Executive Officer - Drinking Water Inspectorate
£27,415 - £29,658 (EO grade)

Ref: 32061 - Executive Officer – Business Performance Unit
The Drinking Water Inspectorate (DWI) is recruiting an Executive Officer for its Business Performance Unit (BPU).

The DWI is one of the three independent regulators of the water industry in England and Wales. It operates on behalf of the Secretary of State for Environment, Food and Rural Affairs (Defra) in regulating the quality of drinking water supplied by those water companies whose area of supply is wholly or mainly in England, and on behalf of the Welsh Government for those water companies whose area of supply is wholly or mainly in Wales. The Inspectorate also has a supervisory role with respect to the implementation, by Local Authorities, of the Private Water Supply Regulations.

The jobholder would be part of a small, very busy team that provides administrative support to approximately 42 staff including 35 technical Inspectors, Principal Inspectors and the Senior Management Team. This is an opportunity for a committed, self-motivated, organised, resourceful and flexible team worker to gain experience in a regulatory delivery unit responsible for drinking water quality.

Job Description
You will be part of a team whose key responsibilities include:

• Providing information and advice to the general public in response to enquiries both over the telephone and e-mail about drinking water quality. Dealing with official correspondence such as Ministerial post and Parliamentary Questions (PQs)

• Finance and procurement – carrying out recharging duties, raising purchase orders and use of e-purchasing cards; ensuring departmental policies are adhered to and appropriate records are maintained

• Recruitment and management of DWI’s better regulation industry secondment programme

• Liaison with water companies and stakeholders

• Production of legal and official documents; support to the investigation of water quality events

• Diary support for Senior Management Team, event organisation, conference and meeting room arrangements, minute taking as required

• Co-ordination of DWI’s training and induction programme, provision of advice on Defra procedures and systems and management of DWI’s resources

• Organising travel and accommodation in line with Defra policy
• Data collection, updating databases and maintenance of electronic records

It is expected that there will be a focus on some aspects of the above responsibilities initially, but with cross training opportunities to ensure skills in all areas in the longer term.

**Essential Criteria:**

• It is essential that you have experience of customer service and dealing with members of the public as you would be regularly communicating with the public, other relevant authorities and colleagues. This includes providing accurate technical information and advice to the public in response to enquiries both over the telephone and e-mail. The role requires an individual capable of assimilating new technical information and explaining it in simple terms to members of the public.

• It is expected that you have good IT skills.

• Knowledge of finance, procurement and/or recruitment processes would be an advantage.

• Ability to prioritise workload and work at pace to deliver the duties of the Business Performance Unit.

• Always looking forward and planning ahead, anticipating and understanding what’s upcoming without being prompted and scheduling effectively.

• Capacity to proactively make effective decisions whilst identifying risks.

• To ensure outcomes are delivered on time to the expected quality standards.

• Willing and capable of establishing positive, effective and trusted working relationships.

We encourage applications from individuals willing to develop some or all of the following - audio-visual conferencing skills, First Aid training and Fire Warden duties.

The successful candidate will be given an extensive induction programme and an introduction to the water industry.

For further information on this vacancy, please contact Suzanne Calmels on 0208 026 4599 or 0300 068 6400 or at: suzanne.calmels@defra.gov.uk.

For further information about the work of the DWI, please visit www.dwi.gov.uk

You must register and apply online at the Civil Service Jobs website

**Closing date: 19 January 2020**

As an Equal Opportunities employer Defra welcomes applications regardless of gender, race, disability, age, religion, or sexual orientation. We operate a family-friendly policy including flexible working patterns.