

Regulation Team Roles



Introduction from the CEO



Water is used by each of us every day, but until recently was rarely the subject of political debate. Greater scrutiny on the industry has created an unprecedented opportunity to challenge conventional wisdom and secure acceptance for contentious – but necessary – reforms. Joining Water UK provides the chance to develop ideas that are radical but progressive, and design the strategies needed to have them adopted by decision-makers.

Since joining as CEO in 2023, and supported by our Chair, the former Cabinet Minister Ruth Kelly, Water UK has increasingly been at the centre of leading work to ensure that the water industry better meets the needs and interests of society. This has included major new transparency platforms, sweeping and detailed work on long-overdue reforms and building the detailed case for investment.

However, there is much more to do and, in the next few years, I have three main priorities.

First, we need to ensure that industry is well-placed to deliver a quadrupling of capital investment over the next five years. This investment must deliver tangible benefits for customers and the environment or we will lose trust. To accelerate that progress we must also work with government to modernise controls over sewage treatment and wider pollutants across society, much of which can enter the water sources from which we take drinking water for treatment.

Secondly, we must work with Government on its major programme of reform, including the independent Commission being led by Sir Jon Cunliffe. Our aim is to develop major, well-evidenced and compelling policy ideas that better enable the sector to deliver on its long-term ambitions. Those ambitions include much better environmental performance and the huge effort needed to secure water supplies against climate change and to support economic growth and new homes.

It is hard to overstate the potential of this Commission. Since privatisation in 1990, there has been no major change to water regulation. With public and political expectations running very high, Water UK is uniquely well placed to shape the future of water for decades to come.



David Henderson
CEO

The third is to bolster our organisation's national capabilities across policy, regulation and wider engagement. The industry looks to Water UK to analyse some of the most profound public policy challenges facing the country. We need to develop and deliver policies in partnership with some of the largest companies in the country, as well as the most senior decision makers across government, regulators and NGOs.

Recognising the challenges and opportunities facing the industry, and our members' commitment to Water UK, we are expanding the organisation and are currently seeking to recruit a variety of roles across policy, regulation and public affairs.

If the kind of questions we're grappling with sound interesting, and you are excited about making a real difference on a subject that touches the lives of everyone in the country, I would love you to apply for one of our vital new positions. Should you have any further questions about the role, please see [here](#) to get in touch or to apply.

Head of Regulation & Senior Regulation Manager (2 roles)



Water UK's Regulation Team is a small but very high-performing team that leads industry's work on economic regulation, consumer affairs and industry data. Our current areas of work include Ofwat's five-year periodic review process to determine funding and outputs for the next five years (PR24), reforms to economic regulation, and industry policy on customer vulnerability and affordability (including social tariffs). We are also responsible for managing certain industry data, including updating the [Discover Water](#) website.

Examples of the team's recent work include [industry's response to Ofwat's draft determinations](#), work with the [National Audit Office on reform](#) and work with Government and companies on the potential [introduction of a new national social tariff](#).

We are recruiting for two new roles:

- Head of Regulation, and
- Senior Regulatory Manager.

The salary range for both roles is £65k-75k, with potentially more for exceptional candidates. However, there is a degree of flexibility on responsibilities, job titles and salary to reflect the right candidates. Both roles will report to the Director of Regulation.

The successful candidates will join Water UK and the wider industry at a very exciting time. They will play an important role in helping to make PR24 a success and in the future design of the whole sector.

Typical work could include, for example:

1. Working with internal colleagues and companies to deliver projects to address a range of strategically critical issues relating to regulation and consumer issues in the water sector.
2. Developing industry-wide positions on aspects of reform, including by engaging with industry, stakeholders, influencers and decision-makers.
3. Collating and analysing company/industry data, researching cross-sector experience and applying rigorous analytical tools to assess policy options to develop robust recommendations.
4. Chairing discussions with senior colleagues from water companies (including senior regulation and strategy directors), as well as leading discussions with senior leaders from the water industry and wider regulatory community.
5. Helping prepare senior leaders for stakeholder, parliamentary and media engagement.
6. Managing input from others, including colleagues and consultants.

Skills and experience



The successful candidate will have the following attributes.

Essential

- Educated to at least degree level in a relevant field, such as economics, finance and/or public policy.
- A good understanding of economic regulation and regulatory policy.
- An ability to see the broader strategy, not just detailed mechanics. A curiosity about how things might be improved – not just how they work today – is important.
- Experience managing projects.
- Experience of developing and leading research, thinking and analysis on a variety of regulatory topics.
- Have very strong communication skills, including drafting skills and presentation skills. Be able to credibly convey findings in a simple and compelling way, including through engagement with senior leaders.
- Hold very strong interpersonal skills, with an ability to work confidently and credibly with companies, government and stakeholders at senior levels.
- A self-starting attitude, able to identify and pursue the proper work with limited oversight and to get to grips quickly with new, complex topics.
- Confidence in conducting and/or interpreting quantitative analysis and developing policy. (While we welcome candidates who can demonstrate both requirements, we are open to considering applicants with a focus on only one of these areas, reflecting the scope to tailor the team's work for the right candidate).

Desirable

- Previous work for (or closely with) a water company, for example as part of a company team, regulator or as a consultant.
- Experience and knowledge of the water sector or comparable utilities and/or familiarity with the issues outlined in this job description, including the price control process, consumer policy and open data/transparency.
- Proficiency in visualising or otherwise communicating complex data to non-specialist audiences.

About Water UK



Water UK represents all 17 of the water companies across Scotland, Wales, England and Northern Ireland. Our members range from Government-owned and not-for-profit companies to some of the UK's largest enterprises listed in the FTSE100. Water UK's job is to act as a force for good by understanding the biggest challenges facing the sector and solving them. Our activity ranges from developing long-term plans to suggesting legislation to running national behaviour change campaigns. Some recent areas of focus include:

- The increasing pressures to public water supply and the environment from drought. We are responding with work on [leakage](#), [new reservoirs and water transfers](#), and a [national campaign](#) to reduce wasted water.
- Achieving faster progress on sewage spills at lower cost to the customer (for example, by leading the [work on options](#), setting out a [plan of action](#) and campaigning to [reduce sewer blockages](#))
- Improving the broader condition of rivers and seas (for example, by reducing pollutants from sewage works or [supporting the creation of new wetlands and other nature-based treatment](#))
- Achieving [net zero operational emissions](#), reflecting the sector's use of about 2% of UK electricity
- Responding to new threats to drinking water, like microplastics and [persistent toxic chemicals](#)
- Better support for [vulnerable customers](#) and those [struggling with bills](#)

We also work to ensure that Ofwat's decisions [secure sufficient investment](#) for dealing with these challenges, and consider how they could better deal with specific problems like the [aging state of infrastructure](#). We promote education, [information](#) and understanding and work very closely with the most senior leaders across the UK's water companies, NGOs, regulators and Government departments – as well as international bodies and companies abroad.



Working for Water UK



Water UK is small, friendly and high-performing organisation.

Our work is typically fast-paced that offers engagement with and exposure to very senior decision makers and the opportunity to have a real and enduring impact for customers and the environment. The work is high-profile, varied and interesting.

Benefits from working at Water UK

Alongside a competitive salary, we also offer:

1. Discretionary bonus up to 25%,
2. Private medical insurance and dental coverage after successful completion of probationary period,
3. 27 working days' holiday,
4. Pension scheme – employee 5%, employer 6%,
5. Life assurance from date of joining.

We are based in central London, close to St James's Park. All roles are offered on a hybrid basis.

