



Department
for Work &
Pensions

Advanced Customer Support Senior Leader

Civil Service Jobs Reference numbers - these are all linked vacancies:

- 165129 - Advanced Customer Support Senior Leader – South-West and North & Mid Wales(1 post)
- 165130 - Advanced Customer Support Senior Leader - East Anglia(1 post) and Mercia(1 post)
- 165131 - Advanced Customer Support Senior Leader - Leicestershire & Northamptonshire(1 post)
- 165132 -Advanced Customer Support Senior Leader – Bedfordshire & Hertfordshire (1post), Berkshire, Buckinghamshire & Oxfordshire(1 post), North London(1 post), West London(1 post), South London(1 post) and Essex(1 post)
- 165133 - Advanced Customer Support Senior Leader – Cheshire(1 post)
- 165134 - Advanced Customer Support Senior Leader – West Yorkshire(1 post)
- 165135 - Advanced Customer Support Central Operations Leader – Southern England(1 post)

Closing Date: 8th December 2021



A message from Debbie Alder DWP Director General for People, Capability and Place



“This is a fantastic opportunity to work in a Department that touches the lives of citizens the length and breadth of the UK.”

Whether you are directly serving our customers, improving our digital services, developing government policy, drawing on the latest behavioural science insight, or transforming the backbone of the department in corporate services, you will be central to delivering our Departmental vision.

We aspire to be an exemplar employer for Inclusion and welcome applications to help us reflect the citizens we serve. We promote “I can be me in DWP” to help us create a place to work where everyone feels they can be valued and respected while being themselves and everyone has a role to play in creating a more healthy, safe and inclusive workplace.

It is an incredibly exciting time to work in the Department for Work and Pensions.

Thank you for your interest in joining us.

Debbie Alder

DWP Director General for People, Capability and Place

About the Department for Work and Pensions

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers a range of working age, pension age, disability and ill health benefits to over 20 million claimants and customers.

Responsibilities

We are responsible for:

- understanding and dealing with the causes of poverty rather than its symptoms
- encouraging people to work and making work pay
- encouraging disabled people and those with ill health to work and be independent
- providing a decent income for people of pension age and promoting saving for retirement
- providing value for money and reducing levels of fraud and error

Priorities

Our priorities are to:

- run an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment
- increase saving for, and security in, later life
- create a fair and affordable welfare system which improves the life chances of children
- deliver outstanding services to our customers and claimants
- Deliver Efficiently: Transform the way we deliver our services to reduce costs and increase efficiency
- Read our [Single Departmental Plan](#) to find out more about how we are performing against our objectives.

Our Values

Our values guide how we work with each other, customers and others. Understanding how we live up to them helps us learn for the future.



We care

We look out for each other. We listen to each other and to our customers. We take people's needs seriously.



We deliver

We are committed and professional. We take responsibility for getting the job done right. We take pride in our expertise and our purpose.



We adapt

We learn and grow together to find better ways of working. We change what we do as our customers' needs change.



We work together

We pull together because we know that when we join up with others we achieve greater things.



We value everybody

We work to make this a place where everyone belongs and can be at their best. We know that being inclusive will be at the heart of our success.

Vacancy Description and Information

What are we offering?

Job Title

Advanced Customer Support
Senior Leader

Vacancy reference

165129, 165130, 165131, 165132,
165133, 165134, 165135

Closing Date

8th December 2021

Salary

These posts are at G7 level.

The salary range is

£49,171 – £59,589 (National)

£52,817 - £63,446 (Outer London)

£54,067 - £64,656 (Inner London)

Civil servants applying on
promotion will usually be
appointed to the salary minimum
or within 10% of existing salary.

DWP is looking to fill 13 roles in the Customer Experience Directorate. These are Advanced Customer Support Senior Leader roles and we are looking for people to help us deliver support to our most vulnerable customers at higher-risk moments in their journey with us across all arms of the DWP business.

We welcome applications from candidates who demonstrate inspirational and effective leadership to drive performance individually and in collaboration with our external partners who have a statutory duty of care to deliver a positive and efficient service to our most vulnerable customers. Personal resilience is key as there is potential for heightened risk of compassion fatigue and trauma due to the nature of the customer cases we support.

