

Scientific Officer – Clean Water Chemistry Candidate Brief

September 2024





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Foreword



Sara Venning

Chief Executive Officer

I am delighted that you are interested in the exciting opportunities on offer in Northern Ireland Water, recently named as Employer of the Year at the Belfast Telegraph Business Awards.

We are responsible for bringing clean, safe water to the people of Northern Ireland and we rely on the wide-ranging skills and experience of our expert, talented workforce to deliver what matters most.

It takes brilliant people to deliver a brilliant service. We have opportunities for the right people, all across Northern Ireland.

As we build our team for the future, we're looking for a Scientific Officer - Clean Water Chemistry within our Engineering & Sustainability Directorate. Full details of the role, and how to apply, are set out in this candidate brief.

We can guarantee successful candidates an unrivalled opportunity to make a difference in the water industry, building a career in our diverse, high performing team and delivering Northern Ireland's most precious resource.

We are really looking forward to receiving your application.







Company Overview

Consistently ranked in the top 10 of Northern Ireland's best 100 companies, NI Water, was established on 1 April 2007 as a government owned company with the Department for Infrastructure as the sole shareholder.



NI Water delivers approximately 605 million litres of clean, safe drinking water to 900,000 households and businesses across Northern Ireland every day. We collect approximately 373 million litres of wastewater per day from around 736,000 households and organisations connected to the sewerage system and transfer it to a works where it is treated and disposed of safely.

Thousands of assets are operated and maintained on a daily basis to provide these services to our customers. By supplying clean fresh water and safely managing wastewater, NI Water safeguards public health, underpins economic growth and protects the environment, which benefits everyone in Northern Ireland.



At NI Water, we pride ourselves on delivering a world class service and delivering what matters to our customers. But it's not just what we do that is important but also how we do it. Our Values drive our behaviours, they are what we stand for and create the culture that defines our organisation.

We launched our new Values behaviour statements which were designed by 100 of our colleagues across NI Water to create a common standard of behaviour that we can all aspire to.

RESPECT

Give it, get it, live it

- Be kind treat other people as you would like to be treated
- Listen to and value the opinions of others
- Value and respect diversity
- Be respectful of other people's time
- Show empathy people have different circumstances, challenges and needs
- Recognise and compliment the achievements of others

Building tomorrow's future today

EXCELLENCE

Better, stronger, together

- Have a positive 'can do' attitude and be open to change
- Take ownership of and invest in your own development
- Be accountable take responsibility for problems and for finding solutions
- Aim high. Show up every day to be outstanding
- Leave things better than you found them
- We are one team work together to achieve goals and share success

INTEGRITY Do the right thing

- Build trust by being honest and doing the right thing (even when no one is looking)
- Do what is right, not what is easy
- Give credit where credit is due

SUSTAINABILITY

Play your part - get involved

in company environmental

and community initiatives

Make good choices at work

and at home to reduce

Work smart - strive for

maximum efficiency and

Consciously create a better

future for our community,

economy and environment

sustainable solutions

waste and adopt

benefit

- Honour your commitments do what you say you will do - follow through
- Take responsibility for your words respect others

CUSTOMER

- Delivering for you Adopt a positive attitude - be friendly,
- patient, helpful Treat our customers as you would like to be treated - be kind, show empathy
- Actively listen and respond promptly to our customers
- Set realistic expectations and deliver on commitments
- Go the extra mile to creatively resolve problems and find solutions
- Ask for and act on feedback

SUSTAINABILITY **EXCELLENCE CUSTOMER** INTEGRITY

Strategy

In preparation for setting out our plans for the PC21 period (2021-27), we refreshed "Our Strategy" for NI Water which provides a longer-term view across the next 25 years (2021-2046). This strategy is underpinned by five strategic priorities:



These priorities form the backbone of this plan and, in a world that is changing fast, are key to tackling strategic risks and taking advantage of technological and innovative opportunities.

The strategic risks include; climate change, compliance with new legislation, rising customer expectations, customer demographics, innovation and our governance and funding model.

