



Job Description

Job Title: Head of Water Services, Leadership Team

Reports to: Operations Director, Executive team

Team: Delivery

Location: Operational site to be agreed

As a credible member of the Leadership Team you will:

Demonstrate confidence at main Board level and maintain organisational motivation through significant change.

Establish ownership and accountability for the challenges the business faces and work to improve service performance whilst reducing costs in order to deliver a reliable and affordable essential public service.

As Head of Water Services you will:

Be responsible for improving performance to make DCWW an exemplar water company ensuring a reduction in incidents and compliance failures whilst reducing costs.

Lead and motivate the team to comply with standards ensuring public health is not compromised, a reliable customer service is improved at affordable process and the business plan is delivered, including a major capital investment programme.

Have responsibility for respective input into regulatory review processes such as OFWAT AMP6/PR14.

The key representative for DCWW with regulators and key external stakeholders in relation to water services.

Principal Accountabilities

- Overall senior management responsibility for all those involved in the delivery of water services Health and Safety including direct and sub contract workforces. Having in place a robust management framework, procedures and monitoring plan. Ensuring compliance with statutory and legislative requirements where appropriate.
- Champion best practice Drinking Water Safety Plans
- Responsible for the ensuring the treatment and distribution of potable water supplies to the highest expected standards, ensuring adequate resources and delivery of safe, clean drinking water in line with appropriate risk mitigation and actively promoting the importance of water quality and its link to public health within the business. Seen as a role model for quality in the business.
- Customer Service - Achievement of regulatory standards targets for leakage, pressure, supply interruption and delivery in line with DC own standards of customer service. Ensuring that appropriate improvement plans are in place and delivered to achieve targets. Actively leading respective area to ensure maximum performance in terms of OFWAT Serviceability & SIM and serviceability improvement.
- Delivery of lowest cost of service in terms of operating efficiency and measured against OPEX and CAPEX targets, through effective management of improvement initiatives. Developing and implementing a cost and performance benchmarking framework for continuous business improvement. Achieve the cost reduction set out in the internal Bench Marking Review (IBR).
- Ensuring that all operational activities are undertaken in an environmentally responsible and sustainable manner.
- Capital Maintenance – Identification of investment requirements to improve service and reduce costs supporting the overall DC Asset Strategy. Support delivery of maintenance investment programmes to achieve service standards and to improve cost efficiency.
- Developing a motivated and sustainable workforce. Establishing a high performance culture with appropriate training and full implementation of process improvements afforded by investment in new technology or working practices.
- Emergency Response – provision and testing of appropriate functional contingency plans.

<u>Experience, Qualifications and Skills</u>	<u>Assessment Method</u>		
	A	I	T
A proven senior manager with extensive operational experience and able to demonstrate a track record of sector leading performance.	X	X	
Experience gained through thorough understanding of water service delivery and highly competent in terms of water quality, water engineering and customer service.	X	X	
Able to demonstrate a commercial approach to cost efficiency and leading large scale change programmes to achieve a high performance business culture whilst taking others with you.	X	X	
An ability to think strategically but also able to ensure effective day to day delivery of services.	X	X	X
A degree level qualification, or equivalent, in engineering or science is required.	X		
Experience of managing and developing a team of qualified individuals.	X	X	X
A team player who understands the importance of ownership and accountability	X	X	
Ability to travel as job requires.	X		
<u>Key Relationships and Interactions</u>			
The ability to develop positive working relationships and to be seen as a highly credible, capable and respected senior representative of the business.	X	X	X

Key:

A – Assessed via application form

I – Assessed at interview

T – Assessed using appropriate method e.g. psychometric / ability test /scenario based

Internal contacts:

- DCWW senior management team – operations, HR, planning, finance & communications
- DCWW Contract Partners – senior managers where appropriate
- DDWW Board

External contacts:

- OFWAT
- DWI
- Health & Safety Executive
- Local Authorities

<u>Competencies</u>	<u>Assessment Method</u>		
	A	I	T
Leadership – The ability to understand the business needs and to translate these into a shared purpose, strategy and objectives and to motivate and inspire others to work towards these. The ability to gain the respect and commitment of others.	X	X	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.	X	X	
Commercial Awareness - The understanding of the economics of business. The understanding of the business benefits and commercial realities, from both the organisation's and the customers' perspectives.	X	X	
Environmental & Organisational Awareness - The awareness of economic, environmental, social and political factors, current and changing, likely to affect the job or the organisation. The ability to assess the impact of these factors on the job or the organisation and to overcome challenges and seize opportunities to optimise effectiveness.	X	X	
Developing People – The ability to set clear goals for others; to assign responsibility; to measure performance; and to seek and deliver feedback to achieve quality, timely results and enhanced individual performance.	X	X	X
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	X	X	
Critical Thinking - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	X	X	

If you wish to apply please complete an application form and return it to recruitment@dwrwymru.com.

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