

Deputy Director – Employee Engagement & Change Communications 480309



“ Welcome

Energy is an essential service for homes and business around Great Britain. As the energy regulator, we play a crucial role in making sure that energy markets work in the interest of consumers, both now and in the future.

We're passionate about protecting our consumers today and building the decarbonised energy system of the future. We work hard to ensure fair treatment for consumers, especially those in vulnerable situations, to support the transition to low carbon electricity, transport and heat and to keep prices as low as possible.

This means working closely with the Mission Control for Clean Power, the National Energy System Operator, consumer groups, and across government, to support the delivery of a clean power energy system by 2030 and a net zero economy by 2050. This will protect us from future price shocks, provide consumers new opportunities to save money, as well as creating growth and jobs across Britain.

I'm proud to say I work for Ofgem, and I know colleagues are too. Over the next five years, Ofgem will be an exciting place to work, offering interesting, challenging and meaningful work, as well as the opportunity to progress your career in new directions. I'm passionate about making Ofgem the best place to work. We aim to be fast moving, and always able to meet the challenges of our fast-changing energy market. Equally, to be successful, I want colleagues from a wide range of backgrounds to be able to bring their whole selves to work, so they can flourish professionally and better reflect the experiences of the consumers we serve.

Ofgem is a great place to work. We hope to welcome you soon.

Tim Jarvis

Interim Chief Executive Officer

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Campaign Dates

Closing: Friday 25th September 2026

Short listing: w/c 28th September 2026

Assessments: w/c 5th October & w/c 12th October 2026

Interviews: w/C 19th October 2026 onwards

Salary Range: £81,000 - £117,800

Ofgem follows the Civil Service Pay Rules for existing Civil Servants. For Ofgem colleagues, if you are currently at the same level this would be a level transfer and therefore would not be a promotion. If this is a promotion to a new level you will receive up to a 10% pay increase or the new grade minimum, whichever is the greater.

Level: SCS1 **Location:** London **Number of Posts:** 1

Security Clearance:

Security Clearance Required: BPSS

Please note that, as part of an ongoing review, this role may require Security Check (SC) clearance at a future stage.

Contract Type:

This role is being offered on a 2 Year Fixed Term basis. As part of accepting this role you will have to accept an assignment length which sets out the minimum period of time that you are expected to remain in the post. Assignment lengths have been introduced in the Civil Service for SCS roles when a new SCS has started in their new role, this is to ensure that the postholder is aware of the expectation to deliver agreed key business outcomes and build capability in their roles. Please note this is not a contractual provision and will not form part of your terms and conditions.

Working Hours: 37 hours per week

Flexible Resourcing: You will be deployed to an initial assignment; however, we operate a flexible resourcing model and you may be re-deployed across the organisation to meet business priorities.

Benefits

- Hybrid and Flexible Working options
- Civil Service pension membership
- SCS1 Holiday entitlement
- Cycle to work
- Season ticket loan
- Employee wellbeing initiatives
- Enhanced maternity /paternity pay

Our Values

The values have been designed to support our core purpose - **leading the transformation of energy for consumers and our planet.**

Our values underline what's distinctive about working at Ofgem, reinforce the things we do well, tell a story about the organisation we want to become and provide a common framework for the behaviours we want to see in our everyday work and interactions with each other. They will shape our culture and become part of the DNA and fabric of Ofgem – **the way we do things here.**



Make connections,
join forces



Do the right thing

We act with honesty, integrity and in the consumer interest



Be bold to make an impact

We are energy sector leaders – we deliver at pace, and find innovative ways to transform energy whilst taking measured risks



Make connections, join forces

We work together as one team and collaborate with our stakeholder community on shared interests



Be supportive, be you

We help make Ofgem a great place to work by supporting each other, valuing diversity and acting inclusively



Take pride in what you do

We value expertise, great quality work and our people's development

The Role

As a senior experienced and strategic communications leader, you will oversee and deliver the design, strategy, and implementation of employee communications and engagement for Ofgem, helping to shape the culture and evolve how we engage across Ofgem to empower teams, on an initial 24-month fixed term.

