



Jersey Water Chair recruitment

Candidate brief 2025

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.



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 – We care, We work together, and We are ambitious - 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 the macro challenges we face for maintaining excellent water quality and securing a sustainable and resilient supply for the

future, the role of our Board has never been more crucial.

We therefore strive to ensure that all our non-executive members possess diverse perspectives, strategic vision and a desire for excellence, so that they can help guide Jersey Water through this dynamic landscape. We believe in fostering a collaborative and inclusive culture.

This is an exciting time to join Jersey Water, as we embark on 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 looking for a Chair, who shares our passion and values, and who will also Chair our Nominations Committee.

As the Chair of our Board, 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. In this role, you will have the opportunity to lead 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, sustainable future for Jersey Water.

If you are an experienced professional, resident in Jersey 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

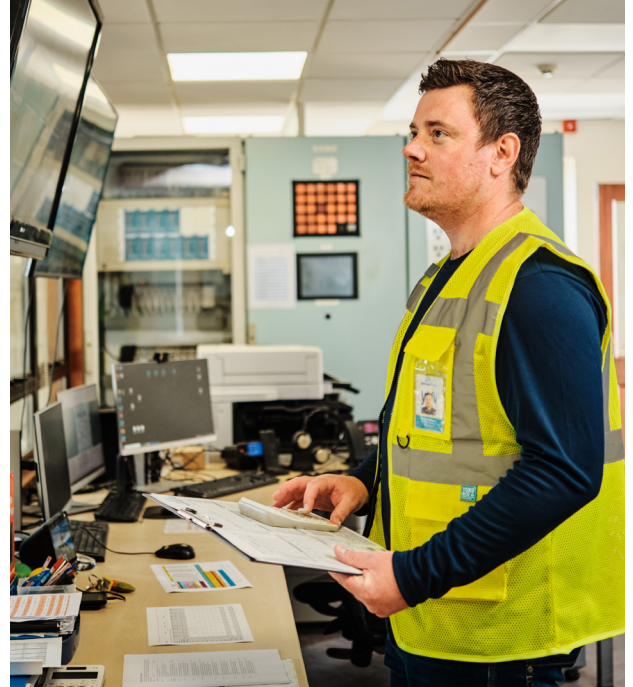
Who we are and what we do

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.

Year-on-year, we demonstrate strong operational performance. Our drinking water continues to rank among the best in the world; our low leakage rates place us among the leading water companies in the UK; and our customer satisfaction levels remain comparable to the top UK companies for all sectors, as we are consistently considered to deliver value for money.

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 drinking 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.

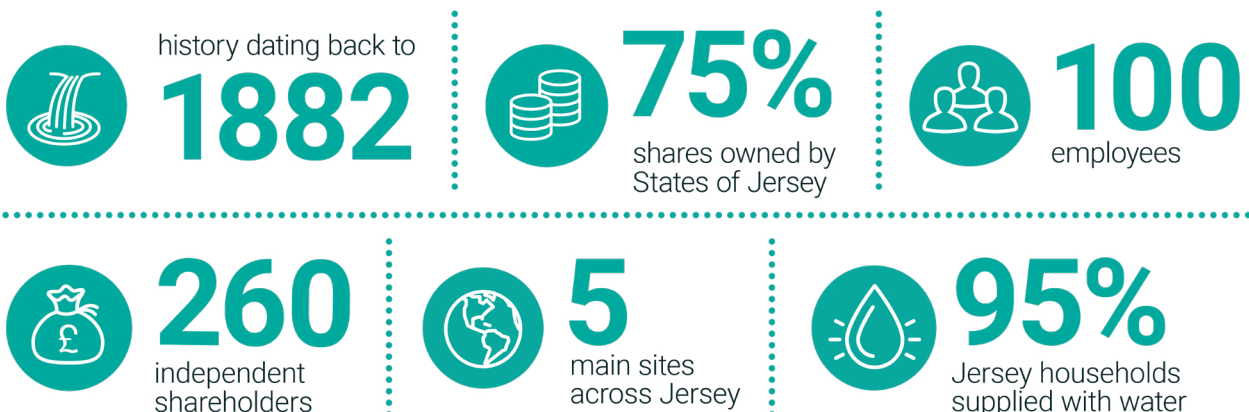
Currently we employ 100 employees based across five main sites including two treatment works, a laboratory, a desalination plant, workshops, stores and our head office.



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, to be known as Douet House.

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.

You can find more information about Jersey Water in our FY2024 [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 priorities for the future

Beyond supplying the water for today, we are always focused on meeting the Island's water supply and water quality needs for the future.

Managing the risks posed by water scarcity and drought resilience, as well as the environmental contamination caused by PFAS chemicals, nitrates and pesticides, are critical water-related challenges for the Island that we, at Jersey Water, are tasked with addressing.

While we already demonstrate full compliance in all these areas, new regulatory requirements for PFAS will come into effect over the coming years in the UK, EU and USA. We do already meet nearly all of these future standards, but we will need to put in place additional treatment processes to guarantee consistent compliance. We have been and will continue to proactively investigate treatment solutions for PFAS in drinking water and we will take all necessary steps to ensure our mains supply remains clean, safe and compliant with any regulatory standard adopted by the Government of Jersey.

Responding to the Island's water supply-demand challenges for the next 40 years and beyond is another key focus for our company. We recently completed our latest Water Resources and



Drought Management Plan which will determine the investment that we will need to make in our infrastructure and operations over the next 40 years, to ensure we have sufficient resources in place to keep supplying high-quality water for generations to come.

