



HM Revenue
& Customs



A great place to work

Candidate
information
pack



Surge and Rapid Response Administrative Officer

Role:

Based in HMRC, you'll work flexibly across the entire Civil Service, supporting various departments experiencing 'surges' in demand.

Pay:

£22,524 (national), £26,923 (London), pro-rata for part-time.

Working pattern:

37 hours per week, covering various shifts between 7.45am and 8pm from Monday to Saturday and between 8.45am and 5pm on Sundays.

You may also occasionally be required to work more than the hours set out above. This may include overtime, shifts, weekends and public holidays.

Part-time working may be considered subject to business need, but a minimum of 25 hours per week will be necessary.



A great place to work

I am delighted that you are considering HMRC as a career choice.

HMRC are going through an exciting time as we undertake a major transformation to modernise our organisation and deliver even better services for our customers. We are embracing new technology to deliver cutting-edge digital services, to make our jobs easier and to make us feel more connected. We can only achieve this with the help and support of our people.

We offer challenging, interesting work and fulfilling, rewarding careers. We're working hard to make sure that we include people regardless of difference and that each and every colleague in HMRC works in a fully inclusive environment, where they feel respected and safe to speak up if they need to. This is a key priority for HMRC, and it's everyone's responsibility to contribute to it.

Jim Harra, HMRC Chief Executive and Permanent Secretary



“We offer challenging, interesting work and fulfilling, rewarding careers.”

Our purpose

HM Revenue and Customs (HMRC) is one of the UK's largest organisations, with around 66,000 employees, collecting over £605 billion in tax revenue.

At HMRC we are committed to helping our customers get their tax right. By making it easy for people to get tax right, hard for them to get it wrong and robustly tackling those who cheat the system, we run a fair and effective tax system, collecting the money for the UK's public services, and giving financial support to people.

Making a difference

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 five 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.



About Customer Services Group (CSG)

At HMRC delivering a great customer and colleague experience is at the heart of what we do.

Customer Services Group (CSG) are one of the largest business units in HMRC, with people all over the UK. Our people are the voice of HMRC, using their brilliant communications skills to give our customers the best possible experience.

What we all do makes a difference, and we're proud of that because it touches the lives of everyone in the UK and as a result funds public services. This is vital work, and our telephony and digital services support customers on behalf of the entire department – handling more than 50 million customer calls and answering around 15 million items of customer correspondence every year - to make this happen. Customer Services spans a range of areas; from compliance and enforcement to benefit and tax credit payments, from debt management to tax queries and customs duties.

We're all about getting it right for our people too. We couldn't do all this without our dedicated workforce – we're one of the largest organisations in the UK, and we pride ourselves on delivering an inclusive working culture.

Our regional centres will provide modern workspaces, tools to help make the job easier and a wide range of roles and opportunities should you wish to enhance or progress your career.

Myrtle Lloyd - Director General, Customer Services Group



“I am delighted you’re considering joining us. Our customers are at the heart of everything we do and we’re passionate about helping individuals and businesses get their tax right.”

About Surge and Rapid Response Team (SRRT)



The award-winning Surge and Rapid Response Team was created in 2015 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 its deployments. It has proven to be an 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 in the UK and abroad at short notice.

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

What will you be doing?

You'll be on 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.

Your responsibilities will include:

- handling casework, mostly over the phone but sometimes face to face;
- using and maintaining multiple government databases;
- collaborating with colleagues across government;
- assisting high -profile “rapid response” deployments.

Your duties will vary and change frequently dependent on deployments, with the occasional need to work away from home.

What makes a great SRRT Administrative Officer?

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 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 and possibly locations.

There are several key behaviours we look for in SRRT, such as helping to foster a “continuous improvement” ethos throughout the team and maintaining a culture committed to equal opportunities.

What's it like working in SRRT?

Hello, my name is Heather, and I'm an Administrative Officer within the Surge and Rapid Response Team (SRRT). I've been in the role for just under a year, and this is my first job in the Civil Service. Previously I had worked in customer service and as a teaching assistant.

I was attracted to the role due to the prospect of being able to work in many different departments. I had limited opportunities in my previous work to develop my current skillset; the idea of being able to train and learn new information and expertise in a range of fields was exciting. I had reached a natural crossroads in my life and was curious as to what I could do to better my career and focus on my development.

