



## CONSUMER COUNCIL FOR WATER NORTHERN REGION (NORTHUMBRIAN WATER) LOCAL CONSUMER ADVOCATE

Would you like to help play a leading role in shaping the water industry for the benefit of customers?

The Consumer Council for Water (CCWater) provides a strong voice for consumers on all water and sewerage matters. We have committees in England and Wales so that we can keep in close contact with consumers and the water companies that provide water and sewerage services.

We are currently looking for another member on our Northern Committee to help ensure that all local water and sewerage customers receive a good quality and efficient service at a fair price, now and in the future. If this appeals to you, why not apply to be considered for appointment?

Ideally, you will need to be a customer of and therefore live or work in the area covered by Northumbrian Water. We encourage all applicants, but particularly welcome applications from individuals with commercial and business experience, and knowledge of the needs of both household and non-household customers. We welcome applications from under-represented groups such as ethnic minorities, and or those who are disabled.

You should have experience of representing customers and contributing to a wider strategy with excellent communications skills, an enquiring mind, sound judgement and the ability to extract salient points from complex data, and to appreciate issues from the consumer's point of view. Knowledge of the water industry is desirable but is not essential, along with an understanding of how a regulated business should engage with stakeholders & customers, together with an understanding of commerce & business and the needs of both household and non-household customers.

You must be able to devote at least 4 days a month to LCA duties and will receive a remuneration of £4,510 per annum. Travel and certain other expenses will be reimbursed.

For further information, please download the information pack here [Vacancies: Consumer Council for Water](#) or telephone 0121 345 1053, or e:mail [andrew.spence@ccwater.org.uk](mailto:andrew.spence@ccwater.org.uk) . **The closing date for receipt of completed applications is 5.00pm on Friday 10 May 2019 at the very latest.** Interviews are scheduled for 17 June 2019 in Newcastle.

*Applications are welcome from all sections of the community*