



**JerseyWater**  
*for Island life*

**Non-Executive Director  
Jersey Water recruitment**

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Candidate brief 2024

# A message from our CEO, Helier Smith

**Thank you for your interest in joining the Board of Directors at Jersey Water. As the CEO, I am delighted to introduce you to our organisation and share why this role is a unique and rewarding opportunity.**



**Helier Smith**  
*Chief Executive Officer*

Jersey Water has been serving the Island for more than 140 years. Our commitment to providing a safe, reliable and sustainable water supply is at the heart of everything we do. We take immense pride in delivering on our purpose of supplying the water for our Island to thrive, today and every day.

A small company of just 100 employees, we play a big role in providing a critical service for Jersey. We continually strive to innovate and improve our services to meet the evolving needs of our community, our customers and our shareholders. We are passionate and proud of our performance, which in many areas is industry leading. Our company values set us up for success and feature across 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 commitment to sustainability.

As we navigate the complexities of the modern water industry and a challenging economic climate, the role of our Board of Directors has never been more crucial. We therefore strive to ensure that all our Board members possess diverse perspectives, strategic vision and a desire for excellence, so they can help guide Jersey Water through this dynamic landscape. We believe in fostering a collaborative and inclusive culture. As one of our non-executive directors, you will have the opportunity to work alongside a talented and dedicated team, committed to making a positive impact. Your contributions will be influential in navigating challenges, seizing opportunities, and building a resilient and sustainable future for Jersey Water.

This is an exciting time to join Jersey Water, as we formulate our five-year strategy for 2026 to 2030. We are excited about the prospect of welcoming new perspectives and expertise to our Board and are currently looking for a non-executive director, who shares our passion and values, to join us as Chair of our Audit Committee. In this role, you will help shape the future of Jersey Water and the essential role we play in Island life. Your experience and insights will be invaluable for our strategic direction, ensuring we uphold our robust governance and high standards.

If you are an experienced professional with strong leadership qualities and you are driven by a desire to contribute to a vital public service and the ongoing success of Jersey Water, we would welcome your application.

**Helier Smith**  
Chief Executive  
Jersey Water

# About Jersey Water

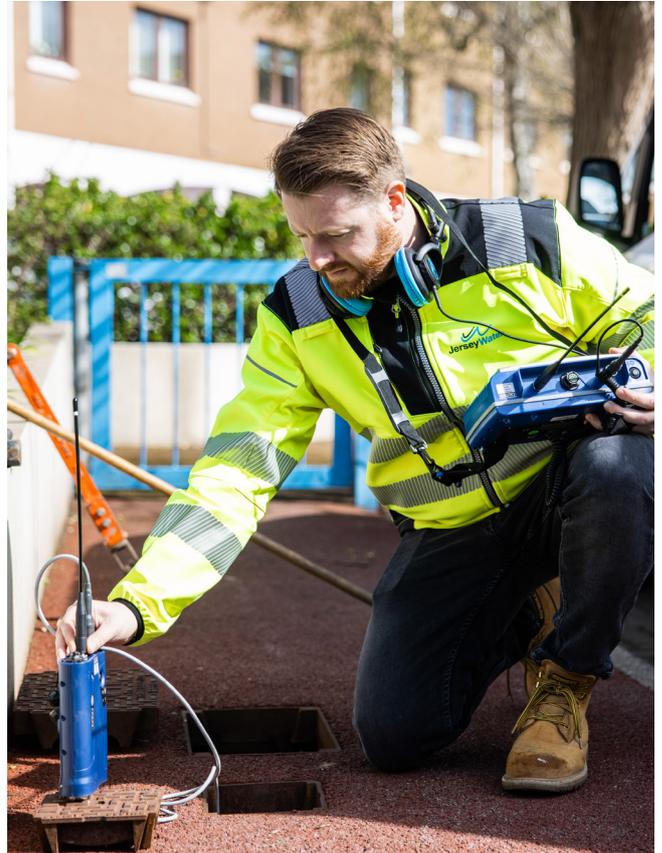
## Who we are and what we do

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. We are the sole provider of treated drinking water to the Island and supply 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.

