



HM Revenue
& Customs

Surge and Rapid Response Team Leader

Candidate information pack

Working patterns: We operate a 5 out of 7 working patterns. This means you will be expected to work five out of seven days, covering various working patterns, usually 37 hours per week.

Part-time working opportunities (minimum 25 hours per week covering various working patterns) may be considered but business need will dictate whether your request can be accommodated.

Pay: £28,706 - £31,886 (London), £24,818 - £27,578 (outside of London), pro-rata for part-time.

Role: Based in HMRC, you'll lead a team of graduates and apprentices, supporting various departments experiencing 'surges' in demand through periodic deployments.

Please note: We don't want you to feel concerned when applying for roles. Due to COVID-19 we have adapted our interview process, working environments and training to ensure our teams are safe. We will keep you updated with the latest developments throughout the recruitment process.



About HMRC

HM Revenue and Customs (HMRC) is one of the UK's largest organisations, with around 56,000 employees, collecting over £605 billion in tax revenue.

Tax pays for everything that the government spends, including hospitals, schools, police, transport, defence and security. We are responsible for working out and collecting the taxes and duties that 50 million people and 5 million businesses pay. We also pay and administer Child Benefit, Tax-Free Childcare, Statutory Pay and Tax Credits. We also protect our citizens, for example, through enforcing the National Minimum Wage and Living Wage.

Surge and Rapid Response Team

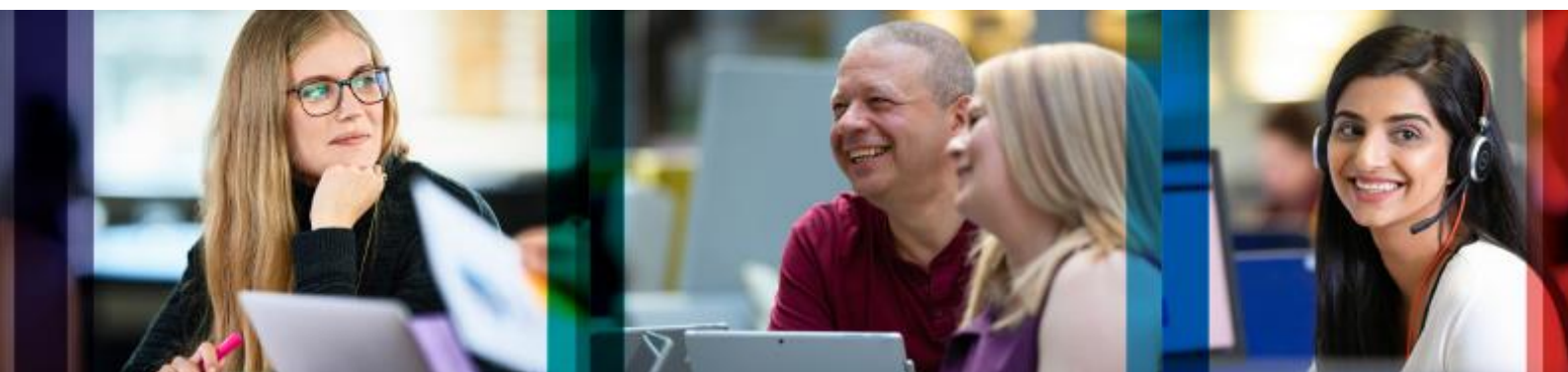
The award-winning Surge and Rapid Response Team (SRRT) was created in 2015, following a challenge from the Cabinet Office and Sir Jeremy Heywood to find innovative ways to improve operational resilience across the Civil Service.

While the team is based within HMRC, SRRT supports any central government department or agency to manage predictable annual peaks in demand, and to respond to unexpected crises within the scope of the Operational Delivery Profession (ODP). ODP includes all Civil Servants who deal directly with UK citizens or businesses, or those who support them directly.

SRRT prides itself on delivering a high level of service and has made a considerable positive impact in all of its deployments. It's a proven adaptable, flexible and skilled cross-government resource.

