

Guide for Applicants

HEAD OF FUNCTION: RETAIL MARKET REGULATION

Key Dates for Applicants

Closing Date	2:00pm, 8 April 2022
Assessment	21 April 2022
Interviews	04 May 2022

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 time to read this Guide for Applicants. I hope it gives you all the information you need to decide whether to apply for the position of Head of Function, Retail Market Regulation within Northern Ireland's Utility Regulator.

Electricity, Gas, and Water are essential services that support all homes and businesses in Northern Ireland. As an economic regulator, our role is to enable, incentivise and hold energy and water companies to account for providing the very best levels of service and price for consumers and society both now and in the future. We also expect them to proactively help and protect customers in vulnerable circumstances.

We are ambitious about the future of the organisation and we are looking for passionate people who can help us achieve our goals and energetically display our organisational values.

I want to make the Utility Regulator the best place to work. To be successful in this, we need to recruit the best candidates from a range of backgrounds. Recently, we have been successful in achieving IIP Silver and we have gained accreditation with the Diversity Mark and the Disability Committed programmes. This highlights our ongoing commitment to staff wellbeing, inclusion and excellence.

This recruitment is focused on the appointment of a **permanent** Head of Function, who will be responsible for heading retail teams and working closely with the Director to assist delivery of a high volume of quality work output, by playing a leadership role in management, planning and project delivery, alongside responsibility for relevant core business functions.

This is a unique opportunity to play an active role in enabling the organisation to fully support the government's initiatives as part of the net-zero 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's values, 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 Utility Regulator

Who we are

The Utility Regulator is the independent non-ministerial government department 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:

Be a best practice regulator: transparent, consistent, proportionate, accountable and targeted.

Be professional: listening, explaining and acting with integrity.

Be a collaborative, co-operative and learning team.

Be motivated and empowered to make a difference.

Our statutory role is to ensure the electricity, gas and water utility industries in Northern Ireland are regulated and developed within ministerial policy as set out in our statutory duties.

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

We currently have the following key functional areas: Networks, Wholesale, Retail and Consumer Protection, and Corporate Affairs.

We want to develop a workforce that is motivated and empowered to make a difference.

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.

We hold concurrent competition law powers and are Northern Ireland's competition authority for its electricity, gas, water and sewerage industries.

We are uniquely placed as the UK's only cross-utility regulator. This creates both challenges and opportunities, which we are keen to maximise and address as we go forward.

We have quasi-judicial powers to determine certain 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, including the Department for the Economy and the Department for Infrastructure;
- Energy and water utility companies;
- The Consumer Council for Northern Ireland (CCNI) - whose role as an advocate for consumers is complementary to our regulatory powers;
- Government departments and bodies in Great Britain, including OFGEM, OFWAT and the Water Industry Commission for Scotland and the Republic of Ireland, including the Commission for Regulation of Utilities; and
- Non-governmental organisations, such as the Energy Savings Trust.

3. About the Role

Role:	Head of Function: Retail Market Regulation
Directorates:	Retail Directorate
Reporting to:	Director of Retail Markets and Consumer Issues
Responsible for:	<u>Direct:</u> Regulation managers <u>Indirect:</u> Number of analysts depending on Directorate business needs.

Terms and Conditions:

Contract:	Permanent, however flexible working arrangements will also be actively considered
Hours:	37 hours per week (alongside which the Utility Regulator operates a flexi-time system)
Salary:	In the region of £72,133
Pension:	Northern Ireland Civil Service (NICS) pension arrangements
Holidays:	25 days (rising to 30 days after 5 years), and an additional 12 public and privilege days

Role Purpose:

You will be responsible for the management of Retail teams and key Retail workstreams, assisting the Director of Retail Markets and Consumer Issues in leading the Directorate.

With the launch of the Department of the Economy's Energy Strategy, and a greater focus on consumer protection issues, the work volume and scope of the Directorate has increased considerably in recent years, and is expected to continue to expand in the coming year. The Utility Regulator's Board has placed enhanced focus on retail market monitoring and compliance for example, as well as other growth areas such as Consumer Protection.

The appointed Head of Function will work closely with the Director to assist delivery of a high volume of quality work output, by playing a leadership role in management, planning and project delivery, alongside responsibility for relevant core business functions.