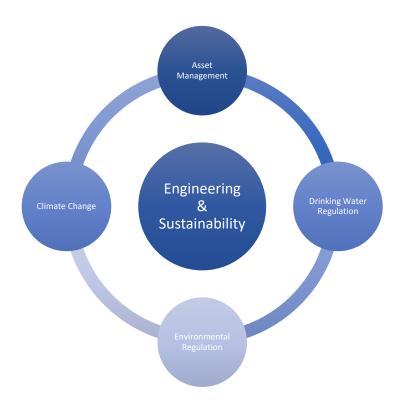
The opportunities include harnessing global water knowledge, moving to outcomes based analysis and solutions, innovation, new technology, data analytics to drive efficiency, value, sustainability and service for customers, and enabling a thriving regional economy in Northern Ireland.

Listening to our customers' views and building these into our plans is also essential for us to ensure that our customers' needs are at the heart of our service delivery.

We are pleased to have built great working relationships with our Principal Stakeholders. Working in collaboration they help to deliver, fund, shape and regulate our plans.

Engineering & Sustainability Directorate

This post is within the Engineering & Sustainability Directorate, which is critical to the successful and sustainable development and operation of Northern Ireland's essential infrastructure.



Asset Management - Establishing the future needs arising from water and wastewater assets and recommend solutions through strategy and evidence.

Drinking Water Regulation - Management of all drinking water regulatory duties in collaboration with DWI. Analytical Services and sustainable catchment management.

Environmental Regulation - Effectively managing NI Water's environmental regulatory duties in collaboration with NIEA.

Climate Change - Delivery of NI Water Climate Change Strategy across two key areas: Net Zero Road Map and Climate Resilience



About the Role

Role Description

NI Water Analytical Services is responsible for the collection and analysis of water, wastewater, trade effluent, sludge and soils. The work covers a wide range of determinants and includes trace metals, organics, general pollution indicators nutrients and microbiology. Both NI Water laboratories hold accreditation to ISO 17025 standard and the Clean Water Chemistry Laboratory additionally is accredited to the Drinking Water Testing Specification (DWTS). The post holder will be responsible for carrying out chemical analysis of water matrices.



Role Responsibilities

Resources Management

- Ensure effective housekeeping of work areas and analytical equipment.
- Be fully trained and competent in the use of Laboratory Information Management System (LIMS), Power BI and other tools to effectively plan workload and forecast the use of resources.
- Take responsibility in monitoring and maintaining stocks of chemicals and consumables in accordance with the laboratory's stock management procedures, raising purchase orders and receiving goods when required.
- Promptly determine and specify laboratory resource needs, ensuring continuous maintenance of sufficient stock levels at all times.
- Communicate effectively with suppliers of laboratory chemicals and consumables regarding purchase orders and delivery times to ensure continuity of analysis.
- Advise and arrange in the service/maintenance and renewal of laboratory apparatus to meet ISO17025 requirements.
- Carry out minor repairs/adjustments/maintenance to laboratory equipment/analytical instrumentation with the approval of the Laboratory Manager, to aid and improve analytical performance whilst maintaining equipment records within the laboratory quality management system.
- Liaise with suppliers to arrange and facilitate preventive and reactive service engineer visits working closely with engineers to understand all instrumentation requirements.
- Use negotiation and influencing skills to effect supplier response levels to minimize disruption to laboratory operations.
- Provide analytical troubleshooting support for bespoke and specialized analytical instrumentation as and when required to ensure continuity of regulatory and operational requirements.
- To actively volunteer to cover analytical workloads to meet regulatory targets during major incident events and staffing shortfalls.

Customer Relationship Management

- Provide internal and external customers with written and verbal updates to address
 their concerns or enquiries with convincing scientific, evidence-based comments and
 conclusions to meet targets set within Service Level agreements, using skills to influence
 and guide to ensure everyone's targets are met.
- Build robust working relationships, through effective communication and demonstration of scientific technical knowledge, professionalism and integrity, with key internal and external stakeholders – including external UKAS auditors, demonstrating confidence in the team and in the data produced by NI Water Analytical Services.