SRRT's experience in customer service roles across government departments and policy areas allows them to be deployed swiftly and flexibly. Security checks and specially designed contracts allow SRRT to be deployed nationally/internationally at short notice (and to work irregular shifts).

SRRT bring their experiences of cross-departmental working to various areas, helping to identify and promote best practice across the Civil Service.



What makes a great Surge and Rapid Response Team Leader?

You'll lead a team carrying out duties in various government departments. SRRT work spans a range of Civil Service operations, from working telephony in the DWP to Border Force within the Home Office, it can be varied and exciting.

Who are we looking for?

You'll be:

- An excellent communicator with a high standard of customer service skills.
- Highly motivated and able to work and manage with minimum supervision.
- A positive thinker with the ability to problem solve and achieve outcomes in a timely manner.
- Able to work in a fast-paced environment, with the flexibility to move quickly between tasks.

Your responsibilities will include:

- Leading a team of up to 10 graduates and apprentices, with responsibility for health and safety, equality and diversity, wellbeing and performance.
- Providing support to your team of apprentices throughout the duration of their apprenticeship journey and deployments.
- Supporting your manager in the delivery of staff placements to other government departments.
- Work with colleagues to identify resource for work items, assure quality, fairness and progress against plans.
- Ensuring risks and issues are identified and remedial action is taken.
- Promote and foster a continuous improvement ethos throughout the team.
- Maintain a culture that is committed to equal opportunities and challenge any behaviours that do not adhere to Civil Service standards.

There are several key behaviours we look for in SRRT, such as:

- Helping to foster a 'continuous improvement' ethos throughout the team.
- Maintaining a culture committed to equal opportunities.

(Your duties will vary and change frequently dependent on deployments)

Investing in you

When you join us, you'll embark on a tailored training programme designed to help you get up to speed with the world of HMRC and Surge.

You don't require any previous knowledge, just a willingness to learn as we provide full training. As a Surge Team Leader, you'll be joining our Operational Delivery Profession, which provides a route to professional skills, recognition and a community of colleagues to network and share experiences.

And it doesn't stop there – we're committed to investing in you and your development throughout your time at HMRC. You'll have access to a wide range of training and development opportunities to suit your skills and ambitions, from bespoke programmes to an extensive suite of online resources.

On top of this you'll have mentoring, help and assistance from your friendly colleagues.

What we can offer you

When you join us, you'll get 22 days annual leave in your first year, rising to 25 days in year two and 30 days after 10 years with us. On top of bank holiday leave, you'll also enjoy an extra day off to mark the Queen's birthday. You'll benefit from generous paid maternity, paternity and adoption leave. Also, as soon as you start the job you will join a competitive pension scheme.

For more information see our ['Your Little Extras and Big Benefits Booklet'](#), or please visit [GOV.UK](#).



The future of HMRC

It's an exciting time to join us as we're currently going through an exciting ten-year transformation programme to create a tax authority fit for the future. As part of this, we are committed to providing high-quality jobs and giving employees a great place to work, whichever location you work from.

We've made significant progress with plans to locate in 13 large, modern, flexible offices, equipped with high-speed digital infrastructure supporting improved customer service and compliance activity. These collaborative workspaces will enable smarter working and great training and development facilities, allowing for the sharing of expertise, local training, promotion, and provide great ongoing career development opportunities.

Before COVID-19 we were in the process of bringing everyone together into these regional centres, with 3 already open and a further 6 being planned for this year. However, whilst we are still planning to open our new offices when safe to do so, we are currently applying new ways of working whilst we all adjust to social distancing measures. The safety of our teams is very important.

These offices will be located in central locations in the following towns and cities close to accessible transport links: Glasgow, Edinburgh, Belfast, Newcastle, Leeds, Liverpool, Manchester, Nottingham, Birmingham, Bristol, Cardiff, Croydon and Stratford.