Successful candidates will be posted to a specific geographical area and will be based in a DWP office within that area. You will have the opportunity to express a location preference as part of the selection process.

There are 7 adverts, each with its own reference number for each geographical area. If you are willing to be based in more than one area, you must submit an application for every vacancy you wish to be considered for, on the understanding that you will be based in that geographical area if you are successful.

For Linked vacancies you must submit an application for every vacancy you wish to be considered for, on the understanding that you will be based in that geographical area if you are successful. Your first application will be used to sift and that score will be allocated to all of the other linked vacancies you have applied for at all stages of the application process. Your Personal Statement and full CV will only need to be uploaded with your first application. Subsequent applications will only require you to submit the eligibility criteria. We will sift and interview you only once. Your subsequent application once submitted, will be automatically marked as Under Review within your CS Jobs Account. Only your lead application will be scored and if successful at application you will only be interviewed once.

Standard promotion rules will apply, and successful candidates will be placed on the pay scale and terms and conditions of DWP.

Vacancy Description and Information

Job Title

Advanced Customer Support Senior Leader

Vacancy reference

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What are my responsibilities?

- Enabling and supporting a group of Advanced Customer Support Senior Leaders in the day to day delivery of the following responsibilities.
- Be accountable for the advanced support of vulnerable customers in your geographical area. Be the central point of contact for all DWP service lines, where a risk arises to deliver improved outcomes for DWPs most vulnerable customers.
- Be an integral member of the Senior Leadership Team within the District, embedding learning and strategic thinking for the Department's Advanced Customer Support agenda.
- Represent DWP at board meetings to give account for any individual customer's experiences through their journey in DWP.
- Actively participate in multi-agency boards in your geography, ensuring all stakeholders are clear about DWPs role and accountabilities, how we support vulnerable customers and look for opportunities to create a collaborative approach across your geographical area of responsibility.
- Be the senior person responsible for contributing to internal investigations and internal process reviews working with the national Customer Experience team.
- Build a community of support within your area to support our most vulnerable customers to access our services and external support where needed.
- Develop relationships with other agencies such as Local Authorities, NHS safeguarding leads and local police to ensure partner organisations understand our role and the processes we have in place.
- Provide insight and make recommendations to support organisational learning including influencing leaders at all levels.
- Working in partnership with the centralised Operational Delivery team to identify issues and ensure that learning from this intelligence is shared to support a better customer service.
- Provide support, guidance and coaching to local colleagues to protect and deliver a consistent service to all vulnerable customers across product lines and reduce cases of risk.
- Be a visible and engaging leader across DWP, role modelling the required behaviours and supporting operational colleagues to build capability and support complex cases.
- Ensure all DWP business lines have the access and capability to identify, support and signpost customers with complex needs to relevant partner organisations at point of need.

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Person Specification

Assessment Criteria at Sift

What are we looking for?

Key Criteria:

You have strong leadership experience and skills to influence internal and external delivery and practice across a complex multi-stakeholder network for the benefit of DWP customers. (**Lead Criteria**)

You can demonstrate sound knowledge or experience of work related to welfare benefit systems.

You act on insight to identify organisational learning opportunities that improve customer experience and embed a continuous learning culture.

You are a visible, accessible, effective senior leader and you communicate confidently, providing clear direction and coaching, demonstrating genuine care for colleagues and DWP customers.

You can demonstrate positive customer service outcomes by understanding the complexity and diversity of customer needs and expectations.

For vacancies in Wales, the ability to speak Welsh is desirable but not essential.

Vacancy Description and Information

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Person specification

Assessment Criteria at Interview

The selection process will assess both what candidates are good at and what they enjoy to help us assess candidates' behaviours, strengths and their potential. Shortlisted candidates will be invited to attend a video interview that will include a case study scenario exercise.

Strong candidates will be able to present evidence of the following behaviours at interview

- Leadership
- Communicating and Influencing
- Working Together

Please note that strengths are also assessed at interview

What is it like to work in this role?

