



STRATEGIC
PANEL
& Committees

Appointment of
Independent Member, Code
Change Committee for Non-
Household Water Market

October 2025

Project code: QAOKQ

An introduction

The Code Change Committee is responsible for recommending changes to the non-household water retail market rules in order to support effective competition and bring about improved customer outcomes and sustainable customer benefit.

It is a delegated committee of the Strategic Panel for the business retail water market that reports to the Strategic Panel but makes decisions autonomously (including recommendations to Ofwat).

The Committee must consider the impacts and benefits of potential changes against established Code Principles so as to drive and support the delivery of strategic outcomes defined by the Strategic Panel.

The Committee must ensure that market changes are appropriately prioritised and considered through the development and delivery of an agile, responsive and efficient code change mechanism that promotes active engagement and participation of all market stakeholders.

The technical development of changes will not be undertaken by the Code Change Committee, whose focus should be on ensuring changes that are progressed can deliver improved outcomes for existing and future customers. Detailed design, development, analysis and evidence gathering to support the case for change will be the responsibility of the change proposer, the Market Operator (MOSL), industry groups, or a combination of these as delegated by the Committee. This allows the Code Change Committee to focus on determining the changes that offer the greatest value so as to define a focused and co-ordinated programme of change that delivers material benefits for customers.

The responsibilities of the Code Change Committee include:

- Reviewing plans for the development and assessment of code change proposals
- Triaging and prioritising code change proposals in line with the Strategic Panel's priorities
- Assessing whether code change proposals further the principles of the market codes
- Recommending code change proposals to Ofwat for implementation
- Reporting to the Strategic Panel on progress delivering agreed strategic priorities.

It is critical to the continuing smooth operation of the market that a responsive and agile code change mechanism is provided. As such, the Code Change Committee normally meets on a monthly basis, with the ability to cancel its meetings if there is no substantive business due to be discussed. The Code Change Committee has provisions for dealing with urgent code changes. The Committee delegates recommendations on housekeeping changes to the Market Operator.

The Code Change Committee comprises of:

- one (1) Independent Code Change Committee Chair
- two (2) Retailer Trading Party Code Change Committee Members
- two (2) Wholesaler Trading Party Code Change Committee Members
- two (2) Independent Code Change Committee Members
- one (1) Customer Representative Code Change Committee Member
- one (1) Alternative Customer Body Representative Code Change Committee Member.

Representatives from MOSL (the Market Operator), Ofwat and Defra are non-voting, affiliated members of the Code Change Committee.

The Roles

Independent Code Change Committee Members should be experienced in decision-making at a senior level and able to consider and prioritise changes that will better deliver against defined strategic outcomes. Members must be able to delegate effectively and place confidence in the delivery of delegated work.

Committee Members should carry a breadth of knowledge (including, for example, experience of markets and/or regulated environments) to make an active contribution to the evolution of the market and the delivery of improved outcomes for existing and future non-household customers. All Code Change Committee Members should put the customer at the heart of their discussions and decision-making.

Independent Code Change Committee Members must not have been recently employed by, and must be sufficiently independent of, any Wholesaler or Retailer or an associated company of these.

Key Responsibilities

Independent Code Change Committee Members are full, voting members of the Code Change Committee. They must act impartially and are responsible for:

- Exercising their own, independent, expert judgement to challenge and assess code change proposals and to provide input as to whether and how these code change proposals should be delivered.
- Following due process, thereby enabling the Strategic Panel, Market Participants and Ofwat to place reliance on the work of the Code Change Committee.
- Acting as ambassadors for the Code Change Committee and inspiring stakeholder confidence.
- Supporting the Code Change Committee Chair, Secretary and other members by providing independent and expert advice, support and feedback – including on a one to one and/or confidential basis as appropriate.
- Participating in any Code Change Committee induction, training and evaluation identified as an individual Code Change Committee member.

Person specification

Qualities and Experience:

Independent Code Change Committee Members must have a desire to positively influence the business retail water market to deliver in the best interests of existing and future non-household customers.

They should carry the gravitas and credibility to command the confidence of market participants, with previous experience of markets and/or regulated industries.

Independent Code Change Committee Members should:

- act impartially and objectively, in the best interests of existing and future non-household customers
- bring a diverse, forward thinking and challenging perspective to Code Change Committee deliberations and decision-making
- encourage and facilitate constructive challenge and engagement from all stakeholders
- help the Code Change Committee to operate efficiently and reach objective, evidence-based decisions that deliver benefits to customers.

They should be:

- excellent communicators
- able to assimilate complex issues and information to analyse, question and challenge constructively
- able to motivate and engender respect by setting the right example, calling out poor behaviours if necessary
- able to facilitate productive and inclusive discussion
- collaborative by instinct

They should have:

- excellent decision-making skills with a proven ability to exercise sound, impartial judgement, exercised at senior level
- keen influencing skills with the ability to reconcile diverse demands of conflicting interests
- an open and collaborative style with the ability to win the confidence of multiple, diverse stakeholders in the market
- relevant experience of similar market operator functions and/or utilities markets (e.g. relevant expertise in consumer advocacy, policy, economics, regulation, law or governance from water or non-water industries)
- ideally experience of working with a customer forum / representative.

Terms of Appointment

The time commitment is expected to be c13 days a year, including attending and preparing for monthly meetings (normally 4 hours in duration) plus occasional workshops in London or Southampton.

Appointments will be for a fixed term which shall expire after no more than two years with the possibility of appointment for one further two-year term.

The position will be remunerated at £11,500 for c.13 days.

Reasonable travel expenses will be paid.

Independent Code Change Committee Members are appointed by the Strategic Panel.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet

How to apply

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

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

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

The closing date for applications is noon on **Wednesday 26 November 2025**.

* 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.

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.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.



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