

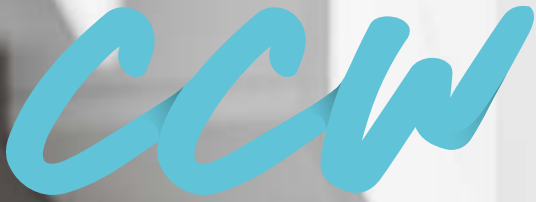


ccw

The voice for water consumers
Llais defnyddwyr dŵr

ccw

Information for applicants



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About us

CCW supports thousands of customers with complaints they have been unable to resolve directly with their water company.

In addition, we carry out research on a wide range of water issues and publish our findings to influence the future direction of the industry in a way that benefits consumers. Our Committees in England and Wales and team of Local Consumer Advocates represent consumer interests to a wide range of stakeholders, including Government, regulators and water companies.



Our history

- A non-departmental public body (NDPB) in England and a statutory body in Wales, sponsored by Defra and Welsh Government respectively.
- Established on 1 October 2005 under the Water Industry Act 1991 as amended by the Water Act 2003, to represent consumers of water and sewerage services in England and Wales.
- Replaced the WaterVoice committees, which were part of the industry economic regulator, Ofwat, to become an independent statutory consumer body.

Our vision and values

As we look ahead to the coming years, we have a clear vision of what we aim to achieve on behalf of water consumers in England and Wales. This mission is supported by strategic ambitions and delivered through a series of key campaigns.

In addition, colleagues across CCW embrace a set of corporate values that embody the way we do business. Through our focus on personal development, diversity and inclusion, we want to make sure that CCW is a fun, energetic place to work where every colleague feels that their individual contribution is making a difference.



Our mission

Ensure people are well-informed, treated fairly and have confidence in their water services



Our purpose

We are passionate about championing the best interests of everyone who uses water, now and in the future.



Our vision

A water sector that listens to people and delivers exceptional, sustainable services that are accessible to all.

Our long term objectives



Affordability and vulnerability



People and the environment



Customer complaints journey



Business customers

CCW Values

Positive Energy

We are **energetic** and **enthusiastic**, with a strong 'can-do' attitude. We actively focus on finding **solutions** to problems, **motivating** each other to do our best even when things get tough.

Respect for all

Inclusivity is at the heart of life at CCW. We **respect** each other's **differences**, celebrating our uniqueness and valuing each individual's contribution. We give each other feedback that's **helpful** and **constructive** and don't seek to blame.

Innovative spirit

We encourage **bravery** and **creative** thinking, always seeking to improve. We're always willing to try new things and aren't afraid to learn from our mistakes. We **collaborate** and **welcome everyone** to share new ideas.

Deliver Our Promises

We show **commitment**: to consumers, to our goals, and to each other. We accept **responsibility** and **accountability**, behaving with **integrity** and keeping each other informed every step of the way. We always seek to do what we say we are going to do.

Work together as one

We are 'one team', **working together** towards a clear goal. We **support** and **empower** each other to learn and **develop**, sharing our knowledge and **celebrating** each other's **success**.



Equality and diversity

At CCW, we define our diversity as having people with a wide range of traits, backgrounds and experiences. Being inclusive means we all feel comfortable sharing our ideas and perspectives because our differences are respected and valued. Every member of the organisation feels safe, accepted and appreciated with an equal opportunity to grow and succeed at work.

Summary of Terms and Conditions

How to Apply

Your application must include:

A Curriculum Vitae including education, professional qualifications and full employment history, giving details of key achievements relevant to the skills and experience outlined in the person specification and job description.

Please send this and your optional Equal Opportunities Monitoring Form by email to ccw@greenbearrpo.com.

Nationality Requirements

This job is broadly open to the following groups.

UK nationals
 nationals of Commonwealth countries who have the right to work in the UK
 nationals of the Republic of Ireland
 nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the European Union Settlement Scheme (EUSS)
 relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service
 relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service
 certain family members of the relevant EU, EEA, Swiss or Turkish nationals. Candidates must be free from any restrictions to take up employment in the UK.