We asked a number of colleagues already working in the Advanced Customer Support Senior Leader role about what makes up a typical working day. Whilst many of them said there is no such thing as a typical day, due to the nature of the role, below are some examples of their responses:

“I attended a Local Authority strategic meeting to deliver a presentation on the introduction of Advanced Customer Support and DWP's commitment to delivering a wrap-around service for vulnerable customers.”

“I am leading a case conference of interested parties to progress a difficult case where the customer has mental and physical health problems and is in a coercive relationship.”

“Through case conferencing I have identified a local learning need and have set up a working party to gather insight from colleagues to inform additional coaching requirements and ownership.”

“Following a multi-agency board meeting held to review a vulnerable customer's case, I am preparing a meeting in my district to build capability of colleagues and put into action the learning points from the report.”

“I review complex customer cases each day in my district, escalating urgent cases to local colleagues and supporting them to address vulnerable customer's issues where needed.”

“I am taking part in a Domestic Homicide Review (DHR) for a DWP customer who sadly died after being attacked by her partner. It can be quite harrowing, but the DHR panel is very supportive and we learn a lot together about each other's practices.”

Recruitment Process

To apply for this post please follow the instructions on the [CS Jobs](#) website **no later than 23:55 on 8th December 2021**. **Candidates are reminded to allow sufficient time to load their applications on to the website prior to advert closure.**

You will find some more information about the process which we will be using for this recruitment campaign on the following slides of this presentation. This may help with your preparation and further information about Civil Service Success Profiles is available at www.gov.uk/government/publications/success-profiles

The recruitment process encompasses a 1250-word Personal Statement and a CV.

For Linked vacancies you must submit an application for every vacancy you wish to be considered for, on the understanding that you will be based in that geographical area if you are successful. Your first application will be used to sift and that score will be allocated to all of the other linked vacancies you have applied for at all stages of the application process. Your Personal Statement and full CV will only need to be uploaded with your first application. Subsequent applications will only require you to submit the eligibility criteria. We will sift and interview you only once. Your subsequent application once submitted, will be automatically marked as Under Review within your CS Jobs Account. Only your lead application will be scored and if successful at application you will only be interviewed once.

If you are an existing civil servant and want to know more about transferring to another department you should refer initially to your current department's guidance on transfers within the civil service. If you have further specific questions about transferring to DWP, you should contact the vacancy holder.

Recruitment Process

The Civil Service Commission

Selection for appointment to the Civil Service is on merit, based on fair and open competition, as outlined in the Civil Service Commission's [Recruitment Principles](#).

In accordance with the Civil Service Commissioners' Recruitment Principles, our recruitment and selection processes are underpinned by the requirement of appointment on the basis of merit by fair and open competition. If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should HR.BusinessAssurance@dwp.gov.uk first instance.

If you are not satisfied with the response you receive, you can contact the Civil Service Commission at:

civilservicecommission.independent.gov.uk

info@csc.gov.uk

Civil Service Commission, Room G/8, 1 Horse Guards Road SW1A 2HQ.

Alternative Formats

If you wish to receive a hard copy of the information, or in an alternative format e.g. Audio, Braille or large font please contact acs.g7recruitmentteam@dwp.gov.uk

Recruitment Process



Written Sift

Written Sift

The written sift will be conducted using evidence from your Personal Statement of 1250 words in your first application only. This will be assessed against the **Key Criteria on page 6** of this pack. The scores will be allocated to all of the other linked vacancies you have applied for.

In the event of a large number of applications we will use **a Lead Key Criteria to initially assess your application at the sift stage as detailed on page 6.**

CV

The CV is an on-line tool accessed through the Civil Service Jobsite and there is no requirement to upload your personal CV. Our CV element is short, and allows an initial check of eligibility, so please put the main content of your evidence and skills in your Personal Statement.

Personal Statement

When completing your Personal Statement, **please read and understand the Key Criteria on page 6 thoroughly**, as this is what your written evidence will be assessed against. Your layout is entirely your preference; you may choose narrative, bullets, etc. You may choose to address each of the criteria separately, however, one narrative example may cover and evidence several Key Criteria.