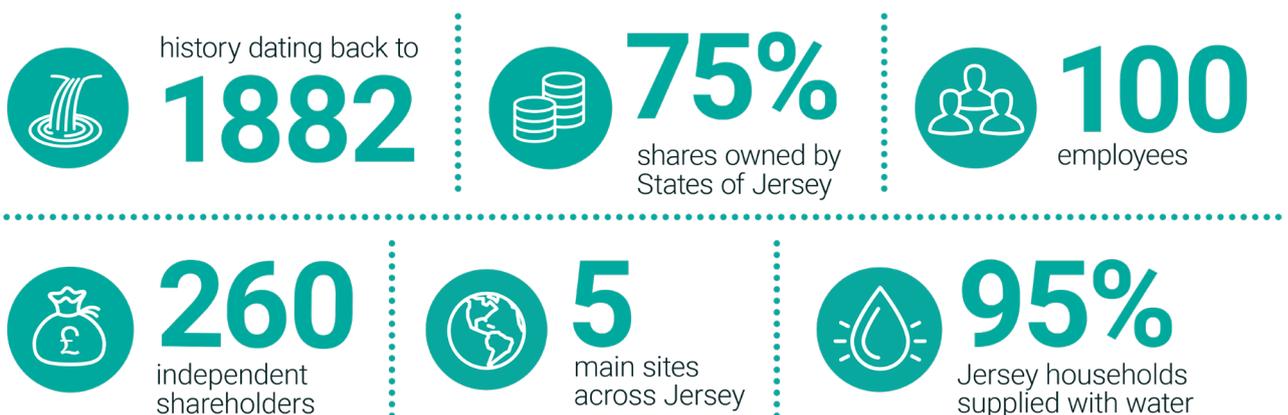
Approximately 75% of the company's equity share capital is owned by States of Jersey. The remainder is owned by in the region of 260 independent shareholders.

Currently we employ 100 employees based across five main sites including two treatment works, a laboratory, a desalination plant, workshops, stores and our head office.



In 2026, we will be moving the majority of our operations under one roof at our new operational hub and headquarters at Rue de Pres trading estate.

You can find more information about Jersey Water in our FY2023 [annual report](#) and [water quality report](#)





# Our customers are at the heart of everything we do

## CUSTOMER OUTCOMES

We have four customer outcomes to focus our activities to 2025.

The outcomes ensure that our customers are at the heart of everything we do.



### High quality water supply

We aim to deliver a reliable supply of safe, high quality water to our customers, now and in the future.



### Great customer experience

We prioritise high standards of service, always. Our customers are unable to choose their water supplier, but if they could, we would want it to be us.



### Fair and affordable bills

Every customer should feel that we offer good value for money and keep charges for water fair and affordable.



### Environmental and community benefits

We have a responsibility to future generations for the decisions we make today. We strive to have a positive impact on the environment and Island community we serve.

# Our dedication to sustainability

As we look to the future, it is increasingly essential that all organisations, big and small, take action to reduce their impact on the planet and support the communities they serve. Jersey Water is no different. We make sure our operations become more sustainable every year and we adapt to the challenges posed by climate change, so we can supply water for future generations and add value to our business in the process.

We do all we can within our financial constraints and other resources at our disposal to progress our sustainability journey, making sure we focus on what both we and our stakeholders believe to be most important to reduce our impact. As sustainability is a collaborative journey rather than a destination, our priorities will evolve. Our end goal is for sustainability to underpin all our activities and serve as the driver for our overarching approach, ensuring we don't just have a business strategy but a sustainable business strategy.

This is our vision and the three pillars of our strategy, that guide our activities and decision-making across the business. We set ambitious targets and goals within each pillar and are committed to monitoring key metrics to ensure we stay on track.

## Sustainable water for Island life

We are driven by our purpose, which naturally requires a sustainable approach: to supply the water for our Island to thrive, today and every day.



