

# CHAIR OF CUSTOMER SCRUTINY PANEL

Following the submission of the latest five-year business plan to Ofwat, Portsmouth Water are seeking an individual to help shape the future of the Customer Scrutiny Panel (CSP).

**The CSP for Portsmouth Water aims to promote continuous improvement in customer satisfaction and environmental outcomes. This involves:**

- Prompting the company to enhance the quality of service and value offered to customers continuously.
- Encouraging ambitious future planning that incorporates insights from robust customer engagement and research.
- Advocating for solutions that balance short-term and long-term customer needs, ensuring equitable distribution of costs and benefits over time.
- Working closely with national organisations representing customer interests, such as the CCW, as well as the Drinking Water Inspectorate, and Environment Agency, while exploring opportunities for collaboration with other water companies to benefit customers.

This role requires the post holder to ensure the CSP provides an independent view of the performance of the Company. The individual will work with the Company to engage stakeholders for participation in quarterly meetings. The Company will provide secretarial support to manage the CSP under direction from the post holder.

Terms of Reference and Stakeholders for the Group are already in place and can be provided on request. These elements are likely to evolve upon the appointment of a new CSP Chair.

## The Applicant:

- Does not need to be a water expert but must have board level or executive level experience in the private, public, or voluntary sectors.
- Demonstrates experience of working with a range of stakeholders in a variety of settings including regulatory, customer and community forums.
- Exhibits excellent written, verbal, presentation and public speaking skills.
- Proven experience of serving as a non-executive director or in a board advisory role, offering strategic insights and guidance.

The terms will be an initial three-year appointment and will involve a commitment of approximately 12-20 days a year, though this may be more in the first year.



**320,000**

Properties supplied  
with water



**170 Million**

Litres of drinking  
water per day



**21**

Natural water  
sources

**CONTINUED**



**Excellence | Integrity | Future Focus**

## Day Rate: Negotiable

### Hours:

12-20 days per year

Hybrid working – head office / virtual meetings

If you have the skills and experience to excel as our Chair Of Customer Scrutiny Panel, apply today at [jobs@portsmouthwater.co.uk](mailto:jobs@portsmouthwater.co.uk)

We support equality, diversity and inclusion and encourage applications from all sections of society. The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.

Due to the high volume of applications received we are unable to respond to unsuccessful candidates. If your application is of interest to us, we will normally contact you within 2 weeks of receiving your application.

**CLOSING DATE: 15<sup>th</sup> MAY 2024**