



Civil Service

Civil Service Careers

There's a Civil Service opportunity near YOU!



Civil Service

About Us

The Civil Service delivers public services and supports the government of the day to develop and implement its policies as effectively as possible.

The work that we do touches every aspect of life from education to transport and defence.



What we do.....

The Civil Service provides services directly to people all over the country, including:

- paying benefits and pensions
- running employment services
- running prisons
- issuing driving licences

We also have staff working on policy development and implementation, including analysts, project managers, lawyers and economists.



Civil Service

What civil servants do

The scale, complexity and impact of the work civil servants do is unrivalled.

We employ over 484,880 people across the country and overseas. Our work is everything from advising ministers on policy, to delivering front line services to the public.

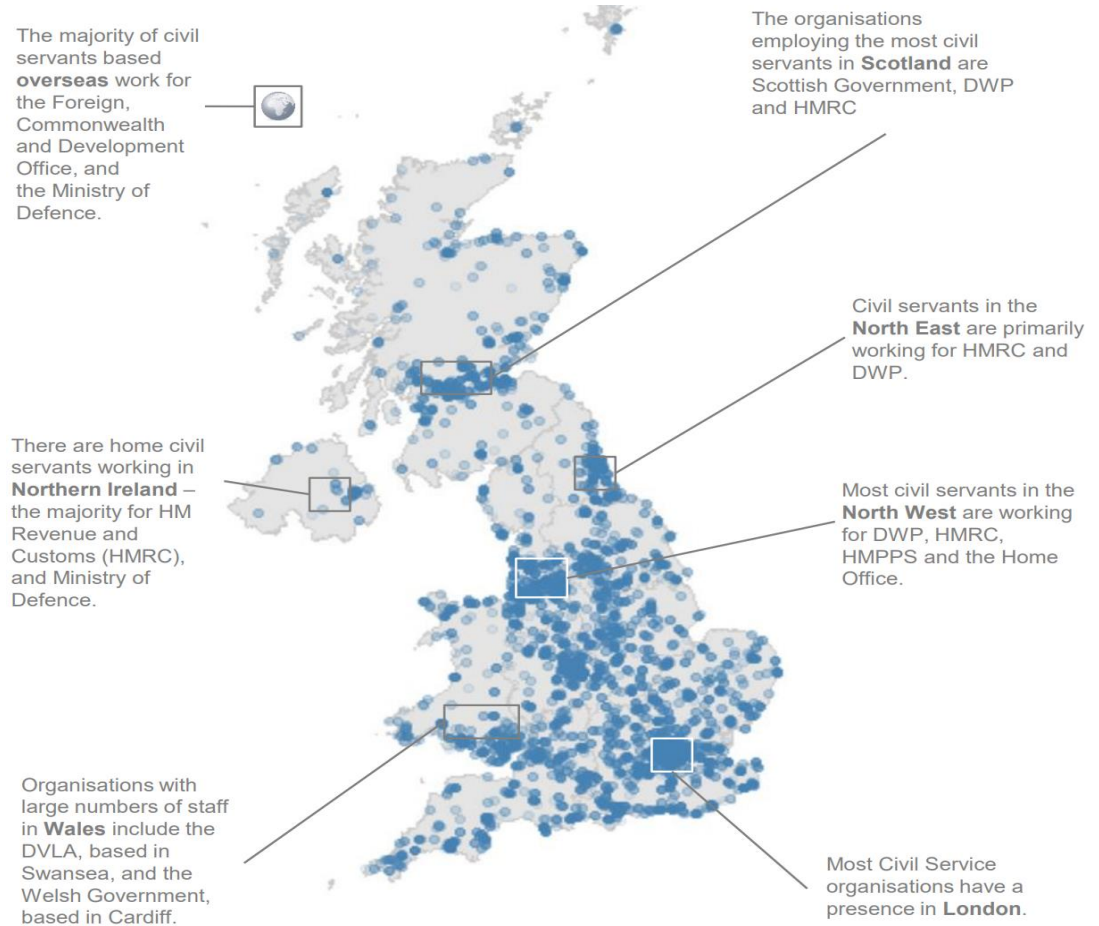
You could be working as a vet, a customer service adviser, a weapons engineer, a marine biologist or a web developer, to name a few.

Whatever you do, and wherever you work, a job in the Civil Service is an opportunity **to make a difference.**



Why join us?