We also have a small number of specialist sites where the work cannot be done elsewhere. For more information on the new offices and specialist sites please visit [GOV.UK](https://www.gov.uk).

Come and experience what it's like for yourself.

What's it like working for Surge and Rapid Response?

My name is Zahid, I have been a part of the Surge and Rapid Response Team (SRRT) since September 2018. I came to SRRT from a background of working in different roles in the private sector after I graduated with a degree in psychology.

The SRRT is diverse and made up of people from a variety of backgrounds, we support government departments sometimes in crisis in a wide capacity of roles. As a SRRT member, flexibility within roles is key, but the support from team leaders is always there.

SRRT is exciting and keeps me interested in any role, I have been lucky enough to complete a variety of work streams that make a real impact within people's lives.



Working within SRRT offers me something I feel other places rarely do, my managers and colleagues makes me feel valued and the work I do helps me feel like I'm bringing a sense of value to the world. I'm not an ambitious person by all means, but I definitely want to inspire, SRRT has helped me fulfil that goal.

I have been lucky enough to have experienced working abroad for a month through the Foreign and Commonwealth Office in the British Vice Consulate in Crete. During this deployment I worked within a consular assistance capacity. I networked well with my Greek colleagues, they wanted me to leave a written quote, so they'd remember me. **"In a world where we can be anything, just be kind"**.

I have also been deployed to Jamaica for ten days where I worked with other SRRT colleagues and helped with a repatriation of British citizens stranded abroad, I was deployed with 48 hours' notice! Therefore, adaptability is key.

I have supported HMRC through Tax Credits and Counter Avoidance where challenging telephone conversation and people skills were key.

My current deployment is with the Home Office. I am completing complex casework supporting a department that deals with human trafficking. I have received such an immense amount of support from SRRT, from managers and colleagues alike. Everything I've achieved thus far is because of the guidance and support I have had. As a result of this, my skillset is rounded and diverse.

Zahid Saddal

Surge Rapid Response Team

Frequently asked questions

How will I be contacted?

We will contact you by email, and via your Civil Service Jobs account. Please check all of your inboxes including your junk/spam folder. You will also need to frequently check your Civil Service Jobs account. We may also contact you by telephone using 03000 numbers, which will display as 'Withheld'.

Is the salary negotiable?

Full time recruits from outside the Civil Service will start at the minimum of the salary range: £24,818. Civil servants appointed on level transfer will normally retain their existing salary, but this is dependent on location and any other elements of existing salary. Civil servants appointed on promotion will usually receive the salary range minimum or 8% uplift of existing salary, subject to the range maximum. HMRC will review your pay annually, any increase to your salary will be at the discretion of HMRC. Some roles will also attract an unsocial hours payment (UHP), which is paid when you are required to work during hours that HMRC consider to be unsocial.

Is relevant work experience needed before I apply to join HMRC?

No. We are looking to your future, not your past. Our selection process looks at your capabilities, potential and evidence of skills that could have been gained anywhere.

What is the dress code?

HMRC doesn't have a formal dress code – smart casual is quite acceptable. However, if meeting the public you are representing the department and therefore should dress smartly.

Frequently asked questions

If successful, how will I be interviewed?

Following the government's latest social distancing measures, we are working to keep disruption of recruitment into HM Revenue and Customs to a minimum. Depending on government guidelines in place at the time interviews will be conducted either remotely or in person.

You will need to bring evidence of ID to the interview. Please use our ['handy checking tool'](#) to access details on the ID documents you need to bring specific to you.

Having this information at interview will ensure we can progress any successful appointments without delay. We know that during these uncertain times, it may be difficult to get hold of the required documents in time, so allowances in some circumstances will be considered.

Therefore, we would still want you to take part in your interview as we wouldn't want you to miss out on this fantastic opportunity.

You might want to take a look at what documents are required to see if you already have these should you reach this stage.

If you are invited to interview you will be sent another pack containing more detail, hints and tips about the process and further important information.

Can I apply for more than one vacancy?

