



Job Title: Anglian Water Independent Challenge Group (ICG) Member

Location: Hybrid (mostly virtual with one or two in-person meetings annually)

Reports to: Chair of the Independent Challenge Group

Last Updated: January 2026

Job Overview

As an ICG member, you'll help guide, advise and challenge the company to ensure customer voices are central to decision-making at the highest levels of the business. Anglian Water is committed to listening and welcomes your expertise and insights to help shape the future of water across the East of England. Your sound judgement, integrity and commitment to accountability are essential during this pivotal time for the water sector.

The ICG is one of the primary ways in which the Board of Anglian Water demonstrates that the company's business plans have been subject to independent scrutiny and challenges, as required by the regulator. In essence, the ICG plays a vital role in helping to hold the company's management to account on strategic direction (rather than day-to-day operational issues or individual customer complaints).

The ICG works alongside and in partnership with the Customer Board so that the company benefits from a blend of expert stakeholders and representation of household and non-household customers.

As part of Anglian Water's ICG, you'll be involved in a programme of work that includes the opportunity to:

- Monitor the company's performance and report on the delivery of promises under the current and previous price reviews, drawing on quarterly updates from the company.
- Provide challenge on the customer engagement strategy

- Regularly review options that protect vulnerable customers on a sustainable basis
- Consider initiatives (internal and external) proven to influence customer behaviours in reducing water consumption and avoiding damage to the wastewater system
- Investigate methodologies for public engagement that progress customers from recipients of a service towards co-producers
- Probe the Pollution Incident Reduction Plan (PIRP), Long-Term Delivery Strategy, water resource management plans, drainage, wastewater management plans, and other statutory plans to optimise best value outcomes for customers and the environment, with a focus on nature-based solutions and ambitions towards achieving zero emissions.
- Scrutinise Anglian Water's role in delivering on its ambitions on social and environmental purpose.

Person Specification

We are looking for individuals who can demonstrate:

- A strong understanding of customer needs, public policy or regulatory frameworks.
- Experience in one or more of the following areas (with skills marked in bold of particular interest): environmental sustainability, community engagement and behaviour change, **affordability and vulnerability**, **economics and regulated industries**, infrastructure and capital delivery, technology and AI.
- The ability to challenge constructively and work collaboratively in a group setting.
- A commitment to transparency, independence and evidence-based decision-making.
- Excellent communication and analytical skills.

Additional Information

- You'll be expected to attend and contribute to approximately six ICG meetings annually (these are mostly virtual to facilitate attendance. Face to face meetings will be held once or twice a year at the Anglian Water headquarters in Huntingdon, with scope for site visits, when appropriate).
 - Independent members will receive expenses that will cover an honorarium and the cost of travel. Regulators and businesses that are invited to the ICG are expected to pay the cost of their member of staff attending meetings, including travel and preparation time.
 - Members are appointed for an initial term of up to three years.
 - We are committed to ensuring diversity of thought and background within the ICG.
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Application Process

To apply, please submit your CV and an expression of interest outlining why you'd like to join Anglian Water's Independent Challenge Group to ICG@anglianwater.co.uk. There will be a process of shortlisting applications followed by an interview with the ICG Chair and members.

If you would like more information, please contact Lottie Williams, Senior Insights Lead at ICG@anglianwater.co.uk

Find out more about the ICG [here](#)