Share with us what makes you suited to this role. We would like to find out what you can do, the skills you hold and the life experience or passion that you have that could be aligned to the Key Criteria.

Video Interview

Selection

Recruitment Process



Written Sift

The interview

This will include a scenario-based exercise which will be shared with you on the day just before your interview starts. You will have a short amount of time to consider your response before the interview; and you will be given the opportunity to present your recommendations as part of the blended interview. This should take at least 45 minutes and will be via video. If you have applied for any of the linked vacancies you will be interviewed once and your score will be allocated to all linked vacancies you have applied for.

Blended Interview

A blended interview aims to be more of a conversation at interview, offering a more inclusive approach.

The Strength and Behaviour based questioning explores what the candidate can and has done, but also their potential.

An example of a Behavioural question would be;

Tell me about a time you have set about improving customer service, giving a sense of pace and criticality of success? How did you ensure this activity achieved its objectives whilst keeping costs under control? What tools and techniques did you use?

It may help to use one or more examples of a piece of work you have completed or a situation you have been in; and use the WHO or STAR model to explain.

Examples of Strength based questions include:

What motivates you? What do you like doing? What makes this enjoyable?
Can you think of one small manageable step that would improve x for you?

It is difficult to prepare for strength type questions. However, you can think through your answers, focus on your achievements and aspects you enjoy and decide how these can be applied in the organisation and role.

While strengths questions are shorter and we do not expect a full STAR response, the panel is interested in your first reaction to the question and information or reasoning to support this.

Selection

If you have any questions about applying for this role please contact:

acs.g7recruitmentteam@dpw.gov.uk

Reasonable Adjustments

Reasonable Adjustments

DWP is committed to make reasonable adjustments for disabled candidates, who may require additional help throughout the application process.

Adjustments to the recruitment process can vary, as they are personal to a candidate's needs, so it is important to contact us about any adjustments you feel could help your circumstances. Some examples are:

- Written tests instead of a computer assessment
- Extra time to take written tests
- Larger print for written information
- Being accompanied by an interpreter

You will be asked at the initial application stage if you require a reasonable adjustment.

Disability Confident Scheme

DWP is recognised as a Disability Confident Leader, demonstrating the departmental commitment to attracting, recruiting and retaining disabled people, and supporting them in achieving their full potential. As users of the disability confident symbol, we have made a firm commitment to guarantee a place in the final assessment stage to all disabled applicants who have:

a physical or mental impairment which has a substantial and long term (over 12 months) adverse effect on your ability to carry out normal day to day activities;

or have been diagnosed with HIV infection, cancer or multiple sclerosis;

and meet the minimum criteria at the application stage

You will be asked at the initial application stage if you wish to apply via the scheme

About the Operational Delivery Functions

Service Excellence Group

We bring together over 23,000 colleagues spread across over 500 sites from 7 directorates. We carry out a wide range of activities delivering excellent work across Counter Fraud Compliance & Debt, Retirement Services, Child Maintenance, Customer Experience, Service Transformation, Resilience & Response, and Service Planning and Delivery.

Our focus within our own directorates and across DWP is to bring together colleagues from all over the business, utilising our skills, knowledge and expertise to provide the very best service possible to our customers whilst also improving our efficiency and effectiveness.

Retirement Services Directorate (RSD):

RSD provides pensions, benefits and retirement information for current and future pensioners in the UK and abroad.

This includes;

Administering State Pension and Pension Credit claims, for people over State Pension Age, in the UK and abroad.

Delivering Bereavement Services (including Tell Us Once and Bereavement Support) as well as annual Winter Fuel and Cold Weather payments.

We are also responsible for administering many disability and health benefits such as Attendance Allowance, Disability Living Allowance and Carers Allowance, Personal Independence Payment and Vaccine Damage. We also undertake visits for customers from all areas in DWP.