Yes, you can apply for more than one vacancy (location). However, you will only be invited to sit your online test on your first application. Upon completion, your scores will automatically be applied to any linked application in this recruitment campaign. You will only be interviewed once for this campaign and scores will be applied to all applications.

If you withdraw your initial application, your applications for any other locations you have applied for within the campaign will also be impacted. If you still want to be considered for your remaining applications, it is very important that you contact recruitmentqueries.csg@hmrc.gov.uk as soon as possible to arrange for those applications to be reinstated and to organise your online tests. Failure to do this could result in all your linked applications being withdrawn.

Can I apply?

You don't need any formal qualifications to apply – we're more interested in your personal qualities and how you'll provide a brilliant service for our customers.

HMRC welcome applications from eligible candidates of any age subject to the school leaving age.

If you are under 16, it is important that you read and understand the information contained within this [link](#) as HMRC cannot accept applications from any individual who is not yet over compulsory school leaving age as it would be unlawful to employ anyone who has not yet reached that age.

Important Security Update:

All successful candidates will be required to:

- Complete a basic security check - [Further Information](#)
- Undertake a Disclosure and Barring Security (DBS) check
- All candidates must also obtain National Security Vetting at Security Check (SC) clearance level for this this vacancy. You will normally need to meet the minimum UK residency period as determined by the level of vetting being undertaken, which for SC is 5 years UK residency prior to your vetting application. If you have any questions about this residency requirement, please speak to the vacancy holder for this post.

Please note: HMRC have an exemption under the Rehabilitation of Offenders Act 1974, which enables us to make enquiries about both unspent and spent convictions.

If you are successful and transferring from another Government Department, we will carry out a check of your identity, nationality, and immigration status (including the right to work in the UK) and a criminal record check before confirming your appointment. In order to process applications we will send a completed Criminal Disclosure checking form to Disclosure and Barring Service on your behalf. However, we recognise in exceptional circumstance you will want to send the completed forms direct. If you do, please advise email [Government Recruitment Service](#) stating the job reference number in the subject heading.

Reasonable adjustments

To comply with the Equality Act 2010 HMRC has a duty to consider reasonable adjustments for disabled.

To find out more about reasonable adjustments, please visit [our online information pages](#).

Ready to apply?

You'll need to fill on an online application and complete two online tests: Numerical Reasoning and Civil Service Judgement tests.

We encourage you to complete the online tests as soon as possible as there will be no technical help or guaranteed assistance with online tests after 8.00am on the closing date.

The online tests for this vacancy are not timed and there are no restrictions on how long you take to complete them, but they must be fully submitted before 11.30am on the closing date. This is important as we don't want you to miss out on your opportunity.

Provided you pass the online tests we will sift your application based on the 250 word behaviour statements.

Should you be successful on the online tests and sift you will be placed on a merit list in merit order and may be invited to an interview.

HMRC reserve the right to increase or decrease the pass mark in order to manage successful applicant volumes.

Following each stage of the application process, candidates will be notified of their outcome via email from Government Recruitment Service.

There's more information about the Civil Service recruitment process on [GOV.UK](https://www.gov.uk).

Need help?

If you have any questions please refer to the advert, candidate information pack and [GOV.UK](https://www.gov.uk) for the answer. If it is not covered here then please get in touch with the [HR Customer Services Recruitment Team](#).

If you are having issues or need support with your application or online test, please contact [Government Recruitment Service](#) as soon as possible.

Please include your full name and vacancy reference on any correspondence to us.

Need help using the Civil Service Job website? [Take a look at their guidance](#).

Please note:

- We'll do our best to respond to your email within 3 working days (Monday to Friday, excluding bank holidays).
- If you have any queries about your application or completing online tests, you'll need to contact us before the deadline.
- We can't accept late applications.

Please be aware that plagiarism or any other forms of cheating will be looked into and if found, your application will be withdrawn from the process. Duplicate applications for the same vacancy will also be withdrawn.

We wish you every success with your application,
HR Customer Services Recruitment Team