Pension

As soon as you start your new job, you are eligible to join the Civil Service pension arrangements. We offer you a choice of two types of pension.

Partnership: This is a stakeholder pension with a contribution from us. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.

Alpha: Alpha provides a defined benefit worked out on a Career Average basis. A Career Average pension scheme means you build up a pension based on a percentage of how much you earned each year. More information can be found at Civil Service Pensions

Language Requirement

Customer facing roles in CCW require the ability to converse at ease with members of the public and provide advice in accurate spoken English and/or Welsh where required. Where this is an essential requirement this will be tested as part of the selection process.

Hours of work

You will be required to work a 5 day week of 37 hours excluding lunch breaks. The department operates a system of flexible working hours (FWH), which is worked by most employees, but may vary slightly. There are a number of terms associated with FWH. These are detailed below:

Bandwidth – 07.00 hours to 19.00 hours - the times between which the office is open for work.

Flexible Lunch break

A minimum break of thirty minutes is required.

Annual Leave

Your annual leave allowance will be 25 days plus 10½ days' public and privilege holidays.

Induction

All new employees will have an induction training programme specifically prepared for them by Human Resources and their line manager.

Stocks or shares

Because of the nature of the information you will come into contact with and the need to be wholly independent of the water industry, you will be precluded from holding or dealing in stocks or shares of any privatised water company or of any existing statutory water company.

This extends to having any active financial interest (shares or debt securities including debentures, bonds and gilts, options, rights or future rights to shares or other securities). Your spouse, partner and any dependent children are also precluded from having any active financial interest in these types of company.

Expenses

Where appropriate, travelling costs will be refunded at the rate of a standard rail fare for the journey or motor mileage rates as follows: Cars: 25p per mile (the exact mileage will need to be noted, as we will ask you to record it on the expense form) Please note that proof of purchase will be required for all public transport expenses. Expenses for travel into the UK cannot be refunded. Overnight accommodation expenses will be considered. All travel expense claims must have prior written approval from the HR Manager.

Data Protection

In accordance with the General Data Protection Regulations (2016), your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with us and will be stored in manual and electronic files. Any data about you will be held in completely secure conditions, with restricted access. Information in statistical form on present and former employees is given to appropriate outside bodies where there is a legitimate purpose for this.

Data that you provide on the Equal Opportunities Monitoring form will be included in a general database, for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on equal opportunities in employment. Individuals will not be identified by name.

We use a third party organisation to carry out background screening on all applicants that are successful at interview and given a formal offer of employment. We do this as a legitimate interest to ensure the suitability of applicants. We share candidate name, telephone number, address and email address as provided on your application.

The third party organisation holds this information and information that you subsequently share with the third party for a period of six months.

By signing and submitting the relevant forms, you are giving your consent to the processing of your data in the ways described above.

Disability Confident Scheme

We are committed to the employment of disabled people. We guarantee an interview to anyone with a disability whose application meets the minimum criteria for the post. To be eligible for the Disability Confident Scheme scheme you must have a disability or long term health condition. The disability could be physical, sensory or mental and must be expected to last for at least 12 months. You do not have to be registered as a disabled person to apply under the scheme.

Equal Opportunities and Diversity

We aim to be an Equal Opportunities Employer, intending to make sure that there is equality of opportunity and fair treatment for all, regardless of gender, race, disability, sexual orientation, gender reassignment, religion or belief, age, pregnancy and maternity, and marriage and civil partnership. All applications receive equal treatment and selection for a post will be based on merit.

We have undertaken a programme of diversity training for all employees to help understand the concept of diversity and how it compliments equal opportunities. It also provides an understanding of the implications of the legislation, for working with colleagues and customers.

Complaints Procedure

CCW's recruitment processes observe the principles outlined in the Civil Service Commissioners' Recruitment Principles which can be found at www.civilservicecommissioners.org.uk.

If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact Gemma Domican, Head of Transformation, Strategy & People, CCW, 23 Stephenson St, Birmingham, B2 4BH.

Useful links

www.cewater.org.uk