**Surge and Rapid Response - Administrative Officer (Apprenticeship)**

HM Revenue and Customs



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**Details**

**Reference number**

196736

**Salary**

£21,249 - £26,396

National £21,249 - £22,084 -London £25,329 - £26,396

**Grade**

Administrative Officer

**Contract type**

Fixed Term Appointment (2 years)

**Business area**

HMRC - Customer Service - SRRT

**Type of role**

Operational Delivery

**Working pattern**

Full-time, Part-time

**Number of posts**

140

**Contents**

Location

Bristol, Nottingham, Washington

About the job

**Summary**

At HMRC we are committed to creating a great place to work for all our colleagues; an inclusive and respectful environment that reflects the diversity of the society we serve.  
  
We want to maximise the potential of everyone who chooses to work for us and we offer a range of flexible working patterns and support to make a fulfilling career at HMRC accessible to you.  
  
Diverse perspectives and experiences are critical to our success and we welcome applications from all people from all backgrounds with the experience and skills needed to perform this role.  
  
At HMRC we have a vital purpose. We help people pay their tax and provide financial support to families and individuals. We make sure money is available to fund the UK’s public services such as hospitals and schools. We make it easy to get tax right and hard to bend or break the rules.

**Job description**

Are you great with people, enthusiastic and a team player?  
  
If this sounds like you, then you could be just the person we’re looking for to join us in Surge and Rapid Response Team (SRRT).  
  
The SRRT is an innovative and unique team, providing rapid and planned response to support the Civil Service in times of emergency, crisis or unusually high peaks in work.  
  
Based in HMRC, you and your team could be deployed locally or to other parts of the UK and in some circumstances deployed internationally to support other government departments abroad. A key part of the job will be customer service and administration work, but this will vary depending on the nature of your deployments.  
  
Tasks that you could work on include:  
  
• speaking with and helping the public, mostly over the phone but sometimes face-to-face;  
• data processing;  
• collaborating with other government departments including Border Force and the Foreign and Commonwealth Office;  
• assisting high-profile “rapid response” deployments, which could include major news events.  
  
As you’ll be working with different government departments, you may be required to move quickly between working with different systems and processes. Your duties will vary and change frequently dependent on deployments, with the occasional need to work away from home.  
  
No previous experience is necessary as we’ll provide full training. It’s your enthusiasm, helpful manner and willingness to learn that we need. You'll join a friendly and welcoming team, who will help you reach your potential.  
  
**Apprenticeship**  
  
You’ll also be enrolled onto the Level 3 Operational Delivery Apprenticeship scheme. It’s a fantastic way to learn while you earn, build valuable skills and gain a recognised qualification.  
  
Note: You will need to hold GCSE Grade 4 (formerly C) or equivalent in English and Maths. If not, you will be required to complete a Functional Skills Level 2 qualification in both subjects as part of the apprenticeship.  
  
If you are currently completing or have completed any other apprenticeship or further education programmes, we will need to check your eligibility for this apprenticeship scheme. Please discuss this with your work coach.

**Responsibilities**

In order to be successful in the SRRT, you’ll be:  
  
• an excellent communicator with a high standard of customer service skills;  
• highly motivated and able to work with minimum supervision;  
• a positive thinker;  
• able to solve problems;  
• able to work in a dynamic environment, with the flexibility to move quickly between tasks.  
  
Once you start your role in the SRRT, you will be required to obtain Security Check (SC) clearance. For this you will normally need to meet the minimum UK residency period, which is 5 years. Until you gain SC clearance, there may be certain deployments that you are not allowed to work on.  
  
For more information about this job, please read the candidate pack.

**Interview process**

During your interview, you will be asked strengths-based questions to also what you enjoy and your motivations relevant to the job role.  
  
This is an example of a strengths-based question:  
  
“Are you someone who considers yourself to be good at building relationships?”  
  
There is no expectation or requirement for you to prepare for the strengths-based questions in advance of the interview, though you may find it helpful to spend some time reflecting on what you enjoy doing and what you do well.

Benefits

• Learning and development tailored to your role  
• An environment with flexible working options  
• A culture encouraging inclusion and diversity  
• A Civil Service pension  
  
Team members that are moving offices as a result of the Locations Programme will be entitled to a Moves Adjustment Payment for three years where they incur additional costs. This is calculated based on the difference between the costs of travelling to and from the new and old office, over a weekly period. You will get more detail on this as part of targeted locations move communications.  
  
Find more about HMRC benefits in ['Your little extras booklet'](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/916385/Your_little_extras_and_big_benefits__HMRC_.pdf) for further information or visit [Thinking of joining the Civil Service](https://www.civilservicepensionscheme.org.uk/members/thinking-of-joining-the-civil-service/)

Things you need to know

**Security**

Successful candidates must pass a disclosure and barring security check.

People working with government assets must complete [basic personnel security standard](https://www.gov.uk/government/publications/government-baseline-personnel-security-standard) checks.  
  
**Security Update**  
  
Successful candidates must pass a Disclosure and Barring Security Check/Disclosure Scotland. Please note that HMRC have an exemption under the Rehabilitation of Offenders Act 1974, which enables us to make enquiries about both unspent and spent convictions.  
  
In order to process applications without delay, we will be sending a Criminal Record Check to Disclosure and Barring Service /Disclosure Scotland on your behalf. However, we recognise in exceptional circumstances some candidates will want to send their completed forms direct. If you will be doing this, please advise Government Recruitment Service of your intention by emailing Pre-EmploymentChecks.grs@cabinetoffice.gov.uk stating the job reference number in the subject heading.  
  