With the biggest customer base in DWP we offer a digital service to our customers e.g. State Pension forecasts via Check your State Pension (CySP), claims to State Pension via Get your State Pension (GySP) and Apply for PC for claiming Pension Credit. These services are self-serve and for customer convenience are available 24/7.

We have over 5,000 colleagues and deliver our services from 14 locations across the UK.

Retirement Services provides pensions, benefits and retirement information for current and future pensioners in the UK and abroad.

About the Operational Delivery Functions

Child Maintenance Group (CMG):

The overall objective of the Child Maintenance Group is 'to maximise the number of those children who live apart from one or both parents for whom effective child maintenance arrangements are in place'.

Our vision is: 'Helping To Improve Children's Lives'.

We deliver our vision by:

- Promoting the financial responsibility that parents have for their children
- Providing Information and support about the different child maintenance options that are available and supporting families in making their own family-based arrangements
- Delivering an efficient statutory maintenance service, with effective enforcement support

We want to create a future where it is the norm for separated parents to support their children financially.

Customer Experience Directorate (CED):

This directorate is committed to improving customer service by centralising our wealth of customer intelligence, drawing together insight from colleagues to improve and transform services, developing DWP as a learning organisation and building on what works well and learning from what works less well.

Our common focus ahead is to:

1. Deliver quality customer journeys with our people making the right decision at the right time, continually driving a consistent empowered and holistic approach.
2. Review (and seek to improve) both Customer Insight and (end to end) Customer dis-satisfaction processes to develop a strong evidence base and embed tangible service delivery improvements.
3. Enable delivery of a customer experience strategy that incorporates the creation of Serious Case Panel and Independent Process Review, supports our peoples learning and secures improvements for customers

About the Operational Delivery Functions

Counter Fraud Compliance and Debt (CFCD):

CFCD is an exciting and relatively new directorate, right at the heart of DWP Operations. Our directorate supports DWP to deliver its objectives by driving down Fraud, Error and Debt at the root.

CFCD brings together Strategic and Operational elements of Fraud, Error and Debt; one of the few directorates who have created this joined up approach. As well as our Operational and Strategic teams, we also work right across DWP, improving the quality of services and securing the gateway to National Insurance number provision across the UK.

We are undergoing a programme of organisational restructure and this has created opportunity, right across our directorate, to welcome new colleagues into interesting, invigorating roles serving our most vulnerable customers. Every day is a learning day and rarely two days are the same, this makes our job roles different to others in DWP, but keeps us at the forefront of operations, allowing us to deliver an excellent customer focussed service.

Service Planning and delivery (SPD):

SPD focuses on developing plans for the day-to-day delivery and the transformation of our services, using evidence-based cost models, performance analysis and forecasts.

Being challenging and innovative to ensure we optimise our services. Ensuring the individual transformation efforts are completed within agreed frameworks. Co-ordinating all of the enabling parts of the department to support the delivery of the transformation. Holding the department to account against that plan. Provide relevant and timely evidence to improve the quality and consistency of decisions being taken by senior managers in Service Delivery and across DWP.

About the Operational Delivery Functions

Work and Health Directorate

We exist to ensure the delivery of an effective and compassionate welfare state, delivering a range of benefits and services to working age customers – playing a critical part in delivering the Government's commitment to getting Britain back to work. The directorate is made up of two key areas.

Universal Credit

Universal Credit is at the heart of the government's welfare agenda – designed to simplify the benefit system by bringing together a range of working age benefits into a single payment whilst supporting customers to find work. The service – made up of c45,000 colleagues provides support through an extensive network of jobcentres who provide face to face labour market support. Our service centres - responsible for delivering benefit payments are located across Scotland, England and Wales. The service has recently undergone a rapid expansion programme in response to the economic challenges brought about by the pandemic, including the introduction of Kickstart which is the Government's flagship job creation programme for young people aged 18-24. We are also increasing the number of sector-based work academies who provide training and placements for 40,000 young customers. This is alongside helping millions of customers – many of whom are new to us - back into work.