- Employ 484,880 staff in the UK and abroad
- 30 different professions
- 23 ministerial Departments, 20 non-ministerial and over 300+ other departments and agencies





Why join the Civil Service

We pride ourselves on being a great place to work. When you join us you'll become part of an ever evolving and progressive organisation.

We believe that everyone has the potential to make a difference, and we want to ensure that all our staff are equipped with the knowledge and skills to do so.

We're becoming smarter, investing in digital technology to help civil servants do their jobs effectively and better serve the public.

Joining the Civil Service will give you access to exceptional learning and development opportunities and a variety of career paths. We offer career development support, [flexible working](#), the [Civil Service pension scheme](#), and [shared parental leave](#).



Why join the Civil Service

There are lots of benefits of working in the Civil Service

NB - most Government Departments offer the benefits listed below; some departments may have different benefits.

- 25 days annual leave for new starters ,8 public and privilege holidays throughout the year including Christmas and Bank Holidays.
- flexible working (Part-time, Job share and hybrid working options are available with some departments now).
- an attractive pension
- retail discounts
- Civil Service learning and development opportunities
- Cycle to Work Scheme, Eye test reimbursement
- Employee Assistance service



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 Department for Work & Pensions

 National College for Teaching & Leadership


Met Office

 Skills Funding Agency

 HM Courts and Tribunals Service



 Food Standards Agency

 HM Treasury

Land Registry



 HM Revenue & Customs

 Department for Environment Food & Rural Affairs

 Attorney General's Office

 Valuation Office Agency

 HM Passport Office

 Department for Transport


CPS

 Ministry of Justice


Department for Transport

 Department for Environment Food & Rural Affairs


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 Ministry of Defence

 Home Office


Veterans UK

 The Insolvency Service

 Crown Commercial Service

 Department of Health & Social Care

 Ministry of Housing, Communities & Local Government

 CHARITY COMMISSION FOR ENGLAND AND WALES

 Public Health England


Ofsted

 National Offender Management Service


NCA
National Crime Agency

 UK Visas & Immigration

 Animal & Plant Health Agency


HSE

 Education & Skills Funding Agency

 Disclosure & Barring Service

 Department for Education


 Government Digital Service


Environment Agency

 Legal Aid Agency

 Border Force


OFFICE OF RAIL AND ROAD

 Department for Business, Energy & Industrial Strategy

 Cabinet Office

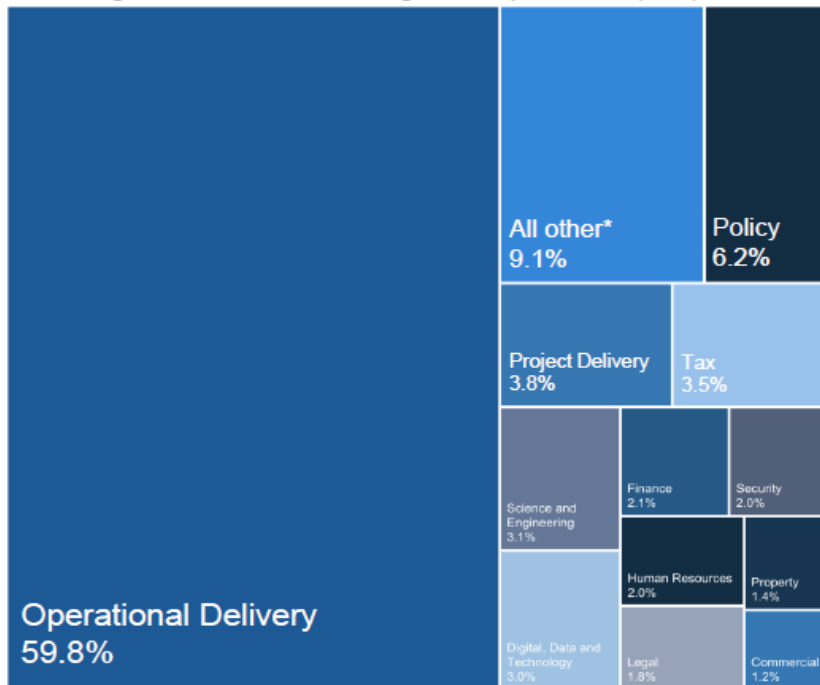
 Driver & Vehicle Licensing Agency





Our professions

Percentage of civil servants working in each profession (FTE)



*All other includes: Communications, 1.0%, Corporate Finance 0.1%, Counter Fraud 0.1%, Economics 0.4%, Inspector of Education and Training 0.3%, Intelligence Analysis 0.8%, Internal Audit 0.2%, International Trade 0.3%, Knowledge and Information Management 0.8%, Medicine 0.5%, Operational Research 0.3%, Other 4.1%, Planning 0.1%, Planning Inspectors 0.1%, Psychology 0.4%, Social Research 0.3%, Statistics 0.5%, Veterinarian 0.1%.