For further information on the Disclosure Scotland confidential checking service telephone: the Disclosure Scotland Helpline on 0870 609 6006 and ask to speak to the operations manager in confidence, or email Info@disclosurescotland.co.uk  
  
Applicants who are successful at interview will be, as part of pre-employment screening, subject to a check on the Internal Fraud Database (IFD). This check will provide information about employees who have been dismissed for fraud or dishonesty offences. This check also applies to employees who resign or otherwise leave before being dismissed for fraud or dishonesty had their employment continued. Any applicant’s details held on the IFD will be refused employment.  
  
A candidate is not eligible to apply for a role within the Civil Service if the application is made within a 5 year period following a dismissal for carrying out internal fraud against government.  
  
**HMRC transformation**  
  
HM Revenue and Customs is 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.  
  
HM Revenue and Customs has made significant progress with its 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.  
  
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.  
In addition, there will also be a small number of specialist sites where the work cannot be done anywhere else, in Gartcosh (near Glasgow), Telford, Ipswich, Worthing and Dover, as well as our headquarters in central London. What’s more, our Welsh language service has people located in Porthmadog, as well as Cardiff.  
  
We are letting you know about our future plans because if you are recruited into an office that is not one of these locations, you will be expected, subject to HM Revenue and Customs applicable policies, to move to one of these locations in the future. In some cases, this will be via one of our nine transitional sites.  
  
For more information please contact the vacancy holder.  
  
**Terms and Conditions**  
  
We really hope you decide to apply for this role. If you’re successful you need to know that in February 2021 members of recognised trade unions (ARC and PCS) voted to approve a pay and contract reform offer. This means that HMRC will adopt new terms and conditions for all colleagues as part of a multi-year pay deal and contract offer, the pay deal period is 01 June 2020 – 31st May 2023 and terms and conditions changes take place from the 01 June 2021 onwards. These terms will apply to colleagues who already work in HMRC and if you join us, it will apply to you too. We’ve put together a summary of the key changes that will be made and you can find this attached to the Job Advert.  
  
**Pay**  
  
New entrants are expected to join on the minimum of the pay band.  
  
**Further Information**  
  
Customer facing roles in HMRC require the ability to converse at ease with members of the public and provide advice in accurate spoken English and/or Welsh where required. Where this is an essential requirement this will be tested as part of the selection process.  
  
A reserve list may be held for a period of 12 months from which further appointments can be made.  
  
After interview, a single merit list will be created, and you will only be considered for posts in locations you have expressed a preference for. Appointments will be made in strict merit order in line with the set number of roles in each location.  
  
Any move to HMRC from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may however be eligible for other government schemes, including Tax Free Childcare. Determine your eligibility [here](https://www.childcarechoices.gov.uk/)  
  
HMRC welcomes applications from those who need to work a more flexible arrangement and will agree to requests where possible, taking into account our operational and customer service needs. We can’t guarantee that we can meet all requests to work flexibly, as agreement will be subject to business ability to accommodate, and any request to work a more flexible arrangement should be made prior to your acceptance of the provisional offer.  
  
Please note that this role is unsuitable for contractual homeworkers due to the nature and/or requirements of the role.  
  
If you are experiencing accessibility problems with any attachments on this advert, please contact the email address in the 'Contact point for applicants' section.  
  
**Reasonable adjustment**  
  
We want to make sure no one is put at a disadvantage during our recruitment process because of a disability, condition or impairment. To assist you with this, we will reduce or remove any barriers where possible and provide additional support where appropriate. Please see our [Disability Matters: How we can support you during our selection process booklet](https://www.gov.uk/government/publications/working-for-hmrc-information-for-applicants) for more details.  
  
If you need a change to be made so that you can make your application, you should:  
  
Contact Government Recruitment Service via hmrcrecruitment.grs@cabinetoffice.gov.uk as soon as possible before the closing date to discuss your needs.  
  
Complete the “Assistance required” section in the “Additional requirements” page of your application form to tell us what changes or help you might need further on in the recruitment process. For instance, you may need wheelchair access at interview, or if you’re deaf, a Language Service Professional.  
  
Feedback will only be provided if you attend an interview or assessment.

**Nationality requirements**

This job is broadly open to the following groups:

* UK nationals
* nationals of Commonwealth countries who have the right to work in the UK
* nationals of the Republic of Ireland
* nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the [European Union Settlement Scheme (EUSS)](https://www.gov.uk/settled-status-eu-citizens-families)
* relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service
* relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service
* certain family members of the relevant EU, EEA, Swiss or Turkish nationals

[Further information on nationality requirements](https://www.gov.uk/government/publications/nationality-rules)

**Working for the Civil Service**

The [Civil Service Code](http://civilservicecommission.independent.gov.uk/code/) sets out the standards of behaviour expected of civil servants.  
  
We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Apply and further information

**Further information**

Appointment to the Civil Service is governed by the Civil Service Commission’s Recruitment Principles. You have the right to complain if you feel a department has breached the requirement of the Recruitment Principles. In the first instance, you should raise the matter directly with the department concerned via complaints.grs@cabinetoffice.gov.uk. If you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission please visit their web pages: https://civilservicecommission.independent.gov.uk/recruitment/recruitment-complaints/

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