Disability Services, Decision Making and Working Age

Disability Services, Work and Health Decision Making and Working Age Directorate (DS, WHDM and WA) has c11,000 colleagues based in 73 geographically dispersed locations across England, Scotland and Wales. DS is responsible for the delivery of a range of benefit payments to disabled customers – including Personal Independence Payment, Access to Work; Industrial Injuries Disablement Benefit; and Disability Living Allowance. WHDM is responsible for the delivery of high-quality complex decisions for Universal Credit and Employment Support Allowance; and WA delivers a range of benefits including Job Seekers Allowance and Employment Support Allowance. The directorate has ambitious and exciting plans to transform its offer to customers - striving to improve efficiency and customer experience.

Terms, Conditions and Benefits

Appointment Term:

Permanent Appointment

Location:

Roles are located across various sites nationally and some travel may be required.

This job role may be suitable for hybrid working, which is where an employee works part of the week in their DWP office and part of the week from home. This is a voluntary, non-contractual arrangement and your office will be your contractual place of work. The number of days that anyone will be able to work at home will be determined primarily by business need but personal circumstances and other relevant circumstances will also be taken into account. If you are successful, any opportunities for hybrid working, including whether a hybrid working arrangement is suitable for you, will be discussed with you prior to you taking up your post.

Please be aware that this role can only be worked in the UK and not overseas.

Relocation costs will not be reimbursed.

Working Arrangements:

Roles are available for full-time, part-time or flexible working arrangements (including job share arrangements).

Salary Range:

The salary range is £49,171 - £59,589 National £52,817 - £63,446 (Outer London) £54,067 - £64,656 (Inner London)

Civil servants applying on promotion will usually be appointed to the salary minimum or within 10% of existing salary.

Pension:

Your pension is a valuable part of your total reward package where

- the employer makes a significant contribution to the cost of your pension.
- Your contributions come out of your salary before any tax is taken. This means, if you pay tax, your take-home pay will not be reduced by the full amount of your contribution; and
- 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.

For more information, visit www.civilservicepensionscheme.org.uk

Leave Allowance:

DWP offers generous annual leave entitlements. The exact number of days of annual leave will be determined by any current years of service. Allowances are pro-rated for part-time employees.

With competitive maternity, paternity and parental leave, we also recognise the importance of a good work-life balance and offer flexible working and a family friendly approach to work.

Terms, Conditions and Benefits

Training and Development:

Roles within DWP offer engaging jobs in work that really matters; jobs which have a direct impact on the quality of public services. Roles can offer great job satisfaction and there are many opportunities to develop and progress across the Civil Service.

We are committed to investing in our staff and offer a range of work based training and qualifications, coaching and mentoring opportunities and a guaranteed five days of learning every year.

DWP also hosts leadership programmes such as the Operational Delivery Profession Leadership Programme that its employees can apply for a place on.

You can find out more about the Operational Delivery Profession on the Civil Service Careers site – more information can be found at <https://www.civil-service-careers.gov.uk/professions/working-in-operational-delivery/>

Other Benefits:

DWP offers additional employee benefits such as;

- DWP Discount scheme and Interest free season ticket and loans
- Some sites also offer onsite facilities including fitness centres and staff canteens.

NOTE: Anyone transferring from another Government Department currently in receipt of childcare vouchers will no longer be able to continue in the scheme on transfer to DWP.

Terms, Conditions and Benefits

Eligibility:

This role is being advertised externally and is available to both existing civil servants and external applicants who meet the required nationality rules (more information on Nationality rules can be found on slide 21).

Modernised Terms and Conditions:

Existing DWP employees

Before applying for this vacancy, current DWP employees should check on the DWP intranet whether a successful application would result in changes to their terms & conditions of employment, e.g. mobility, pay, allowances. If you are successful, you must be able to be released from your current post within 4 weeks.

Civil servants from other government departments applying for a lateral transfer or promotion into DWP

Civil Servants who transfer into DWP from another government department or organisation following successful application, will assume DWP's terms & conditions of employment current on the day they are posted, unless DWP has stated otherwise in writing. Assuming DWP's terms & conditions may result in a change to your entitlements e.g. leave. Please contact the vacancy holder if you have questions regarding DWP terms & conditions.

