



**Non-Executive Director (NED), Jersey Water  
Candidate Information Pack  
November 2022**

## Welcome from our CEO, Helier Smith

Many thanks for your interest in the NED role at Jersey Water.

As the supplier of potable water to the Island of Jersey, Jersey Water has long played a key role in the Island's success. The Company is community focussed and our people have a strong positive can-do culture intent on delivering great quality water and customer service to Islanders. We are passionate about the role we play in the community and the service we provide and are proud of our performance, which in many areas is industry leading. Our values also set us up for success and feature throughout the organisation, from the boardroom to the shop floor, shaping our decisions, supporting our culture, and ensuring we are doing our bit for the planet through our sustainability work.

This is an exciting time for Jersey Water as we are mid-way through a business transformation programme focussed on building resilience in our people, systems and processes, ensuring that we continue to provide the high levels of service that our customers expect long into the future. A wide range of people, property, technology and engineering programmes underpin the improvements we are currently working on, making for a fascinating and varied working environment.

We are looking for two new NEDs, who share our passion and values, to join the Board to help us continue our important journey and shape the future of Jersey Water and the essential role we play in Island life.



## Who we are and what we do

Jersey Water is a purpose-driven, values-led Company which is ever evolving, as we work hard to ensure that Jersey Water continues to meet the needs of our Island community now and for generations to come.

With a history dating back to 1882, Jersey Water is the oldest registered Company in Jersey. The Company is the sole provider of treated water to the Island and supplies approximately 95% of all households in Jersey. The supply of potable water in Jersey is controlled through the Water (Jersey) Law 1972, which sets out the basis on which Jersey Water must supply treated mains water and the relevant water quality parameters.

Approximately, 75% of the Company's equity share capital is owned by States of Jersey. The remainder is owned by circa. 260 independent shareholders.

The Company has 93 employees based across 5 main sites across Jersey including two treatment works, a laboratory, desalination plant, workshops, stores and head office.

Please see our FY2021 [annual report](#) for further information.

## Our customers are at the heart of everything we do



## Our dedication to sustainability

In the wake of the COP26 UN Climate Change Conference it is now abundantly clear that every organisation has a wider social responsibility to respond actively to the climate crisis and develop strategies that help address global warming and other environmental challenges. For us, climate change is already affecting our day to day working practices; introducing water quality issues, changing rainfall patterns and the way our customers use water. In the medium and long term these changes are going to be exacerbated, introducing further risks that will require significant investment to address. We already have a significant sustainability agenda focussed on our catchment management and water resources activity, educating and encouraging customers on water efficiency, reducing leakage, carbon sequestration and the ongoing transition to an all-electric vehicle fleet. We see that we have a key role to play in supporting the Government of Jersey's environmental targets. In 2022, we will see the consolidation of this and further activity in the development of Jersey Water's sustainability strategy.

## Our values are an integral part of our culture

**We care** – we care internally for colleagues, externally for our customers and more widely for the environment and the community we serve. We act thoughtfully and with kindness at all times.

**We are ambitious** – good is not enough and we are constantly seeking to improve, tackle challenges and demonstrate excellence. We are not afraid to innovate and take bold decisions that will benefit Jersey today and tomorrow.

**We work together** - we recognise the power, strength and solutions that come from teamwork, internally and externally. We work with our colleagues, our customers and our stakeholders and are proud to be a partner for positive change.

## Our Board

Jersey Water's Board of Directors currently comprises of four non-executive directors and three executive directors. The Board are supported and advised by the Company Secretary.

The role of the Jersey Water Board is to ensure the Company's long-term prosperity by providing effective leadership and meeting the appropriate interests of relevant stakeholders within the confines of prudent and effective risk management and control. The board sets the Company's strategic direction and values, ensures the necessary resources are in place, reviews management performance and accounts for the Company's performance to shareholders and other stakeholders.

Each year our Board undertakes a process of self-evaluation to assess its own performance. In 2021, for the first time in its history, the Board undertook an independent assessment using a third party to review the Board mechanisms, the performance of the Board as a whole and the performance of each individual Board member. Feedback from the process was then developed into an action plan to build on the Board's capability and performance. We are proud to say that the overall assessment concluded that the Jersey Water Board is operating at a 'high performance' or top quartile standard.

The current Board make up is as follows:

- Heather MacCallum (Chair & Nomination Committee Chair)
- Anthony Ferrar (Senior Independent Director, Audit Committee Chair)
- Daragh McDermott (Non-Executive Director, retiring at the March 2023 AGM)
- Michael Pocock (Remuneration and Risk Committee Chair)
- Helier Smith (Chief Executive)
- Natalie Passmore (Finance Director)
- Julie Taylor (Operations Director)

The Board operates four sub-committees, namely: Audit, Nomination, Remuneration and Risk. All non-executive directors are members of the risk and nomination committees. The Audit and Remuneration committees are each formed of three non-executive directors. Executive Directors attend committee meetings at the request of each committee.

At the March 2023 Annual General Meeting (AGM), we will seek to appoint two Non-Executive Directors to the Board to fill vacancies caused through planned and previous retirements. One of the new appointments will need to fulfil the role of an Audit Committee Member, with one of the success candidates being ordinarily resident in Jersey.

The election and appointment of the new NEDs will be put forward at the Company's 2023 AGM on 22 March 2023.