This is an opportunity to shape and deliver strategic engagement and communications for Ofgem's workforce, coming at a significant time when the energy system is transforming and the Ofgem Review means evolving the regulators duties, remit, and powers.

You will bring deep expertise in Change Communications and Employee Engagement, with experience of business-partnering senior leaders to achieve their strategic outcomes. You will lead an internal communications team and mentor colleagues, as well as managing multi-channel change communication programmes. You will plan, oversee and deliver a significant programme of work on time, within budget and to a high standard through using effective matrix management and collaboration across multiple teams. You will demonstrate exceptional inclusive people and enterprise leadership, a commitment to ongoing professional development, and alignment with Ofgem values.

As our Deputy Director of Employee Engagement and Change Communications, you'll be the strategic voice that helps 2000+ colleagues understand, navigate, and feel confident about this evolution. You'll craft powerful executive storytelling, cocreate digital campaigns that bridge silos, and create the conditions for clarity, trust, and accountability to thrive.

This is a role for someone who can deliver influence at scale, welcomes difficult conversations and can manage contested environments constructively, with direct access to senior leaders, demonstrate strong analytical rigour and strategic thinking and can build a culture that has ideas as well as the discipline to execute through to delivery. If you want to shape how an essential public sector regulator communicates, collaborates, and leads through change this is the role for you.

Key Responsibilities:

- Leading and delivering a proactive employee engagement and change communications strategy that drives understanding, engagement and adoption of change.
- Strategic employee and Internal communication planning
- Build relationships and influence across leadership teams, win support and drive large-scale organisational change
- Applying business acumen and cross-functional awareness.
- Driving innovation and creativity in the use of tech and AI for channels the function and translate this to execution and delivery.
- Upholding governance, transparency, and ethical communication standards.

Key Outputs and Deliverables

- Development and delivery of Executive messaging and organisational storytelling to help cultural change and build a high performance, high morale workforce.
- Responsive and strategic issues management through internal communications
- Analysis and measurement of communication effectiveness.
- Project management and campaign planning.
- Be an active part of Ofgem's leadership community, supporting organisational success and representing Ofgem's values and delivering consistently

Key Corporate Responsibilities

- Contributing to the development of Directorate and Ofgem wide strategic programmes, partnering with senior leadership to prioritise work and resources effectively.
- Setting the strategic direction of the organisational response to the Ofgem review and providing intellectual leadership.
- Providing mentoring, development, effective performance management, leadership and guidance across the profession.

Application Process

Please ensure you demonstrate clearly within your supporting statement, how you meet each of the essential and desirable criteria below (not more than 1000 words). **Please add to the front of your CV as 1 document when submitting the application**

Essential Criteria

- Proven experience leading change, transformation and internal communications at scale, including providing strategic advice to senior executives in complex or matrixed organisations. (Lead)
- Ability to lead high-performing internal communications teams and matrix-manage change professionals, with a strong understanding of audiences, channels and communication strategy.
- Exceptional stakeholder management and influencing skills, with experience working with senior leaders to drive employee engagement, culture change, and organisational outcomes, including navigating challenge, conflict and difficult conversations.
- Strong strategic and analytical capability, with the ability to translate insight into impactful communications and deliver high-quality outputs through a hands-on approach.
- Track record of delivering and evaluating effective internal communication campaigns, demonstrating measurable impact, supported by excellent written and verbal communication skills and strong programme/project management expertise.

Desirable Criteria

- Experience in Data led impact and a solid understanding of data and AI landscape in a Change and Internal engagement environment.

What to Expect

To apply for this post, you need to submit the required documentation to Olivia Grant olivia.g@ellwoodatfield.com no later than 23:55pm on Friday 25th September 2026

A screening call if your application meets the criteria for the role to discuss the opportunity in more detail & understand more about your motivations; in addition to specific questions related to your experience in the context of the essential criteria.