You will lead, and deputise for the Director, across a range of Directorate work areas depending on business needs and Directorate priorities as determined by the Director for each work year. Key work areas will involve:

- the operational management of, accountability for delivery of, and delivery of future development and expansion of, the Retail Market Monitoring, Operations and Compliance functions of the Directorate;
- Leadership and development of staff, due governance and focus on delivery, and adherence to organisational processes in line with the values, mission and objectives of the Utility Regulator;
- You will represent the Utility Regulator on relevant Retail Market regulation issues in domestic, UK-wide and European fora including cross utility (gas, electricity, water and sewerage);

- You will lead, and deputise for the Director of Retail where appropriate, in the areas of: retail market operations, processes and industry groups; retail market monitoring processes and company interactions; including supplier compliance and enforcement matters and consumer queries and complaints handling;
- You will also be responsible for proactively “horizon scanning” for associated regulation, policy and market strategic matters and suggesting direction for the Utility Regulator’s work and priorities in the relevant areas above;
- Building constructive networks based on transparency, listening and trust, is very important in this role, internally and externally. The appointed person will need to give this a high priority;
- Positive working relationships with the industry and other stakeholders is vital given the focus of this role; as well as an appreciation of the priorities and strategic importance of the regulated companies;
- In addition, you will work closely with the Utility Regulator’s Senior Leadership Team (SLT) to facilitate flexible working and prioritisation going forward as well as agreeing Strategic direction in retail regulation. You may report directly at times to the Board, CEO and SLT on policy issues and matters of regulatory response and work constructively with SLT colleagues to develop the collegiate leadership of the Utility Regulator.

Key Contacts:

Internal: Board, Chief Executive Officer, Senior Management Team (SMT), Senior Leadership Team (SLT), relevant directors; Heads of Function (HoFs) Relevant colleagues; and teams, in-house Legal Counsel and other Utility Regulator staff as required.

External: Key Staff within relevant NI Executive and Assembly, regulatory bodies; government departments; The Commission for Regulation of Utilities (CRU), Consumer Council for Northern Ireland (CCNI), the Utility Regulator’s external legal advisors, key staff within the regulated companies, market participants, EU a bodies, and consultants as appropriate.

Key Areas	Key Tasks
Strategic	<ul style="list-style-type: none"> • Work with the Board, CEO, and SLT in the proactive formulation of retail policy and regulation. • Develop a developed knowledge of retail market regulation, operations and market/consumer outcomes monitoring; and operation of other regulatory instruments and activities in respect of regulated retail business across electricity, gas and water, including compliance and complaints issues. • Support the development and implementation of the Utility Regulator’s corporate and strategic plans, including the development of policy, and horizon scanning, which impacts on the regulated businesses. • Maintain a positive focus on Utility Regulator’s values, mission and vision. • Help to evolve the Utility Regulator’s organisational structure and cross-utility approach. • Assist in the establishment of relevant and stretching performance targets for the Retail Directorate, ensuring that they are realistic and support the Utility Regulator’s strategic objectives. • Proactively review operational priorities and plans for the Retail Directorate, making appropriate adjustments to reflect changes in internal and external environments.
Operational	<ul style="list-style-type: none"> • Assist in delivery of the Retail Directorate work programme within the approved annual budget and headcount. • Demonstrate personal accountability and a strong focus on governance and delivery. • Communication with stakeholder groups on important issues in relation to a range of relevant matters including retail market operations, best practice, monitoring, industry compliance and complaints. • As required, proactively provide information, reports and briefings to the Board, CEO, and SLT.
Leadership	<ul style="list-style-type: none"> • Instil and personally model the Utility Regulator’s mission, vision and values. • Support and mentor managers and other staff within the Retail Directorate to develop their skills and experience. • Demonstrate importance of a collaborative approach by working closely with other directorates in the Utility Regulator, external stakeholders and external advisors. • Engage as part of the SLT in order to develop and deliver the “UR People” Agenda (Investors in People). • Proactively develop and lead the team in line with the Utility Regulator’s values, mission and objectives. • Support and manage the Retail Directorate’s workload and staff in-line with the Utility Regulator’s HR policies and procedures. • Ensure work planning and appraisal tasks are completed on time and to agreed standards.

	<ul style="list-style-type: none"> • Ensure that performance management and development opportunities are identified and facilitated for directorate staff in a timely manner.
Financial Management	<ul style="list-style-type: none"> • Design or procure consultancy or research support, including a strong grasp of good practice in managing outside resources. • Ensure work objectives are delivered within agreed timescales and budgets. • Display best practice in relation to project management. • Ensure tight profiling of staff and professional services budgets and deliver accurate budget forecasting. • Ensure spending within the Retail Directorate achieves value for money and complies with the Utility Regulator corporate governance and principles of regularity and propriety. • Participate in SLT budget planning and review process for the Utility Regulator as a whole. • Justify allocation of resources to maximise effectiveness and cost efficiency in providing the Retail Directorate services
Quality	<ul style="list-style-type: none"> • Ensure quality and accuracy oversight within Utility Regulator publications and policy development in the retail related matters ensuring all documentation meets agreed Utility Regulator standards. • Quality assure final correspondence with senior stakeholders (e.g. Ministers, MLAs, MPs, and Councillors).
Health & Safety	<ul style="list-style-type: none"> • Demonstrate an active responsibility for your own health and safety and that of those with whom you work. • Actively contribute to an environment where Health and Safety is promoted and responsibility taken for resolving any issues within the Directorate.
Risk Management	<ul style="list-style-type: none"> • Proactively assist in the identification, implementation and management of appropriate measures to minimise risk to the effective operation of within the Retail Directorate. • Actively participate in corporate risk management and processes.
Customer Services	<ul style="list-style-type: none"> • Act as senior liaison with the energy and water industry including major customers and representative bodies.
Networking	<ul style="list-style-type: none"> • Develop effective and constructive partnerships with SLT, other teams in the Utility Regulator, and key members of other regulators and the regulated companies etc. • Build effective relationships with external counterparts such as CCNI, UKRN, Ofgem and CRU. • Act as a spokesperson for the Utility Regulator as required.