Implementing treatment solutions for PFAS and securing water for our Island's future are significant projects for us to deliver; operationally and financially, and they will require proactive, open and honest engagement with all our stakeholders to keep them updated of our plans, our progress and our performance.

Strong relationships with the Government of Jersey, other Island agencies, our customers, our shareholders and the wider community will be essential to respond to these complex issues, as they cannot be solved by Jersey Water in isolation.

Our Board, and particularly our future Chair, will be integral to this important work. By working collaboratively with the Government of Jersey and subject matter experts, we can develop effective solutions to protect our Island's water supply, our water quality, and ensure our long-term sustainability for the community.



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 two executive directors. The Board is supported and advised by the Company Secretary.

The role of our 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.

Our 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.

Our Board currently comprises three non-executive directors and two executive directors. The Board is supported and advised by the Company Secretary.

The current members are:

- **Heather MacCallum** (current Chair and Nomination Committee Chair)
[Heather's LinkedIn profile](#)
- **Michael Pocock**, SiD (Risk Committee Chair)
[Michael's LinkedIn profile](#)
- **Donna Abel** (Remuneration Committee Chair)
[Donna's LinkedIn profile](#)

- **Andrew Isham** (Audit Committee Chair)
[Andrew's LinkedIn profile](#)
- **Helier Smith** (Chief Executive)
[Helier's LinkedIn profile](#)
- **Natalie Passmore** (Finance Director)
[Natalie's LinkedIn profile](#)

Our Board operates four sub-committees, which are: Audit, Nomination, Remuneration and Risk. All non-executive directors are members of both 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.

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.

At the 2026 Annual General Meeting (AGM), we will confirm the appointment of the Chair of the Board who will be formally elected by our shareholders. We are looking for a candidate who will be ordinarily resident in Jersey.



Our Board

Appointments

All appointments to the Board are subject to terms and conditions of appointment and the our memorandum and articles of association.

Non-executive director appointments are subject to shareholder approval at our AGM where the appointment is put forward for a three-year term of office with a maximum term of nine years, in accordance with the terms of the UK Corporate Governance Code.

Time commitment

Our annual meeting cycle is summarised below, showing the approximate time commitment in days per year.

Meeting	Time commitment (in days)
Board/Strategy session/ annual visit	7
Audit Committee	1.5
Nomination Committee	0.5
Remuneration Committee	0.5
Risk Committee	1.5

Non-executive directors are expected to allow adequate preparation time for meetings.

All directors are also required to attend our AGM.



Remuneration

Non-executive directors' fees are set annually and are subject to approval at the AGM.

The Chair's remuneration is currently £38,000 gross, per annum. This fee will be re-visited at our 2026 AGM with an indicative fee of £42-£44k (subject to shareholder approval). Fees cover any involvement in Board Committees.

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 that 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/

Operational information: jerseywater.je/about-us/

Chair – 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 Chair to lead our Board, who has the passion and skills necessary to support the organisation, as we move forward with our five-year strategy for 2026 to 2030.

Experience and skills

The ideal candidate will have a strong corporate commercial background, including significant prior experience as a Board member or non-executive director. While prior experience in state-owned enterprises is not essential, a solid understanding of Jersey's political, commercial, and social landscape, as well as an established network, is critical.

The successful candidate should have the ability to engage with Jersey politicians, and maintain regular involvement with the Government of Jersey, including face-to-face interaction within the Island's political sphere. Key skills in leadership, strategy, corporate governance, and risk management are essential.

Additionally, candidates must be ordinarily resident in Jersey.

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

- **Leadership:** Proven ability to serve as an effective Board member, critically review complex Board papers, and contribute to high-level discussions with independence, objectivity, and balance. Proven track record of providing strategic leadership and vision at a senior level
- **Corporate commercial experience:** Broad and deep corporate commercial background is essential for this role
- **Commercial and public trust:** Ability to align the financial objectives of a commercial entity with the need to uphold public trust and integrity in delivering essential public services

- **Corporate performance expertise:** Experience across the key disciplines that support corporate performance, including strategic planning, financial control, information technology, health and safety, operational resilience, regulatory compliance, stakeholder engagement, and customer service
- **Jersey context:** A comprehensive understanding of Jersey's political, commercial and social environment
- **Communication and influence:** Strong communication skills with the ability to challenge constructively, support colleagues, influence key stakeholders and inspire others
- **Collaborative decision making:** Well-established interpersonal skills and an inclusive, collaborative approach to meetings and decision-making.

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, 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

If you are interested in becoming our Chair, contact Giles Naylor directly to discuss the role further before submitting your application.

When submitting your application to Giles, include the following documents:

- Detailed CV highlighting relevant experience and achievements
- A cover letter outlining your interest in the role and how you meet the candidate specifications.

The closing date for applications is **14 April 2025**.

Selection process

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

Interviews: The interview process will include one or more interviews and psychometric testing.

Appointment: The successful candidate will be notified and provided with details about the onboarding process.

Key dates

Application closing date: 14 April 2025

Interviews: 21 - 22 May 2025

Contact information


For further information and to submit your application (CV and cover letter), contact:

Giles Naylor - Satori Executive Search
giles.naylor@satorisearch.co.uk



Becoming the Chair at Jersey Water 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.





Jersey Water,
St. Helier,
Jersey,
JE1 1JW

T: +44 (0) 1534 707300
E: info@jerseywater.je
W: jerseywater.je

