

## Job title: Market Design Manager

Reports to: Head of Market Design

### Job purpose

The Market Design Manager is part of the Market Design directorate for the non-household retail market. The post holder supports the development and maintenance of market codes to address legislation and policy changes and drive development and improvement of the non-household water retail market. They progress changes to market rules through appropriate governance forums and coordinate and control the change programme with other managers and analysts. In addition, they ensure the industry governance forums operate effectively and efficiently, adhering to best practice.

This role will involve:

- ◆ Line management of 3 Market Analysts.
- ◆ Building processes and procedures which enable the company to effectively and efficiently fulfil its obligations.
- ◆ Managing and owning changes to the market codes through the industry change process to ensure code changes are coordinated, prioritised and delivered effectively.
- ◆ Drafting market code provisions.
- ◆ Liaising with industry stakeholders at a working level.
- ◆ Undertaking rigorous analysis of problems and issues.

- ◆ Supporting market participants to understand market arrangements at a detailed level and advise on the impact of change proposals.
- ◆ Flexibility with a willingness to take on new challenges.

## Scope of job

The role will report to the Head of Market Design and will have 3 direct reports.

## Key accountabilities (operational, financial and people)

### Line Management:

- ◆ Line Management:
  - Manage a team of Market Design Analysts; and
  - Responsible for Market Analyst's performance and development.
- ◆ Maintain the retail market codes and develop, review and advise on market code changes:
  - Maintain the market codes at the latest agreed revision;
  - Manage and own code changes through the industry change process to ensure code changes are coordinated, prioritised and delivered effectively;
  - Active management of challenging, complex code changes and matters escalated from Market Analysts;
  - Conduct, review and report on market and internal impact assessments;
  - Conduct industry consultations and analyse responses received,
  - Facilitate committee and sub-group discussions; and
  - Maintain market code documentation and associated controlled documents in line with configuration management best practice.
- ◆ Draft code amendments and analyse probable outcomes for proposed changes to market codes:
  - Assess and review dependencies between market code documents and issues arising from changes proposed.

- ◆ Administer market governance groups:
  - Support administration and secretariat for the market governance groups;
    - The Panel;
    - Panel Subgroups; and
    - Committees (e.g.: Trading Disputes Committee, Market Performance Committee and Market Incident Management Plan Committee).
  - Ensure agendas, papers and minutes are circulated in a timely manner; and
  - Publish the outputs from the market governance groups according to agreed timescales and Market Operator obligations.
- ◆ Market Design Architecture:
  - Capture business requirements arising from Change Proposals; and
  - Review requirements documentation and functional design documentation developed by service provider(s).
- ◆ Support and advise on statutory changes arising:
  - Advise of the likely impact of these changes on the business.
- ◆ Market Alignment with Scotland:
  - Develop understanding of changes across the markets and align changes and suggest enhancements with Scotland where possible.

## Personal profile

### Knowledge

- ◆ Knowledge of business process mapping and requirements gathering.
- ◆ Understanding of market/industry codes would be an advantage.

### Skills

- ◆ Ability to analyse complex situations and develop considered options and responses.

- ◆ Able to articulate complex options clearly and concisely to senior decision makers.
- ◆ Excellent interpersonal skills with the ability to negotiate and influence effectively.
- ◆ Excellent communication and presentation skills, able to manage multiple stakeholders across the industry with the ability to present at industry forums.
- ◆ Excellent written skills are vital.
- ◆ Ability to manage multiple pieces of work at any one time in a resource constrained organisation.
- ◆ Flexibility to work across multiple activities in a fast-paced environment.
- ◆ Confidence to take responsibility for packages of work.
- ◆ Able to work under tight schedules and consistently meet objectives.
- ◆ Process mindset, able to easily follow and understand complex processes.
- ◆ Ability to create robust process solutions to business problems.
- ◆ Ability to assimilate large amounts of complex information efficiently and effectively.

#### Experience

- ◆ 3+ years previous experience in Governance and/or delivering a change process.
- ◆ Line Management experience is desirable.
- ◆ Experience of drafting legal and technical documents.
- ◆ Water market experience or experience gained in other regulated markets would be an advantage.

#### Education/qualifications

- ◆ Educated to degree level.

Approved by: Stuart Boyle (Head of Market Design)

Date: 14 June 2019