- Attend stakeholder meetings, representing Analytical Services building strong relationships with stakeholders across the business and externally.
- Facilitate visits to the laboratories when required and effectively communicate with visitors with respect to the purpose, relevance and importance of Analytical Services and scientific expertise within NI Water.
- Supervise students/visitors during their time in the laboratory ensuring all the ISO17025 and Health and Safety requirements are meet.
- Participate in STEM events, through NIW, local colleges/Universities to promote chemistry/science.

Analysis

- Acquire, maintain and develop a strong technical competency in all analytical chemistry
 methods carried out by the laboratory, including the more advanced analytical
 techniques using complex and innovative instrumentation such as mass spectrometry.
- Work under pressure and carry out analysis within the agreed turnaround time to ensure regulatory compliance is met, providing authorized analytical results for NIW Water treatment works optimization as well as public health/environmental health safety.
- Ensure critical attention in the chemistry make up of all standards and chemicals for analysis whilst maintaining accurate, auditable records for internal and external audit inspections to enable all chemistry analysis to be performed to the required quality standards.
- Ensure all results are checked, recorded and transcribed accurately onto LIMS.
- Achieve comprehensive proficiency in the laboratory's key chemistry method
 monitoring requirements for Aqctools/Uncertainty of Measurement/Consent levels.
 Make informed decisions on business-critical data regarding result acceptance, the
 review and monitoring of trends, reporting and investigating any trend exceptions in a
 timely manner, and complete monthly statistical review reports for methods under your
 supervision.
- Reporting results that fall outside required limits, having firstly checked and investigated
 result accuracy, ensuring all relevant internal and external stakeholders have been
 informed and resamples have been requested. Review and verify data to ensure
 compliance with ISO17025 standards and laboratory quality control protocols.
- Establish and maintain comprehensive documentation and records related to analytical chemistry activities, including all analysis worksheets/ method associated documentation, training records, to ensure documentation integrity, accuracy, and traceability in compliance with regulatory requirements.
- Collaborate with the Analytical Services Research and Development Laboratory
 Manager to advance analytical method development and critical validation activities
 necessary for the implementation of new, innovative analytical instrumentation. Ensure
 that analytical methods are fit for purpose, meet industry standards, and demonstrate
 essential performance criteria such as precision, bias, uncertainty of measurement,

- ruggedness, limit of detection, and limit of quantification to comply with ISO17025 accreditation requirements.
- Routinely participate in external proficiency testing to maintain analytical method competency and training and to meet ISO17025 requirements and support the laboratory's quality management system.
- Gain and maintain competent analyst status and trainer status across multiple analytical methods within the chemistry laboratory.
- Routinely evaluate the performance of analytical methods/systems suitability check and notify the Laboratory Manager of any risks identified to compliance with regulatory requirements for analytical methods.
- Train/mentor associates and be responsible for technical training of new members of staff ensuring a transfer of technical knowledge is always achieved.
- Fully understand the significance with respect to the public health, regulatory and operational context of analytical results produced as well as the environmental impacts associated with the analytical results that are generated.
- Interpret and adapt to changing regulatory requirements, industry standards and organisational priorities, demonstrating flexibility in ensuring their integration into the analytical chemistry laboratory.

Quality system

- Maintain laboratory quality management system and associated documentation.
- Ensure that ISO 17025 and UKAS/DWI Drinking Water Testing Specification (DWTS) requirements are met in all activities relating to laboratory analysis and reporting.
- Demonstrate ongoing technical competency through effective participation and performance in external proficiency testing schemes.
- Carry out investigations, investigate deviations, non-conformities, quality incidents
 associated with analysis, root cause analysis and corrective/preventive actions and
 develop creative strategies that focus on the implementation of effective corrective and
 preventive actions.
- Seek and identify innovative solutions to enhance analytical chemistry processes and contribute to laboratory improvement suggestions and continuous improvement initiatives.
- Acquire and maintain competency as an Internal Auditor for the laboratory ISO 17025 management system and complete quality and technical audits to a predefined schedule.
- Maintain an up-to-date Continuous Professional Development (CPD) record and supporting evidence portfolio and hold/work towards membership of a relevant professional body. Actively pursue opportunities for personal advancement and document progress on a regular basis.
- Work collaboratively with colleagues in the laboratory Quality Team to continually improve the laboratory's processes and maintain accreditation for analytical methods carried out.