Civil Service Code:

All civil servants are subject to the provisions of the Civil Service Code that details the Civil Service values, standards of behaviour and rights and responsibilities.

For further information, visit [Gov.UK](https://www.gov.uk)

Terms, Conditions and Benefits

Nationality:

To be eligible for employment within the Civil Service you must be a national from one of the following Countries:

- 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

(*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.)

For further information on whether you are eligible to apply, please visit <http://www.gov.uk>.

Reserved Posts:

Certain posts, notably those concerned with security and intelligence, might be reserved for British citizens, but this will not normally prevent access to a wide range of developmental opportunities within the Civil Service.

These are not reserved posts.

Conflicts of Interest:

Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of the Department. They are required to declare any relevant business interests, shareholdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners. The successful candidate will be required to give up any conflicting interests and his/her other business and financial interests may be published.

Terms, Conditions and Benefits

Security Clearance:

Before the appointment of the successful candidate can be confirmed, the Department will undertake background security checks. As part of this, we will need to confirm your identity, employment history over the past three years (or course details if you were in education), nationality and immigration status, and criminal record (unspent convictions only).

All DWP employees & contractors (regardless of their contract type) must meet the Baseline Personnel Security Standard (BPSS). This is a series of basic security checks to confirm identity, right to work in the UK, employment history & where relevant, details of any criminal record. Successful candidates must meet the security requirements before they can be appointed. Additionally, some roles within the Department will require you to successfully complete National Security Vetting at Counter Terrorism (CTC), Security Clearance (SC), or Developed Vetting (DV) level as a condition of appointment.

To meet CTC, SC or DV requirements you will normally need to have been resident in the UK for at least 3, 5 or 10 years prior to the date of application (the level of checks that are required are stated in the advert; [more information can be found here](#)). If you do not satisfy the residency criteria, an application may be submitted and a decision will be made on a case-by-case basis; consideration will be given to where you lived, how long you were out of the UK and why you were abroad.

If you're applying for a role requiring security clearance, please be aware that foreign or dual nationality is not an automatic bar. However certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with certain countries outside the UK.

All offers of employment are conditional on successful completion of BPSS and National Security Vetting. Candidates should not resign from their current job until these checks have been successfully completed.

Terms, Conditions and Benefits

Diversity and Inclusion:

The Civil Service is committed to being an equal opportunities employer and we aspire to being an exemplar employer for Inclusion. In DWP we also have an aspiration to be a leading employer of workplace wellbeing. We value and welcome diversity.

We aim to develop all our employees to enable them to thrive and make a full contribution to meeting the Department's objectives, and to fulfil their own potential on merit. We will not tolerate harassment or other unfair discrimination on grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, religion or sexual orientation.

We will promote and support the use of a range of flexible working patterns to enable employees to balance home and work responsibilities; and we will treat people fairly, irrespective of their working arrangements. Through our 'Working Well Together' wellbeing strategy, and our active staff networks we have a comprehensive support package to help all our people remain healthy and well.

Under the terms of the Equality Act 2010, we will always consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify in your application. We will also consider any reasonable adjustments under the terms of the Act to enable any applicant with a disability (as defined under the Act) to meet the requirements of the post.

DWP and its employees have won or been shortlisted for numerous awards in the last few years. These include; a Hearing Dogs Award, Business in the Community naming DWP one of the UK's best employers for Black, Asian and Minority Ethnic (BAME) people, ENEI Inclusive Culture Award Winners, a Championing Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) Inclusion Award, a Championing Race Equality Award and a Championing Social Mobility Award. Health and Wellbeing Team – overall winner of the REBA Employee Wellbeing Award for Mental Wellbeing; shortlisted for Personnel Today and People Management Wellbeing Awards. Times Top 50 Employers for Women for 2 consecutive years.



Department for Work & Pensions

If you have any questions about applying for this role, please contact: acs.g7recruitmentteam@dwp.gov.uk

Please include the **vacancy reference number** and **job title** in the subject line.

We are unable to provide any further information about roles and responsibilities other than what has been provided.