

WATER FORUMS CHAIR

Ref: **XXXX**

Our expert independent Northumbrian Water and Essex & Suffolk Water Customer Challenge Groups (CCGs) which we call Water Forums have a very clear role. This is to provide independent challenge to us and independent assurance to Ofwat on:

- the quality of our customer engagement; and
- the extent to which the results of this engagement are driving our decisions.

Two other elements of the Water Forums role are to:

- review and challenge our ongoing performance; and
- inform the development of Ofwat's policy through contributing to consultations and workshops.

Water Forums' members have charged their Nominations Committee to appoint their new Chair. They are seeking a dynamic Chair who can lead and empower them as they challenge on behalf of our customers. The chance to lead such an influential CCG is an opportunity that is rarely seen.

The Chair will understand the purpose of the Water Forums and will earn the respect of their members, Ofwat, NWL Board and our senior management, and will have good knowledge of governance and assurance matters. The Chair will also be comfortable acting as a spokesperson - taking an independent, ethical and fair viewpoint, and encouraging member organisations to work together to achieve the best outcomes for our customers.

The Chair must be able to demonstrate:

- the ability to lead groups that hold a wide range of expertise;
- the ability to influence and challenge partners at all levels;
- excellent interpersonal skills with the ability to develop a strong two-way relationships with stakeholders;
- experience of listening, reflecting and representing customers views; and
- ability to speak confidently in public and in the media.

We are seeking a flexible commitment to work as required in our Essex & Suffolk or Northumbrian operating regions or centrally based, e.g. Peterborough.

Salary is a flat rate of £20K based on 2 days per month – actual working pattern will vary enormously, over the year and over the five-year regulatory cycle

Interviews held: 22 July 2019

The Nominations Committee has asked that we take up references at the time of the interview

Open to external applicants with no connections to Northumbrian Water or Essex & Suffolk Water

Closing date: Sunday 23 June 2019