Finance

- The post holder will have the daily responsibility for maintaining day-to-day expenditure against the sections agreed TOTEX (CAPEX & OPEX) budget.
- Manage the sections OPEX budget in a prudent manner and ensure that value for money is achieved in any purchases.
- Ensure full compliance with NI Waters Financial delegations.
- Deliver our agreed service outputs and financial targets.

Health & Safety

- The post holders will be required to work with hazardous chemicals and acids and must carry out all activities in accordance with the relevant risk assessment where appropriate.
- Identify and notify the Laboratory Manager of any emerging requirements for risk assessment in new processes.
- Ensure all Health and Safety requirements are met, including COSHH requirements.
- Comply and cooperate in full with regards to NI Water and laboratory specific health and safety procedures.
- Ensure observations and incidents are entered in the NI Water Health and Safety portal (Assure).

Please note that this is not an exhaustive list of duties and the post holder will be required to carry out other duties as required

Budget and People Management Responsibilities

The post holder will supervise and train new staff and act as a buddy/mentor for scientific Higher Level Apprentices.

Other Information

- Travel to other NI Water sites as and when required.
- The postholder will be required to work flexible hours, work standby/on-call, weekends & bank holidays to accommodate site operations and urgent quality issues.

Entry Requirements

Applicants MUST be able to demonstrate in their application and where necessary at interview:

ESSENTIAL CRITERIA

1. A third level qualification (HNC/HND/Degree) in Chemistry or in a subject where the study of Chemistry is a major component*

'Major component' is defined as: At least **50%** of the course covers core chemistry modules such as organic chemistry, inorganic chemistry, physical or analytical chemistry modules.

Candidates must provide documentary evidence of their qualifications in their application. The onus is on the applicant to clearly illustrate that their qualification meets the 'major component' criteria. All applicants should list all of the modules studied during the qualification (including those with no chemistry content), and also briefly set out details of each of the relevant core modules detailed above and show that they add up to at least 50% of the total number of modules studied.

- 2. At least 1 years' practical analytical chemistry experience, within a laboratory operating a Quality Management system.
- 3. Knowledge and understanding of analytical techniques in Chemistry.
- 4. Knowledge and understanding of ISO 17025 and the Drinking Water Testing Specification.
- 5. Experience and knowledge of Health and Safety requirements relevant to laboratories.
- 6. Membership of (or be prepared to achieve membership) of a relevant professional body
- 7. Demonstrable experience of proficiency in using Microsoft applications (Word, Excel, Outlook, PowerPoint).

DESIRABLE CRITERIA

In the event of a large number of applications, in the first instance, candidates may be short-listed on the following desirable criteria:

1. A practical knowledge of water industry chemical analysis.

Competencies

The candidate should demonstrate the following competencies in the candidate response and interview process though examples and outcomes:

DECISION MAKING

- Analyses information to solve analytical problems and make decisions to drive continuous improvement within the laboratory.
- Decides whether any analysis carried out meets all quality procedures before reporting to the laboratory manager.
- Demonstrates the ability to effectively communicate, negotiate, and influence others in problem-solving efforts to address analytical issues or implement changes within the chemistry laboratory.
- Give our customers and regulators confidence in NI Water's product.

RESOURCES

- Experience of prioritizing daily activities and tasks.
- Ability to contribute to the selection of suppliers and materials within their area of work. Working closely with the procurement team to ensure financial delegations are being met while achieving value for money for NIW.
- Experience in assessing the integrity of information generated from sample analysis so as to protect public health and environmental protection by regular chemical monitoring of the public water supplies.
- Provides accurate quality assured results and if required authorized certificates of Analysis to internal/external and private customers in a timely manner.
- Deals promptly with customer samples to ensure their drinking water meets all required standards.

PEOPLE

- Collaborative Skills: Excels at working harmoniously within a team, ensuring the
 continuous provision of essential services that promote public health and
 environmental sustainability. Ready to assist colleagues to consistently meet regulatory
 and operational standards.
- Self-Motivation: Demonstrates strong motivation and initiative, effectively working independently while contributing positively to team dynamics.
- Leadership: Capable of nurturing the development and motivation of team members, aligning efforts with analytical objectives.