Some examples of Operational Delivery professions to consider:

- Border Force officers
- Prison Officers
- Call Centre/Customer Support
- Insolvency clerks
- Data Analysts



Civil Service values ...how we achieve

Civil servants are united by shared values and a strong sense of community. The Civil Service is paid for by the taxpayer so it's important that civil servants meet the high standards the public expects



Integrity

Honesty

Objectivity

Impartiality



A career in the Civil Service offers you:

- The opportunity to make a difference to people's lives
- Learning on the job and good career development opportunities
- Flexible working hours and comprehensive benefits

Regardless of who you are or where you're from there will be a Civil Service career for you. Here are two helpful links.

[**A short video on Where will a career in the Civil Service take you?**](#)

[**You can try our Career Matcher :**](#)



Application process:

This video tells you what you'll need to provide throughout the assessment process with supporting guidance on each step: [Success Profiles video](#)

For more information on how we test and the opportunity to take a practice test please visit: [Civil Service online tests](#)

1. **Finding a job for you:** [Civil Service jobs](#)
2. **Making your application**
3. **Assessment and outcome**
4. **Reasonable adjustments**



Where are civil service jobs advertised?

- [Civil service Jobs](#)
- [Civil Services Careers](#)
- [Find A Job \(FAJ\)](#)
- [Civil Service Fast stream](#)



Civil Services Careers....

- Civil Services Careers – All departments
- Here are just a few examples of the most common public facing roles:
 - > Home Office Immigration Officers
 - > Cabinet Office Executive Assistants
 - > HMRC Administrative Officers and Executive Officers
 - > DWP Administrative Officers, Work Coach and Higher Executive Officers





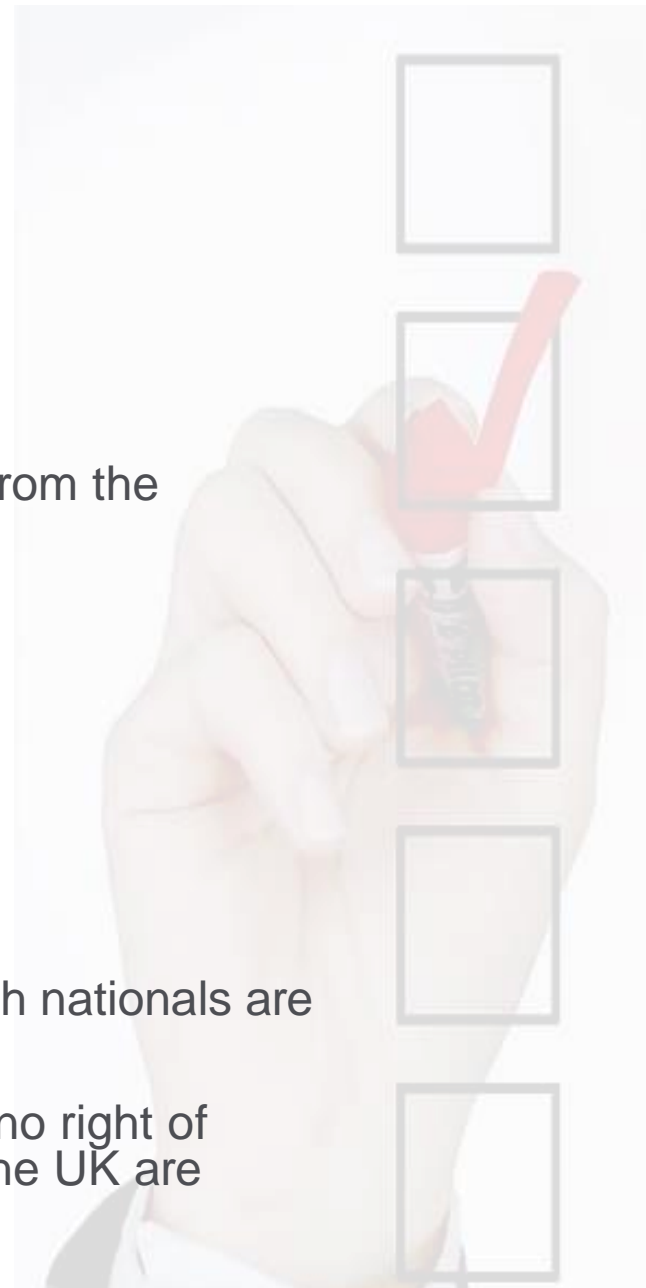
Eligibility

To be eligible for employment you must be a national from the following countries:

- The United Kingdom
- The Republic of Ireland
- The Commonwealth*
- European Economic Area (EEA) Member states
- Switzerland

Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality.