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.

4. Selection Criteria

Essential Criteria

This role is well suited to persons with experience of complex project management and good governance, alongside strong analytical and technical skills; together with excellent people management ability, leadership experience and extensive interpersonal skills. Experience in regulated energy markets, water and/or economics, finance/audit; or other related profession will also be valuable.

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 5 years demonstrable experience of a leadership and management role, including the positive development of staff through the active use of performance management tools.
2. At least 5 years demonstrable experience of working on regulatory frameworks, and in the economic regulation of one or more of the electricity, gas and water sectors.
3. A proven track record 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.
4. Evidence of understanding key strategic issues and risks and experience of delivering on regulatory needs, related to a regulated energy or water markets, supplier behaviours, compliance and holding regulated companies to account.
5. A proven track record of project management and proactively managing the delivery of significant regulatory work programmes to tight timeframes; and demonstrable evidence of taking personal responsibility for delivering quality work under competing pressures
6. Demonstrable and strong evidence of developing and implementing regulatory policy (including horizon scanning) in conjunction with industry, consumer groups, and government departments at a senior level.
7. Ability to positively demonstrate by examples, an understanding of, and commitment to, further workplace values that align to those of the Utility Regulator. *

**UR 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 may be used as further shortlisting criteria.

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

1. Ability to demonstrate a developed understanding of the features of utility regulation as it applies to retail energy and/or water markets in Northern Ireland/Republic of Ireland/Great Britain through experience or prior knowledge.

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.**

Competencies	Key Skills
Strategic Cluster – Setting Direction <ol style="list-style-type: none"> 1. Seeing the Big Picture 2. Changing and Improving 3. Making Effective Decisions 	<ul style="list-style-type: none"> • Ability to promote inclusion of the Utility Regulator’s values within individual and team ways of working • Ability to operate and influence at board level and within a board context. • Ability to contribute to shaping and delivering strategy and work-plan • Ability to promote and ensure high levels of governance, contributing and conforming to highest standards of business governance and managing risk • “Expert” in work area of regulation knowledge/skill • Ability to understand regulatory/legislative framework within which the Utility Regulator operates and its impact on the Utility Regulator’s purpose
People Cluster – Engaging People <ol style="list-style-type: none"> 4. Leading and Communicating 5. Collaborating and Partnering 6. Building Capability for All 	<ul style="list-style-type: none"> • Strong management skills with ability to work with individuals and teams to deliver complex work programmes against challenging timetables. • Ability to work in collaboration with other stakeholders to achieve shared objectives. • Ability to work collaboratively with people at all grades • Ability to develop teams and individuals to enhance performance and meet business objectives • Ability to build and sustain internal and external relationships to foster a climate of openness, respect, cooperation and positive challenge

Performance Cluster – Delivering Results 7. Delivering Value for Money 8. Managing a Quality Service 9. Delivering at Pace 10. Achieving Outcomes through Commercial Partners and Contracts	<ul style="list-style-type: none"> • High level of analytical rigor, with ability to use analysis to find effective innovative solutions • Ability to working on detailed matters requiring strong focus and eye for detail • Ability to efficiently manage a variety of resources to deliver quality outputs

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.

5. The Selection Process

How to Apply

Completed application forms must be received by **2.00 pm on 08 April 2022**

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

Applications will be acknowledged by email within seven days from close of competition. **If you do not receive an acknowledgement, please contact the Utility Regulator at recruitment@uregni.gov.uk 028 90316324 or 028 90316646**

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

- 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.
- 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.
- Please note that the time of receipt of emailed applications will be defined by the Utility Regulator server, not the time and date sent.
- Only the details provided by you on your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining eligibility and shortlisting for the post.