In addition to their collective responsibility, members of the Jersey Water Board are from diverse specialist backgrounds and possess a considerable depth and breadth of experience and knowledge.

## Term of office

Non-executive directors appointments are subject to shareholder approval at the Company's AGM where the appointment is made to serve a three-year term of office. Directors may stand for further terms subject to Board and shareholder approval, with the maximum term being nine years, in accordance with the terms of The UK Corporate Governance Code.

All appointments to the Board are subject to terms and conditions of appointment and the Company's memorandum & articles of association.

## Time requirements

Non-executive directors are expected to commit sufficient time and energy necessary to fully discharge their role, including adequate preparation time for meetings.

Board meetings take place approximately every 4 to 8 weeks and between 8 and 10 times per year along with an annual Board visit (all day) and one to two strategy sessions (all day). Most meetings generally take no more than 4-5 hours. In addition, all directors are required to attend the AGM, which is scheduled to coincide with a Board meeting date.

Audit Committee meetings generally take no more than half a day, two or three times a year.

Nomination Committee meetings are scheduled to coincide with Board meetings twice annually.

Remuneration Committee meetings are generally two to three times a year and take no more than three hours.

Risk Committee meetings are scheduled to coincide with Board meetings twice annually.

## Remuneration

Non-Executive Directors' fees are set annually and are subject to approval at the AGM. Fees for Non-Executive Directors are currently £22,000 gross, per annum. Fees cover any involvement in Board Committees, with Audit Committee Members receiving additional remuneration.

## Further information

For further information regarding Jersey Water, please visit our website.

- Financial, corporate and shareholder information is located under <http://www.jerseywater.je/shareholder-information/>
- Operational information is located under <http://www.jerseywater.je/about-us/>

## Non-Executive Director – Candidate profile

Jersey Water is a purpose-driven, values-lead Company going through a period of intense transformation. We are looking for candidates with the passion and skills necessary to support the organisation through an exciting period of change; ensuring Jersey Water continues to meet the needs of our Island community now and for generations to come.

### Experience and skills

We are recruiting for two new Board members, one to join our **Audit Committee** who must have a **strong financial awareness** and for the other role, we are looking for candidates who can demonstrate expertise in one or both of the following areas:

- **People, culture and organisational change** – this is important as we are mid-way through a business transformation programme focussed on building resilience in our people, systems and processes.
- **Sustainability** – we are looking for an NED to support our sustainability strategy and champion this area of our work.

All candidates must also be able to demonstrate substantially the following attributes:

- Demonstrable strategic leadership experience.
- Experience of operating at board (executive or non-executive) or near board level within a commercial or similar organisation of comparable size and complexity.
- Ability to work as an effective Board member, read and critically appraise complex board papers and contribute to high level debate with an independent perspective, objectivity and balance.
- Ability to marry the financial drivers of a commercial business with the need to maintain public trust and integrity in the delivery of essential public services.
- Understanding and experience in the range of disciplines that underpin corporate performance including planning, financial control, information technology, health & safety, operational resilience, regulatory compliance, stakeholder engagement and customer service.
- Sound knowledge of financial reporting and commitment to effective corporate governance, risk management & sustainability.
- A thorough understanding of the political, commercial, and social context of operating in Jersey.
- Well-developed communication skills with the capability to constructively challenge, support, influence and inspire others.
- Established interpersonal skills with an inclusive and collaborative approach to meetings and decision making.

### Values

- A strong & demonstrable personal commitment to Jersey Water's values: We Care, We are Ambitious, We Work together and to the principles of public service (Nolan Principles): Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

### Personal qualities

- Friendly, positive, and outgoing disposition and natural team player.
- Self-aware with strong emotional intelligence and empathy.
- Well organised and self-motivated with a continuous improvement mindset.
- An open and enquiring mind and well-developed problem-solving skills with the ability to quickly understand complex issues.
- Calm and considered under pressure.
- Politically aware.
- Preference will be given to candidates who are ordinarily resident in Jersey.

### Independence criteria

- Candidates must meet the criteria for independence set out in [The UK Corporate Governance Code](#), provision 10.

## Statement on diversity

Jersey Water is committed to valuing diversity and to equality of opportunity for employment, career, and personal development. We believe that people from different backgrounds bring perspectives and skills that create fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient. We know that the more inclusive we are, the better our work will be. We are committed to continuous improvement in this space. Our new Board Members will help inform this journey.

## How to apply?

To apply for this role, you will need to answer role-related questions. **Click [here](#) to apply.** Please provide evidence and examples from your work history or other aspects of your life to answer the questions and demonstrate how you meet the criteria required.

Our goal is to remove bias from the hiring process so for the first stage of the process, we have set up role-related questions which will allow us to assess your approach to a problem and understand what knowledge and skills you have. Your answers will be anonymised, randomised and reviewed by the selection panel. We will use these scores to shortlist for interviews, at which stage we will also review CV's. We also think giving feedback is incredibly valuable for candidates, so at the end of the process, you'll see how well you performed during the application process.

If you would like an informal discussion about the role, please contact our recruitment adviser at Eastside Primetimers, Bernice Rook, [bernice@ep-uk.org](mailto:bernice@ep-uk.org) – having a call of this kind will not influence the success or otherwise of the application.

We want you to have every opportunity to demonstrate your skills, ability, and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

The closing date for applications is **Fri 16 December 2022**. Interviews with Jersey Water will take place on the **18 and 20 January 2023**.