# Our values are an integral part of our culture

## WE CARE

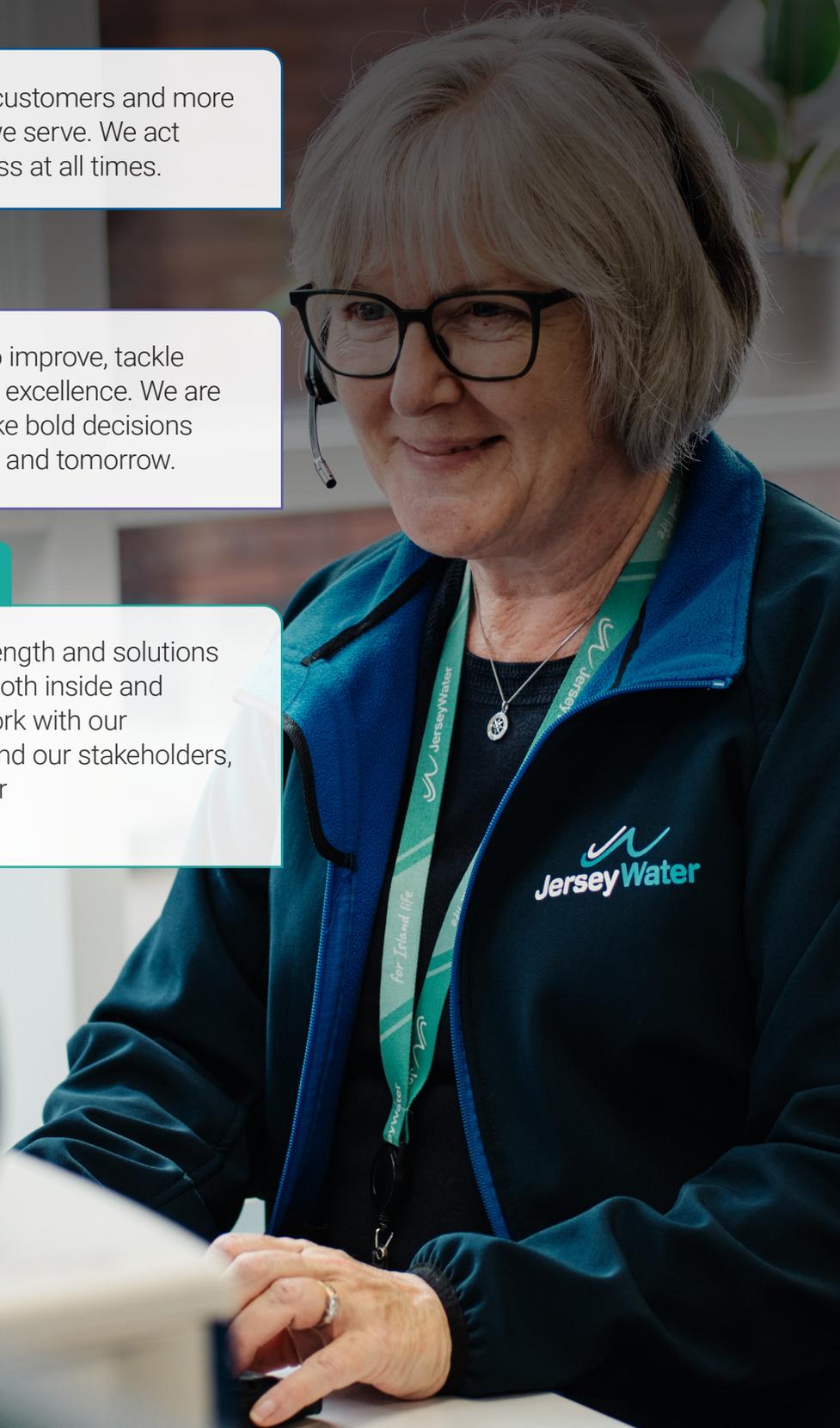
We care for colleagues, our customers and more widely for the environment we serve. We act thoughtfully and with kindness at all times.

## WE ARE AMBITIOUS

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, both inside and outside the company. 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 three non-executive directors and three executive directors. The Board is 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.