Then if successful, the next steps are:

- Full profile presented to Ofgem panel for sift
- ED&I Questionnaire issued
- Notified of outcome
- Assessments - If you are shortlisted, you will be requested to complete some online psychometrics, prior to the interview. These assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.
- Interview (In person) – You will be invited to attend an interview in order to have a more in-depth discussion of your previous experience and professional competence. The interview will include both experience-based and behaviour style questions, as well as a scenario. Details of the scenario will be included in the invitation to interview.
- 2nd Stage interview (In person)– Where two candidates are closely matched there may be a requirement to have a second interview with the Hiring Manager and CEO.

Please Note:

Throughout this campaign you will be assessed using elements of the Civil Service Success Profiles Framework. This will include a selection of the following elements; **Experience**, **Behaviours**, and **Ability**. The following behaviours have been selected for this campaign: **Leadership**, **Changing & Improving**, **Making Effective Decisions** and **Communicating and Influencing**

For more information on the Civil Service Success Profiles Framework please use this [link](#). Further details about Ofgem, and the work we do, can be found at <https://www.ofgem.gov.uk/>

Please refer to Civil Service candidate advice on the acceptable use of artificial intelligence within the recruitment and selection process - [Artificial intelligence and recruitment | Civil Service Careers](#)

Terms & Conditions

Nationality



The following groups will be able to work in non-reserved posts within the Civil Service:

- UK nationals
- Nationals of Commonwealth countries
- Nationals of the Republic of Ireland
- EEA nationals with (or eligible for) status under the EUSS
- Relevant EEA or Turkish nationals working in the Civil Service
- Relevant EEA or Turkish nationals who have built up the right to work in the Civil Service
- Certain family members of the relevant EU & Turkish nationals.

For more information visit [Civil Service Nationality Rules](#).



Pay and Reward

Ofgem follows the Civil Service Pay Rules for existing Civil Servants, including Ofgem staff. If successful, Civil Servants will retain their existing salary if appointed on a level transfer. If following a level transfer your basic pay is above the maximum of the new department's pay range, the new department will put you on their maximum basic pay for your grade and the new departments mark time pay policy will determine whether the amount above the maximum pay range will be lost or paid on a mark time basis.

Level Transfers

If you are transferring at the same grade from another Government Department, your basic pay will normally stay the same.

Promotion

You will either move to the bottom of the new grade pay scale or receive a per cent increase in basic pay (usually up to 10%) of your substantive salary whichever would be more.

For Ofgem colleagues, if you are currently at the same level this would be a level transfer and therefore would not be a promotion. If this is a promotion to a new level you will receive up to a 10% pay increase or the new grade minimum, whichever is the greater.

More information about OGD transfers can be found [here](#)



Hybrid Working Model

At Ofgem we have always been keen to promote flexible working with colleagues throughout the business and over the last few years have been on a journey through our smarter working strategy to support this in all areas of our business.

We operate a hybrid model of flexibility across all areas of Ofgem with colleagues working on average 1-2 days per week in the office and the remainder remotely. This model of working is supported by technology, learning and development and policies. It also promotes our committed to protecting the environment.

Terms & Conditions



Annual Leave & Public Holidays

As a new starter you are entitled to 25 days' annual leave which will rise by 1 day each year up to a maximum of 30 days after 5 years' service (pro rata). If you are transferring from another Government Department and have 5 years' continuous service your annual leave will be 30 days on joining. You also will receive 8 days' public holidays, plus 1 day privilege holiday (pro rata). Please note the dates vary in England, Wales and Scotland. Please note the dates vary in England, Wales and Scotland.



Probation

You will serve a 6 months' probation period unless you are transferring from another role in the Civil Service and have satisfactorily completed a probation period.

Your performance, conduct and attendance will be monitored and reviewed.



