

Job title: Governance Manager x 2 (Market Design)

Reports to: Market Design Director

Job purpose

The post holder will provide expert secretariat and administrative support to industry groups and committees established under market codes covering regulations, policies, systems and processes in the water industry. These industry groups and committees are responsible for overseeing the performance of the non-household water market, resolving disputes between water companies operating in the market, and changing the rules underpinning the non-household water market.

This role will involve:

- ◆ Acting as the technical secretary for a range of industry groups and committees;
- ◆ Being a lead contact for MOSL externally on all market governance matters;
- ◆ Ensuring market industry groups and committees comply with their terms of reference and with market rules;
- ◆ Providing independent expertise and advice on procedures, market governance rules and governance best practice generally across MOSL and across market industry groups and committees;
- ◆ Delivering and improving processes and procedures to enable MOSL and market industry groups and committees to effectively and efficiently fulfil their obligations;
- ◆ Implementing and coordinating the necessary internal controls to ensure MOSL complies with market rules and market industry group and committee terms of reference;

- ◆ Reviewing and recommending changes to policies and procedures as and when required.

Key Relationships

The role will Report to the Market Design Director and be part of a team of 3 within the secretariat function. The key relationships will be with the Industry Group Committee Chair's and members and all colleagues within MOSL, working closely with the CEO and Senior Leadership Team. They will also have a strong working relationship with the Company Secretary to ensure market and corporate governance matters align where appropriate

Scope of job.

- ◆ The role (working with other members of the technical secretariat team) will provide expert secretariat and administrative support to a range of market industry groups and committees, including:
 - The Panel (the senior body responsible for maintaining and amending the market rules);
 - Panel Committees required to be established by the Panel (e.g: the Market Performance Committee and the Trading Disputes Committee);
 - Panel Committees and sub-industry groups established by the Panel from time to time (e.g: the Credit Committee, the GDPR Issues Committee, the Code Advisory Group; the Audit Sub-group and various change Sub-groups); and
 - Market industry groups and forums established by MOSL (e.g. the User Forum established to engage with water companies operating in the market).
- ◆ This to include:
 - Working closely with the Committee Chair's to ensure the effective pre work and running and action follow ups for the Committees
 - Convening of meetings, and taking minutes of meetings;
 - Ensuring that all market industry group and committee paperwork is produced for all meetings in a timely manner, and that market industry group and committee meetings are effectively supported;

- Ensuring that clear and unambiguous decisions made by industry groups and committees are captured and recorded in a timely and transparent manner;
 - Developing and maintaining industry group and committee terms of reference and policy documents;
 - Managing Panel elections and industry group and committee member appointment and on-boarding processes; and
 - Maintaining registers of industry group and committee members and (where appropriate) committee member contracts/agreements.
- ◆ The role is also responsible for:
- Communicating with water companies, the regulator and other interested parties on behalf of the industry groups and committees or in accordance with market rules procedures;
 - Supporting the industry group and committee chairs in ensuring compliance with regulations and market code obligations by industry group and committee members;
 - Providing, or facilitating the provision of, appropriate support to market industry groups and committees (or their members) as required – including on a one to one and/or confidential basis as appropriate;
 - Monitoring and forecasting industry group and committee expenditure against budget;
 - Acting under delegated authority as the face of the industry group or committee when liaising with stakeholders and reporting on industry group or committee matters to others.
- ◆ The role has no direct reports.
- ◆ The role is based at MOSL's Southampton office with regular off-site meetings, mainly in London.

Personal profile

- ◆ Ability to build effective working relationships with a number of stakeholders
- ◆ Effective communication and influencing skills
- ◆ Excellent written skills and report writing capability;

- ◆ Commercial and strategic in approach, understanding the impact of governance issues or solutions on the operational activities of businesses;
- ◆ Technical Secretary experience;
- ◆ Ability to articulate complex options clearly and concisely to senior decision makers;
- ◆ Flexibility to work across multiple activities in a fast-paced environment;
- ◆ Able to work under tight schedules and consistently meet objectives;
- ◆ ICSA is not a requirement for this role however an understanding of working within regulated industries and their associated governance frameworks is required

Approved by: Adam Richardson (Market Design Director)

Date: 14 May 2020

To apply, send your CV and covering letter to people@mosl.co.uk