The current Board make up is as follows:

- Heather MacCallum (Chair and Nomination Committee Chair)
- Michael Pocock (Audit Interim Chair, Remuneration and Risk Committee Chair)
- Donna Abel (Audit Committee and Chair of Remuneration Committee)
- 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 2025 Annual General Meeting (AGM), we will confirm the appointment of one



non-executive director to the Board who will be formally elected by the company's shareholders. This candidate will be ordinarily resident in Jersey.

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.

# Our Board

## Term of office

Non-executive director 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 and articles of association.

## Time commitment

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 four to eight weeks and between eight and ten 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 four to five 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 two 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 (due to be reviewed in February 2025). Fees cover any involvement in Board Committees. Chair of the Audit Committee receives additional remuneration of £3,300 gross per annum.

## Diversity, equity and inclusion

Jersey Water is committed to valuing diversity and promoting equal opportunities 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 we work more effective and efficient. We know that the more inclusive we are, the better our work will be. Our new Board members will help inform this journey.

We want all candidates to have every opportunity to demonstrate their skills, ability and potential. If you are considering applying and you require any assistance or adjustment, contact us so that we can help make the application process work for you.

## Additional information

For further information regarding Jersey Water, visit our website

- Financial, corporate and shareholder information: [jerseywater.je/shareholder-information/](https://jerseywater.je/shareholder-information/)
- Operational information: [jerseywater.je/about-us/](https://jerseywater.je/about-us/)

# Non-executive director – Candidate profile

**Jersey Water is a purpose-driven, values-lead company that meets the needs of the Island community today and will continue do so for generations to come.**

We are looking for a non-executive director to join our Board who has the passion and skills necessary to support the organisation, as we move forward with a new phase of our strategic journey with planning our five year strategy for 2026 to 2030.



## Experience and skills

We are recruiting for a Board member with a strong strategic and financial background to lead our Audit Committee. Preferably a Qualified Chartered Accountant, the ideal candidate will also have relevant experience in a commercial or similar environment. A strong understanding of the workings of the Government of Jersey would be desirable. Candidates must be ordinarily resident in Jersey.

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

- Demonstrable strategic leadership experience.
- Experience of operating at Board or near Board level (executive or non-executive) 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 and safety, operational resilience, regulatory compliance, stakeholder engagement and customer service.
- Sound knowledge of financial reporting and commitment to effective corporate governance, risk management and 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.
- Experience of chairing committees would be advantageous.

# Candidate profile

## Values

A strong and 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.
- Ordinarily resident in Jersey.

## Independence criteria

Candidates must meet the criteria for independence set out in The UK Corporate Governance Code, provision 10.

## Application process

Interested candidates should submit the following documents to Charles Clarke at Thomas & Dessain:  
[ccclarke@ThomasDessain.com](mailto:ccclarke@ThomasDessain.com)

- Curriculum Vitae (CV): Detailed CV highlighting relevant experience and achievements.
- Cover letter: A cover letter outlining your interest in the role and how you meet the role and candidate specifications.

If you would like an informal discussion about the role, please contact Charles Clarke at Thomas and Dessain  
[ccclarke@ThomasDessain.com](mailto:ccclarke@ThomasDessain.com)

The closing date for applications is 29 July 2024.



## Selection process

**Shortlisting:** Applications will be reviewed and shortlisted candidates will be invited for an initial interview.

**Interviews:** The interview process will include a panel interview, psychometric testing and may involve a presentation.

**Appointment:** Successful candidates will be notified and provided with further details regarding the onboarding process.

## Key dates

Application closing date: 29 July 2024

Interviews: 6 September 2024

## Contact information

For further information, contact:

Charles Clarke  
Thomas & Dessain  
[ccclarke@ThomasDessain.com](mailto:ccclarke@ThomasDessain.com)



*Becoming a Jersey Water non-executive director is an opportunity to make a significant impact on an essential service for our community. We look forward to receiving your application and exploring how your skills and experiences can contribute to our continued success.*





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