Pension

The Civil Service pension is a valuable part of your total reward package. A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. Visit Civil Service Pension Scheme for more details. For further information, please visit: [Civil Service Pensions](#).



Age of Retirement

The Civil Service has adopted a no retirement age policy.



Your information

We comply with all the relevant data protection legislation as part of our recruitment process, please see [our privacy policy](#) that tells you why we request job applicant personal data, what we do with it and how long we retain the information for.

We will in some circumstances have to share your data with third parties, including third-party service providers and other Civil Service bodies.

We require third parties to respect the security of your data and to treat it in accordance with the law. If we do share your information, you can expect a similar degree of protection in respect of your personal information from third parties.

Further information

Whatever your role, we take your career and development seriously and want to enable you to build a successful career with the Department and wider Civil Service. It is crucial that our employees have the right skills to develop their careers and meet the challenges ahead, and you will benefit from regular performance and development reviews to ensure this development is ongoing. As a Civil Service employee, you will be entitled to a large range of benefits. If you have any questions or problems with submitting your application, please email olivia.g@ellwoodatfield.com Please include the vacancy reference number and job title in the subject line.

If you wish to apply under our Disability Confident Scheme, please ensure that you indicate this on your application form. Should you require an adjustment to help you submit your application, then please email olivia.g@ellwoodatfield.com

Pre-Employment Checks

A candidate is not eligible to apply for a role within the Civil Service if the application is made within a 5-year period following a dismissal for carrying out internal fraud against government. Applicants who are successful at interview will be, as part of pre-employment screening, subject to a check on the Internal Fraud Database (IFD). This check will provide information about employees who have been dismissed for fraud or dishonesty offences. This check also applies to employees who resign or otherwise leave before being dismissed for fraud or dishonesty had their employment continued. Any applicant whose details are held on the IFD will be refused employment. This information will be retained by the Cabinet Office on the IFD for a period of five years from the date of dismissal (or the date employment ended).

GRS and other recruitment teams will share with the Cabinet Office the outcome of the checks for monitoring and analysis purposes. The Cabinet Office will use this information for research on the prevention and detection of fraud. This will not be shared outside Cabinet Office, GRS, and other recruitment teams, except on an anonymised basis.

At Ofgem, we expect our staff to carry out their roles with honesty, fairness and openness. They should follow the Civil Service code and be free from any influence or bias. We are committed to making sure interests are recognised, declared and managed appropriately so that we can fulfil our duties as an energy regulator. Our [Conflicts of Interest policy](#) outlines the types of interests Ofgem staff must declare before onboarding, and the rules they must follow throughout employment so that we can clearly demonstrate that our decisions are not influenced by private interests.

Civil Service Commission

Selection for appointment into the Civil Service is on merit, on the basis of fair and open competition, as outlined in the Civil Service Commission's Recruitment Principles.

If you feel your application has not been treated in accordance with the Civil Service Commission Recruitment Principles and you wish to make a complaint, you should email: Recruitment@ofgem.gov.uk in the first instance. If you are not satisfied with the response you receive from the department, you can contact the Civil Service Commission. More detailed information can be found on the [Civil Service Commission](#) website.

Diversity

and inclusion

The Civil Service is committed to becoming the most inclusive employer in the UK representative of the clients we serve.

We are committed to understanding, respecting and representing as broad a range of views and backgrounds as we have in UK society. We know that diverse perspectives and experiences are critical to an effective, modern Civil Service.

Our vision is to ensure the Civil Service represents modern Britain and is a truly inclusive employer – an example to other employers. We will create an organisation where diversity is not only respected and valued – but celebrated.



What's in it for me?

We want to maximise the potential of everyone who chooses to work for us – regardless of background.

If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for you.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities, offering an interview to a fair and proportionate number of disabled applicants that meet the minimum selection criteria for the job.

What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours.

Ofgem D&I Strategy

Ofgem is proud to be an equal opportunity employer. We embrace diversity and are committed to creating an inclusive environment for all employees. For full details of our strategy please read more [here](#).