APPOINTMENT OF INDEPENDENT PANEL MEMBER

APPOINTMENT BRIEF

NOVEMBER 2019
THE MARKET

The business water market in England opened on 1 April 2017. It is the world’s largest competitive water market, allowing more than 1.2 million businesses including public sector bodies, charities, SMEs and not-for-profit organisations to choose who supplies their retail water services.

THE MARKET OPERATOR

Market Operator Services Limited (MOSL) is a not-for-profit company that provides the infrastructure, information and governance services that make it possible for customers to move smoothly from one supplier to another using a central IT system. MOSL also provides secretariat services to the Market Arrangements Code (MAC) Panel and its committees.

ROLE OF THE MARKET ARRANGEMENTS CODE PANEL

The MAC Panel promotes, challenges and leads the operation and evolution of the market for the benefit of business water customers. It is the senior industry group responsible for overseeing the market codes which govern the business water market.

The responsibilities of the Panel include:

- Governing the design of the market and recommending changes to market rules;
- Reviewing the performance of the market and individual participants;
- Establishing and overseeing committees to resolve issues, disputes and incidents;
- Working with the Market Operator to scope and plan annual market audits;
- Reviewing the Market Operator’s annual budget and charges.

The Panel comprises nine members elected from water companies, three independent members appointed by the Panel chair and a Customer Representative. The Panel is chaired by the chair of the Market Operator (MOSL). All Panel Members are required to act impartially.

Representatives from MOSL, Ofwat and the Water Industry Commission for Scotland are non-voting affiliated members of the Panel.

THE ROLE – INDEPENDENT PANEL MEMBERS

Independent Panel Members are appointed by the Panel Chairman. They have the requisite skills and experience of similar market operator functions and/or utilities markets to perform the envisaged role. They are appointed for a fixed term not exceeding three years and are eligible for re-appointment following expiry of their initial or any subsequent term.

Independent Panel Members are full, voting members of the Panel. They:

- Will act impartially, in the best interests of the market and business customers;
- may bring a non-water industry perspective to Panel deliberations and decision-making;
- encourage strategic consideration of Panel matters;
- help the Panel to operate efficiently and reach objective, evidence-based decisions;
- will be expected to chair Panel Committees requiring them to work collaboratively with the Market Operator to investigate and address market issues, consider market performance and resolve disputes; and
- may in future be called upon to chair the Panel when requested by the Panel Chair.
PERSON SPECIFICATION

Qualities and Experience
Independent Panel Members must have a desire to positively influence the business water market and protect consumers. They should carry the gravitas and credibility to command the confidence of the industry. Previous experience at senior decision-making level, such as company boards or committees, would be desirable.

They should be:

• strategic thinkers;
• excellent communicators;
• able to assimilate complex information to analyse, question and challenge constructively;
• able to motivate and engender respect by setting the right example;
• able to facilitate productive, inclusive discussion;
• able to chair in a neutral, unbiased manner;
• collaborative by instinct.

They should have:

• excellent decision-making skills with a proven ability to exercise sound, impartial judgement;
• keen influencing skills with the ability to reconcile diverse demands of conflicting interests;
• relevant experience of similar market operator functions and/or utilities markets (e.g. relevant expertise in policy, economics, law or governance from water or non-water industries);
• previous experience impartially chairing meetings to deliver effective outcomes; and
• ideally experience of working with a customer forum.

COMMITMENT

• 40 to 60 days per year split as below:
  o 25 to 30 days per year attending and preparing for monthly meetings and occasional workshops in London or Southampton;
  o up to 30 more days for sub-committee attendance;
• fixed term of two years with the possibility of re-appointment at the end of this term;
• remuneration in line with the expectations of the role; and
• reasonable travel expenses paid.

HOW TO APPLY

Saxton Bampfylde Ltd is acting as an employment agency advisor to MOSL / MAC Panel on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments, using code QAOKE.

Click on the ‘apply’ button and follow the instructions to upload a CV and cover letter.

The closing date for applications is noon on Thursday 5 December 2019.

GDPR personal data notice
According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.