

Job title: Market Improvement Lead

Reports to: Head of Performance and Operations

Job purpose

This post has a key role in MOSL's work on driving improvements in trading party performance in the Non-Household water market for the benefit of end customers. This post also provides subject matter expertise relating to the Market Performance Framework, it's application and improvement.

The incumbent will support the Market Program Manager and take a leading role in delivering focused improvement activities across the market and will play a key part in the development of the market improvement programme.

Scope of job

Key accountabilities

- ◆ Lead market improvement projects and initiatives:
 - Lead and develop market improvement initiatives to drive improved customer outcomes and trading party performance.
 - Independently plan and prioritise workstream plans and initiatives
 - Working with other peer groups in a business partnering role, carrying out various data analysis exercises

- Perform hypothesis led, data interrogation exercises and convert into improvement business cases and recommendations
 - Identify data requirements and obtain new data sources if necessary
 - Plan, manage and run industry consultations, working group discussions and analyse consultation responses received
 - Deliver various insights, advice and guidance regarding market improvement work to the business.
- ◆ Representing MOSL at market, industry and wider forums and events
 - ◆ Present material to members at monthly committees and forums, sharing trends and provide feedback to members
 - ◆ Work to a monthly cycle, produce reliable reporting tools and analysis, escalating any issues
 - ◆ Provide training and guidance to team of market analysts.

Personal profile

Knowledge

- ◆ An understanding of the Market Performance Framework and, more widely, the role of performance standards and incentives is an advantage
- ◆ An understanding of market codes and governance principles
- ◆ An understanding of performance, compliance and risk management and their roles in driving improvement.

Skills

- ◆ Good communication and presentation skills
- ◆ Collaborative approach, with the ability to shape issues, influence and network with key members and stakeholder
- ◆ Strong analytical and problem-solving skills
- ◆ Ability to interpret complex data and convert into plain English for a wide range of audiences

- ◆ Able to work under pressure in a fast-paced environment and have good commercial awareness.

Experience

- ◆ Previous experience of using and analysing data to identify improvement work
- ◆ Presenting to internal and external stakeholders
- ◆ Experience of data visualization or statistical modeling tools
- ◆ Developing or implementing new approaches to reporting is an advantage
- ◆ Water market experience or experience gained in other regulated markets is an advantage.

Education/qualifications

- ◆ Project management methodologies such as PRINCE2 and/or Agile is an advantage

Approved by: Steve Arthur

Date: 6 May 2020

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