competencies & Qualifications

- Strategic thinker
- Effective networker
- Regulatory knowledge and experience and ability to relate this to developing strategy
- Breadth of understanding of the regulatory business issues (eg ODIs),
- Regulatory experience or willingness to develop regulatory experience,
- Works collaboratively
- Writes clearly and succinctly
- Can analyse issues and identify the key impact for the business (risks and opportunities)
- Some knowledge of economics would be advantageous.

This role description gives the post holder an understanding of the range of duties to be undertaken as part of the role. It does not detail every activity that will be required of the post holder. Specific tasks and objectives will be agreed with the post holder as necessary according to changing business requirements, priorities, and operational needs.