*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.)





Civil Service

DWP Executive officer and Administrative officer roles-Make a Difference: Become a Work Coach



HMRC Customer service role advisor (Executive officer and Administrative Officer roles)

[A real life Alexa shares her story](#)

Providing excellent customer services -

When you join us, you'll be working for one of the UK's largest customer services organisations – with our customers at the heart of everything we do.

We want people to feel confident that everyone's treated fairly and with respect, applying the law impartially, effectively and efficiently. We also want to make it as easy as possible for people to pay their taxes and as hard as possible for the minority who don't.



HMRC Administrative and Executive Officers Job roles

- Leading, motivating, encouraging and supporting their people to work together as a team, making leadership interventions to deliver and continuously improve business results.
- Actively embrace Continuous Improvement principles in everything you do, creating a culture of innovation and involvement throughout your team.
- Monitoring specific performance targets and standards using management information systems to meet these targets and standards.
- Taking responsibility for business planning, continuous improvement and delivery of team KPIs, quality, productivity and outcomes.
- Delivering positive working relationships with colleagues across the teams and the wider Customer Service Group, sharing ideas and promoting best practices.
- Communicating key business messages to your team effectively and engaging staff to ensure clear understanding of our business priorities and aims. Identifying poor performance, attendance and conduct issues, adopting a coaching style for resolution, taking action as appropriate in accordance with policy.



DWP Administrative and Executive Officers Job roles

- Communicate well with diverse range of people, and deliver a consistently excellent service;
- Find ways to help customers that puts their needs at the centre of the process
- Use digital services confidently, navigate and coach others to use digital job search tools i.e. job search websites, the Universal Credit Digital Service, email and social media
- Understand interpret and adapt complex information to suit customer needs
- Handle sensitive challenging and emotional situations, face to face or over the phone
- Use judgement and take a considered approach to situations and tasks when making decisions.



Health and Safety Executive Project Support Officer

- Planning and scheduling – Assist with and maintain appropriate systems to enable effective planning and scheduling
- Monitoring and reporting – Assist in maintaining project controls and in producing project reports
- Admin – Responsible for project file management using robust version control. Organise key project meetings and provide secretariat support
- Stakeholder – Assist with maintaining the stakeholder log for internal and external stakeholders. Act as the focal point for project responses to external requests for information
- Financial control – Assist with the monitor of project spend and contribute to the compilation of budgets. Maintains an accurate asset register for the project
- Risks and Issues – Assist with and maintain risk and issue logs, escalating as appropriate



Who we are

As the UK's biggest public service department DWP is responsible for welfare, pensions and child maintenance policy. We administer the State Pension and a range of working age, disability and ill health benefits to around 20 million people.

We provide our services in a number of ways, for example through:

- Jobcentre Plus
- The Pension Service
- The Child Maintenance Service, and
- partner organisations



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DWP and Jobcentre Plus network

6,000,000 people are on Universal Credit, as of 14 January 2021

There are 638 JCP offices nationally and 150 temporary JCP

The rollout of Universal Credit means that the number of people claiming some older-style Working Age benefits is falling





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DWP Work and Health Services

Karen Gosden

Area Director Central England



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Civil Service



Work for us

Almost everyone in the UK will be DWP's customer at some point in their lives, so it's only right that our workforce represents the people we're serving.

Diversity and inclusion helps us thrive by bringing together the richest possible variety of perspectives, thoughts, ideas and talents.

We're looking for people who will take pride in delivering a service which changes people's lives for the better.

We value work-life balance and offer flexibility in how you work. You'll be encouraged to develop your skills in an organisation of more than 80,000 people, with many opportunities to develop, learn and progress in a fast-paced organisation.



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Jobcentre Plus



- Jobcentre Plus helps people move from benefits into work and
- helps employers advertise jobs.
- It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.



Success Profile Training: what to expect



Success Profiles - Application support - mock Interviews



Any Questions?

