



Candidate information pack

United Utilities



Water for the North West

Introduction | Why we're here

United Utilities is responsible for water and wastewater services in the North West of England. Our purpose is to provide great water for a **stronger**, **greener** and **healthier** North West. This drives us to deliver our services in an environmentally sustainable, economically beneficial, and socially responsible manner and create sustainable long-term value for all.

Strategic priorities

Our strategy to enable delivery of our purpose has six priorities, which run through everything we do:

-  Improve our rivers
-  Create a greener future
-  Provide a safe and great place to work
-  Deliver great service for all our customers
-  Spend customers' money wisely
-  Contribute to our communities



Opportunity for all | Equity, diversity, inclusion and belonging

No matter your background, religious beliefs, gender or sexual orientation, you can bring your whole self to work here at United Utilities, because we believe there is strength in uniqueness.

It's not just about the 1.8 billion litres of water we deliver every day to our three million homes and 200,000 businesses across our five counties; it's not just about the thousands of kilometres of water pipes, sewers, reservoirs and wastewater treatment works we service - it's also about our people, what they bring to our company, and what our company can do for them.

We're proud to be a North West employer, and the better we take care of our diverse workforce, the better we'll be able to serve our vast and varied customer base across the whole of our region. That means challenging ourselves to ensure that inclusion is hard-wired into everything we do.

In November 2024, we were extremely pleased to be awarded the UK's 4th most inclusive employer. Our belonging agenda underpins all aspects of the organisation and demonstrates our commitment to providing and supporting an inclusive working environment for all our colleagues now and in the future.



**THE UK'S
4TH MOST
INCLUSIVE
EMPLOYER**

Our future | Heading into AMP8 (2025-30)

We've built a plan for the next five years which has been shaped by, and adapted to meet, the diverse needs of the North West.

We've been listening to our customers and communities right across our region to understand what really matters to them. What's clear is that we need to improve services for customers and the environment. Our £13 billion investment will be the largest investment in water and wastewater infrastructure in over 100 years, creating 7,000 new high quality skilled jobs, to build a stronger, greener and healthier North West for everyone.

Our plan has been built upon what matters most for customers, communities, and the environment and includes:

A huge **£2.4 billion** worth of investment to deliver a **60% reduction** in spills from storm overflows this decade

Improved water quality for over **2 million customers** and enabling economic growth across the region

A water sector leading **£525 million package of affordability support**, helping 1 in 6 households to pay their water bill by 2030

Contributing to **£35 billion of economic value in the North West** and supporting 30,000 jobs



Our environmental commitments

We take our environmental commitments very seriously and are proud to have achieved the upper ratings (3-star 'good' and 4-star 'industry-leading') in the Environment Agency's Environmental Performance Assessment (EPA) every year so far. This includes the top 4-star rating secured in six of the last nine years, representing a strong performance against increasingly challenging criteria.

We're dedicated to improving rivers across the North West, which is one of our six strategic priorities. As part of our Better Rivers programme, we set out four pledges supported by 30 commitments to kick-start a river revival in the region. We've made good progress so far. By December 2023, we had fitted monitors to all of our storm overflows, and we have published a map that shows the location and operational status of each overflow in near-real time.

While we're pleased with progress so far, we want to go further and faster to deliver improvements. We have an industry-leading spill reduction programme for AMP8, and have been accelerating work at high-spilling sites to deliver meaningful improvements as quickly as possible.

You can read more in our Sustainability Report 2025: [united-utilities-sustainability-report-2025.pdf](#)



Interview preparation

What to expect

Congratulations on securing an interview with United Utilities (UU). We understand how daunting and stressful interviews can be, so we want to support you the best we can to assist you throughout the process.

In this part of the pack, we'll cover everything from being invited to interview by a member of the Talent Acquisition team, to how to prepare for an interview and what to expect on the day.

Remember: you are assessing us too and deciding if UU is the place for you.

If there is anything that we don't cover in this guide, please don't hesitate to reach out to your recruiter (their email will be on the interview invite).



Invite to interview



After receiving your invite

Confirm the date, time and location and look at the journey you will need to make and any public transport options.

We want you to feel as comfortable as possible during your interview. The Talent Acquisition team are here to support with any reasonable adjustments. So, please let us know if there is anything we can help with.

Research

We recommend that you do some research into UU, our operating model and what we stand for.

You should also have a sound understanding of the role you're being interviewed for - what are the key skills we're looking for?

Begin to compile questions for your interviewer.



Virtual interview



Tips for a virtual interview

Test your technology and software in advance.

We use Microsoft Teams for our virtual interviews. Familiarise yourself with the platform and how to use it.

Make sure you're in a quiet, comfortable, well-lit space, free from distractions.

Dress as if you were attending an in-person interview.

Raise camera to eye-level and avoid sitting in front of a window as this can create large shadows.

Turn off your mobile phone and emails - we want your full attention.

Remember to speak clearly and remember to smile and show off your personality.

Listen first, then speak.

Create a positive ending and come prepared with some questions for your interviewer.

**RELAX AND
BE YOURSELF**



In-person interview



Tips for an in-person interview

The night before, try and get a good night's sleep so you feel refreshed.

Plan your journey beforehand – how long does it take for you to get there, do you need to take public transport?

Relax and be yourself. Remember, you are assessing us too!

When you arrive, make yourself known to the receptionist, or designated representative.

We recommend you arrive at least 15 minutes before to your interview start time as you may need to watch a brief health and safety video.

Try and make eye contact with your interviewers – this shows you're engaged in what they're saying.

A typical interview at UU will normally follow the structure below: lasting approx 60 minutes

Warm up and introduction to UU

4 – 6 competency-based questions

1 – 2 technical or role-specific questions

Your questions (only if you wish)



★ Tips for a good performance



We are committed to creating an inclusive and accessible recruitment process. If you have a disability or require any reasonable adjustments to support you during the interview process, please let us know. We will work with you to ensure that your needs are met and that you have a fair and equitable opportunity to demonstrate your skills and experience.

For the warm-up section, we may ask you questions such as:

Tell me about your biggest achievement so far

What interested you in UU and why this role?

Why have you decided to leave your current employer?

We recommend that you answer all the questions in a positive manner to show you in the best light.

Use the STAR method of answering the questions

SITUATION

Set the situation to provide context. This can include, time location, etc.

TASK

Describe your specific task or goal in the given situation.

ACTION

Describe your stages to complete the task or overcome the challenge.

RESULT

Share the results of your actions, including what you accomplished, and any lessons learnt.

Competency areas



The competency areas we'll assess you against are dependent on the grade of role – however, you can expect to be asked questions on the following competency areas:

Working with people

- Leadership
- Communication
- Team working
- Customer service

Solving problems

- Evaluating problems
- Investigating problems
- Creating innovation

Personal effectiveness

- Personal development
- Resilience
- Adaptability

Commercial awareness

- Business understanding
- Financial understanding
- Strategic thinking

Influencing people (senior roles):

- Building relationships
- Communicating information
- Providing leadership

Adapting approaches (senior roles):

- Showing resilience
- Adjusting to change
- Giving support

Delivering results (senior roles):

- Processing details
- Structuring tasks
- Driving success



Good luck!

We'd love to hear your feedback!

If you've recently engaged with us, we'd really appreciate it if you could take a moment to share your experience by leaving a review on Glassdoor.

If you have any questions or need assistance, feel free to contact our Talent Acquisition team – we're here to help!



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