Eligibility Sift

After the closing date, the first stage in the selection process will be to conduct a sift of completed application forms against the essential 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 be progressed to the next stage of the process. Please note: the panel will not refer to the employment history section to demonstrate a requirement for a number of years' experience.
You will be notified of the outcome (successful/unsuccessful) by email

Shortlist

If further shortlisting is required, the next stage would be to conduct a sift against the desirable criteria. In the event of a large volume of applicants, scored shortlisting against the eligibility criteria may also be used to form a final shortlist.

Interview

Following shortlisting, it is intended that the selection process will involve a separate assessment stage and interview stage against **the criteria, key skills and competencies** for the role. Assessments will be carried out remotely and **candidates will be informed of interview arrangements closer to the time.**

Panels may test any aspect of either the essential or desirable criteria key skills or competencies. Additional stages to the selection process may be required. You will be notified of the outcome (successful/unsuccessful) by email.

Disability Requirements at Interview

We ask on this 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)
- Conflict of Interest Declaration (Within application form)

6. 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 be considered The salary will be in the region of **£72,133 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 34.0%**. 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 2 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 NI 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.

STAFF PROFILE Dr Paul Stewart

Network Asset Manager in Networks Price Control Team

Paul works as a manager in the Networks team that delivers price controls for NI Water and the gas and electricity distribution companies. He is a civil engineer who spent 16 years working in the water industry after completing a PhD. His industry career included the planning, design and delivery of capital investment projects, followed by a Head Office business planning role where he gained his first experience of regulatory reporting. This proved pivotal in his decision to join the Utility Regulator when it began regulating 'water' in 2007. His team is primarily responsible for reviewing and challenging capital investment proposals. In addition, it sets and monitors delivery of the majority of NI Water's output targets, assesses engineering related operating costs for the gas distribution companies and evaluates additional capital investment proposals during price control periods. Paul says: "Our role is wide and varied and the task of regulating three utility areas at the same time is a challenge. However, the extensive experience of delivering water, gas and electricity investment that exists within the team means we are well placed to effectively engage with the utility companies and evaluate their investment and output proposals. This is particularly valuable when comparative benchmarking is not practical or possible. We recognise the contribution our work makes to minimising consumer bills through the overall cost challenge delivered by the wider price control team in our determinations. The fact that we assess individual projects or programmes of work and monitor their delivery, also helps us to see beyond the numbers and appreciate the real benefits being delivered on the ground for consumers, the environment and society as a whole".



STAFF PROFILE Leigh Greer

Manager, Wholesale Markets

Leigh graduated with an honours degree in Law & Accountancy and spent her first six years of working life as an actuarial analyst and a financial analyst in the ferry industry. Leigh joined the Utility Regulator in 2010 as a Networks Analyst, building a new knowledge of electricity regulation. Since then, Leigh has worked across the organisation. In 2014, Leigh transferred to a project team, which developed a new design for the NI/Ireland wholesale market arrangements before spending two years working with the EirGrid Group as a senior regulation specialist. In 2019, Leigh returned to the regulator's office, spending six months in the Retail Consumer Protection team.



Since 2020, Leigh has been a manager in the Wholesale Markets directorate, which spans all-island considerations through regulation of Single Electricity Market (SEM) operations. Leigh leads a high-functioning team with complementary skills including accountancy, economics, business analysis and governance. Leigh's team is guided by a keen observational approach, application of judgement, attention to detail and

an appreciation of the legislative framework, which underpins our work. The team works closely with regulatory, industry and government stakeholders on an all-island basis, regulating operations and compliance with detailed wholesale market rules, processing licencing arrangements, conducting price control reviews to ensure that regulated companies are financeable but that consumers are paying no more than is necessary, and assessing generation for security of supply in Northern Ireland.

Leigh says ‘I am grateful to have had opportunities to work through a CMA referral, a high profile all-island project, and licensing of new technologies to contribute to NI’s energy strategy. I enjoy the fast-paced nature of the work, targeted engagement with a range of parties, a focus on encouraging self-development, and knowing that our work is for the benefit of energy consumers.’

Other Terms and Conditions

Hours of Work

This is a full-time appointment, however flexible working arrangements will also be actively be considered. Our offices are open for business between the hours of 7am and 7pm Monday – Friday. **Staff may avail of “flexi-time”** provided it meets with the business need, **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. **All staff are currently working remotely from home and this is subject to Executive guidance on COVID-19 restrictions.**

Place of Work

If appointed, you will be an employee of the Utility Regulator and will be based at Queens House, Queen Street, Belfast. ***Please note that this is subject to Executive guidance on COVID-19 restrictions and staff are currently working from home remotely. It is envisioned that we will adopt a hybrid approach to remote/office working, and while staff may wish to be office based we also welcome applicants whose circumstances lend themselves to 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 6 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 United Kingdom. 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 a prospective employer one of the following documents:

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

Employers 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 NI, 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.

The Utility Regulator is an Equal Opportunities and a Disability Confident Employer.