

Job title: Bilaterals Business Analyst – industry secondment (two positions)

Reports to: Head of Planning

Job purpose

The bilateral transactions programme aims to improve the way in which retailers and wholesalers work with each other and share information and requests. It has the potential to have the biggest impact on the water retail market since it opened nearly three years ago. It is seeking to make the market 'easier to do business' in, by standardising and centralising these often complex, varied and cumbersome interactions.

In order to develop a solution that addresses these market issues and provides value to the market, MOSL is looking to appoint two subject matter experts (SMEs) to join the programme team to provide knowledge and insight into operational, technical, project and customer requirements.

This approach will help ensure that the knowledge and expertise gained by trading parties is accessible to the MOSL programme team and can be used to shape and define the best possible solution for the market and its customers.

The duration of the secondment will be determined by the activity undertaken in line with MOSL's Secondment General Principles.

The successful applicant will commit to working impartially and in the best interests of the market as a whole, as described in Part 1 of the Wholesale Retail Code (WRC) - Principles and Objectives.

Key accountabilities

Programme support. The successful applicant will:

- ◆ Provide insight into operational, technical, project and customer requirements
- ◆ Be responsible for providing specific and specialist input to the requirements, design and development of the programme and any potential solution
- ◆ Be responsible for raising risks and issues to the programme team
- ◆ As subject leader or subject matter expert, be required to draft, review and/or edit communications
- ◆ Act as an advocate for the programme

Code review and change. The successful applicant will:

- ◆ Provide input into any changes to the processes or standards defined in the Market Arrangements Codes (MAC)
- ◆ Be responsible for identifying required information to support change requests
- ◆ Create relevant documentation to support new processes e.g. policy and procedural documentation
- ◆ Act as a liaison between the programme team and the programme's various governance and advisory groups

Solution testing. The successful applicant will:

- ◆ Define acceptance criteria for the testing cycles
- ◆ Create or support the creation of test cases and scenarios
- ◆ Conduct testing, where appropriate, and validate test results to confirm they meet the business needs
- ◆ Provide input into training material, where appropriate
- ◆ Be responsible for the mitigation of any risks or issues

Personal profile

The successful candidate should have:

Knowledge

- ◆ An in-depth knowledge of bilaterals processes within a trading party environment
- ◆ A clear understanding of the issues surrounding bilaterals from both a trading party and customer perspective
- ◆ Can see the 'big picture', but has the ability to understand and interpret details of the programme to support planning and delivery

Skills

- ◆ Excellent communications skills – must articulate the programme activities and challenges, updates and key programme milestones
- ◆ A robust and confident approach to work, prepared to challenge ideas and make positive suggestions to drive the programme work toward and ensure it delivers value for the market
- ◆ A 'project management' approach to work and the ability to work to tight timescales and prioritise tasks
- ◆ Strong presentation skills including knowledge of presentation tools and software

Experience

- ◆ At least two years' experience working in the non-household market for a water company
- ◆ **MUST** have first-hand experience of bilateral processes

Education/qualifications

- ◆ No further qualifications are required

Secondment General Principles

MOSL is looking to appoint two secondees from trading parties, one from a wholesaler and one from a retailer. Below are the general guidelines to secondment opportunities at MOSL:

- ◆ Applications for secondments will be posted on the MOSL website and are open for all trading parties to apply
- ◆ MOSL will seek to provide a replacement resource to trading parties applying for secondments. Where this is not possible, MOSL will seek to ensure that the cost to the trading party is minimised
- ◆ Secondments will be as close to cost neutral as can be achieved for both parties
- ◆ Secondees will remain contractually employed by their 'home' organisation
- ◆ Secondees will be provided with a line manager at their 'host' organisation who will manage the secondee on a day-to-day basis
- ◆ Host and home organisations will jointly agree the purpose of the secondment, the duration and how success will be measured.
- ◆ Secondees will be required to complete confidentiality agreements ensuring that any commercially sensitive data they may be exposed to is not shared with the home organisation or with other trading parties
- ◆ Duration of secondment will be determined based on the activity required

Approved by: Head of Planning, John Gilbert

Date: 18 February 2020