• Safety Promotion: Champions a safe and encouraging work environment, prioritizing the well-being and morale of all team members.

COMMUNICATION

- Demonstrate the ability to effectively communicate effectively with internal and external stakeholders, addressing both technical & non-technical matters.
- Ability to communicate effectively both verbally and written (email/letters/presentations)
- Establishes and sustains productive working relationships to facilitate collaboration and achieve shared goals.

PROBLEM SOLVING

- Work Processes: Consistently meets targets and deadlines.
- Customer Interaction: Effectively addresses customer concerns and clarifies their understanding of results.
- Problem Solving: Identifies and implements appropriate solutions to analytical challenges.

Other competencies related to this role may be tested at interview.

How to Apply

Apply by application through Jobs page on Source (Internal) or the NI Water Careers Page on www.niwater.com.

Recruitment Process and Timeline

DATE	Milestone
Friday 27 th September 2024	Role Advertised
Monday 14 th October 2024 at 10.00am	Closing date for submission of applications
W/C Monday 21 st /28 th October 2024	Interview dates



How to Apply

Appointment Process

Pre-employment checks

Successful candidates will be issued with a conditional offer of employment, subject to satisfactorily completing a number of preemployment checks, these include:

- Satisfactory Access NI Check
- 2x satisfactory references
- Satisfactory medical assessment
- Proof of eligibility to work in the UK
- Proof of qualifications
- Proof of driving licence (if applicable)
- Proof of address (if applicable)

Failure to satisfy any of the above may result in an offer of employment being withdrawn.

Medical Clearance Process

If applicable, candidates will be required to complete a pre-employment health questionnaire. You may also be required to attend a pre-employment medical appointment.

Employment References

You will be required to provide on your application form the names and addresses of two referees, one of whom should be your current (most recent if not currently working) employer.

Security Clearance Process

All new employees are required to have basic security clearance prior to commencing employment with NI Water. This requires candidates to provide details of any unspent convictions. The security clearance procedure for all new employees is managed by Access NI. For full details on the process and to complete the online application form please use the link given below:

http://www.nidirect.gov.uk/accessni-applications



What is on Offer

Salary

This Band 6b role offers a competitive remuneration package with a salary scale of £28,441 to £34,761 per annum (pay award pending).

Salaries are reviewed annually effective 1st April.

Location

Westland House, 40 Old Westland Road, Belfast, BT14 6TE.

Benefits

Not only will you be working for one of Northern Ireland's top companies, you will also receive a number of company benefits to include:

- Generous annual leave and public holidays
- Flexible working and family friendly policies
- Occupational sick pay
- Employee assistance programmes
- Cycle to work scheme
- Volunteering support

Pension

As well as a competitive remuneration package, NI Water offers an excellent DB pension scheme with a current employer contribution of 26.2%.

Annual Leave

25 days increasing to 30 days after 10 years' service in addition to 12 public and privilege holidays.

Health & Wellbeing Programmes

NI Water offers a multi award winning Health and Wellbeing programme offering a range of benefits and initiatives to support physical, mental, financial and social health including:

- Seasonal health campaigns
- Wellbeing Roadshows twice a year across all hubs, including free vaccinations and health checks.
- A range of social networks and support forums























A Great Place to Work

Equality, Diversity & Inclusion

NI Water is committed to creating a place where everyone is welcome and included. People are valued and respected for who they are and for the contributions they make in delivering what matters to Northern Ireland.

In 2021, NI Water became only the second public sector organisation to have achieved the Silver Diversity Chartermark Accreditation, recognising our ongoing commitment and continuous progress to advancing Equality, Diversity and Inclusion in the workplace. We were also the proud winners of a number highly prestigious awards including; Business in the Community 'Diversity and Inclusion' Award, Business in the Community 'Fair Chance For All' and Belfast Chamber 'Diversity and Inclusion'.

Corporate Social Responsibility

Our Corporate Social Responsibility approach supports the NI Water vision and strategic objectives. We offer the opportunity to volunteer and work on activities which help the planet & environment, people and our communities. Programmes include:

- Our 'Cares Challenge' programme allows employees to volunteer for events in the community.
- Extensive Schools Education Programmes.
- Our 'Little Ripples' initiative allows employees to choose their own volunteering project.

