

INDEPENDENT CHAIR OF WATER FORUMS (OUR CUSTOMER CHALLENGE GROUP)

£20,000 per annum (based on 2 days per month)

Ref: XXXX

Our vision is clear – to become the national leader in the provision of sustainable water and waste water services. Our Water Forums are independent customer challenge groups which challenge and advise us as we plan ahead. They help us place customer service at the heart of everything we do.

We are seeking a dynamic and experienced Chair of our Essex & Suffolk and Northumbrian Water Customer Challenge Groups (CCGs) who can lead and challenge on behalf of customers, scrutinising whether the company's strategy and business plan reflect the views of both customers and stakeholders. This is a unique opportunity to help to shape how we interact with our customers through to the conclusion of the next price review in 2020 and it will be critical that the Chair understands the purpose of the group and is able to build and maintain good relationships with CCG members, company representatives and regulators.

You will be able to command the respect of CCG members, Ofwat, NWL Board and NWL senior management and will have extensive knowledge of governance and assurance matters. Giving proportionate assurance to our regulators, Ofwat, on how the company has delivered against its performance commitments and the effectiveness of the company's engagement programme with its customers and stakeholders will be a critical element of this role. We expect that our new Chair will 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.

You must be able to demonstrate:

- Extensive experience of effective chairing of groups with a wide range of stakeholders;
- Experience of stakeholder engagement and work with partners at a senior level;
- Excellent interpersonal skills with the ability to draw out views from all members;
- Experience of listening, reflecting and representing customers views and;
- Able to speak confidently in public and in the media

We are seeking a flexible commitment of between 8 to 12 meetings per year (as required in Essex & Suffolk or Northumbrian operating regions or centrally based, e.g. Peterborough).

Interviews held: TBC

Open to external applicants with no connections to Northumbrian Water

Closing date: Sunday 25 October 2015



If you feel you have the experience and personal attributes to fulfil this role, please contact the Recruitment team on 0191 301 6126 or at recruitment@nwl.co.uk