Work That Matters

We're taking action on the climate emergency! NI Water helps to support a healthy population, flourishing natural environment and a growing economy, so what are we doing to help society address the serious threat that the climate crisis poses.

- Planting 1 million trees
- Reducing fossil fuel generated electricity
- Doubling Northern Ireland's renewable generating capacity
- Opening a network of green fuel stations
- Protecting and restoring our c.3000 hectares of peatland
- Providing sources of warmth for district heating schemes

Equality Statement

NI Water is an equal opportunities employer and we are committed to ensure that no applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender reassignment, marriage or civil partnership, religious or similar philosophical belief, political opinion, race, sexual orientation, disability, age or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Disabled Applicants

NI Water will provide reasonable support to disabled applicants throughout the recruitment process. Candidate Briefing packs are available in alternative formats upon request and applicants who may require special arrangements at interview stage should contact recruitment@niwater.com to enable us to make any appropriate adjustments.

Candidate Privacy Notice

Northern Ireland Water Ltd, (NI Water) including Northern Ireland Water Alpha Ltd (NIWA), is the sole provider of public water and sewerage services in Northern Ireland. We are a non-departmental public body (NDPB) and a Government-Owned Company (GoCo), established in April 2007 and for the purposes of data protection, we are the 'data controller' for any personal data you give us in the job application process.

Processing personal information from job applicants allows NI Water to manage the recruitment process, assess and confirm an applicant's suitability for employment and decide to whom to offer a job. It may also need to process data from job applicants to respond to and defend against legal claims.

If you apply for this job, you will be providing your personal information to NI Water, or third-party suppliers working for NI Water e.g. Hallmark and our lawful basis for processing will vary, dependent upon why we need this. For example much of what we require in the recruitment process is required for the performance of a task carried out in the public interest or in the exercise of official authority i.e. in our employment role as the sole provider of public water and sewerage services in Northern Ireland. In some cases NI Water will also need to process job application data to ensure we are complying with our legal obligations, for our or your own legitimate interests, or, for Special Category (sensitive) personal information, on the basis of Employment, social security and social protection (if authorised by law).

NI Water will collect a range of information about you, including: Your name, address and contact details, including email address and telephone number. Details of your qualifications, skills, experience and employment history.

Information about your current level of remuneration, which may include benefit entitlements. Whether or not you have a disability, or if your first language is not English, so that it can make reasonable adjustments, as required, during the recruitment process; and information about your entitlement to work in the UK etc.

NI Water will collect this information in a variety of ways for example, by application forms, through forms of assessment, from interview or from your identity documents. It may also collect personal data about you from third parties, such as references, but it will only seek this data if you have been recommended for appointment to the post and it will inform you that it is doing this.

Your personal data will be stored in the UK and will be shared internally within NI Water with staff who are involved in the recruitment process and, where necessary, between internal departments for the purpose of ensuring a fair, systematic and objective recruitment and selection process is in place.

It may also be shared with external consultants for the purposes of candidate attraction and selection, where appropriate. Your personal data will not be shared or disclosed to any other organisation without your consent unless the law permits or places an obligation on NI Water to do so. Your data will be stored in a range of different places including the recruitment file, the HR information management system and other IT systems such as email. It will be held and stored by NI Water in a safe and secure manner in compliance with Data Protection legislation and in line with NI Water's Records Retention and Disposal Schedule.

As a data subject, you have several individual rights. These include, but are not exclusive to your right to:

- access and obtain a copy of your personal data on request
- where your consent is the lawful basis for processing, the right to withdraw your consent
- prevent any wholly automated decisions involving your data. This right exists, but NI Water does not use any wholly automated decision-making techniques
- require NI Water to change incorrect or incomplete personal job applicant data
- require NI Water to delete or restrict processing your data (where we do not have a legal or contractual obligation to process).

If you have any concerns about NI Water's handling of your personal data, you can raise these with NI Water's Data Protection Officer via imu@niwater.com.

You also have a right to make a complaint directly to the Information Commissioner.

See their website: www.ico.org.uk.

Connect with us



Recruitment@niwater.com