I joined HMRC during lockdown and was onboarded entirely remotely. This was handled with surprising ease and confidence from the managers, and I've not felt any isolation as a result. There's a healthy investment in personal well-being and a focus on development opportunities.

My role is very varied as the SRRT are in position to help any other government department with peaks in work or even in crisis. Currently I am deployed to the Cabinet Office, supporting critical government recruitment work. This has involved co-ordinating internal and external recruitment campaigns, facilitating assessment days and improving recruitment processes. During this deployment I have been temporarily promoted to reflect the level of work that I am undertaking.

The ability to work flexibly has been a joy, allowing a greater freedom to my work-life balance. I'm also undertaking a Level 3 Operational Delivery Apprenticeship alongside my daily role. The course itself allows me to reflect on the work I'm completing and gives a great sense of progress and achievement that I'm making; whilst also gaining a qualification at the same time. The team also allows time away from my deployments to complete this qualification.

SRRT has surpassed my expectations in terms of personal support and opportunity. Management are incredibly supportive and approachable, and I feel trusted and respected in my workplace. It's an exceptional department to work in, and I would recommend it to anyone who is looking for new challenges.

Heather Lambert, Surge and Rapid Response Team



What's it like working in SRRT?

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 an 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.

It should also be noted that I have completed a Level 3 Operational Delivery qualification through SRRT in which I achieved a distinction grade.

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 any 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 and Rapid Response Team



What's it like working in SRRT?

My name is Beth and I work as a civil servant within the Surge and Rapid Response Team (SRRT). Before coming to HMRC I worked in marketing at a greyhound stadium so starting this role was a bit of a change. I was initially attracted to the job role within SRRT because of the fast-paced changing environment which hasn't disappointed. Since joining in March 2021 I've been deployed to a range of different Government Departments such as the Cabinet Office, DWP and now the Home Office.

Changing deployments every few months means that there's no time to get bored of your job role and that new training and developing opportunities are always available, ensuring that you have the chance to keep your skills and knowledge fresh.

With the Surge team having hubs all over the UK it means you get to build working relationships with colleagues from all over and even get the opportunities to travel.

Working within SRRT has been a fantastic opportunity for me and I've been given the support to help me complete the apprenticeship and set goals to help me further my career within HMRC.

Beth, Surge and Rapid Response Team



Investing in you

HMRC prides itself on our learning and development offers and the support we can provide as an organisation.

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 Rapid Response Team. From call handling to managing customer information, your training will give you all the tools and skills you need to do a brilliant job.

We're committed to investing in you and your development throughout your time at HMRC. From access to regular learning sessions and webinars from a range of cross-sector providers through to giving you all the tools and skills you need to do a brilliant job.

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

Apprenticeships

Full-time staff will be enrolled on our Level 3 Operational Delivery Apprenticeship scheme. It's a fantastic way to learn while you earn, build valuable skills and gain a recognised qualification. The apprenticeship journey will take up to 16 months to complete. The apprenticeship will involve completing Level 2 and 3 qualifications. In addition, you will be expected to complete a work-based project, portfolio and final presentation. To ensure you are supported through out your learning journey you will be allocated two learning days a month.

If you start on part-time hours you will not be automatically enrolled as an apprentice, but you'll able to discuss the options and availability with your manager after you start with HMRC.

As an apprentice within HMRC and the wider Civil Service, you'll have a first-rate opportunity of working in an energetic and transformative organisation while gaining an internationally recognised qualification.

When you join our team as an apprentice, you'll be expected to stay in post until you complete your apprenticeship.

Watch our Apprenticeship video for more information:

[Fancy a challenge - Apprenticeships Advert - YouTube](#)

Eligibility

If you are already completing or have previously completed any other apprenticeship or further/higher education programme, including degree level qualifications, you must let us know.

This is because individuals should not be undertaking another apprenticeship or be in receipt of any other Department for Education (DfE) funding during their apprenticeship programme; or have been in receipt of this previously. Previous DfE funding that is not declared or identified prior to application may affect suitability for the role.

About Operational Delivery Profession (ODP)

As an Operational Delivery apprentice you will be joining the largest profession in the Civil Service. Operational Delivery Profession's 200,000+ members work in a wide range of operational delivery roles across government, providing essential services that support and protect UK citizens at home and overseas. They help to make HMRC a great place to work.

This is an exciting opportunity to join a modern, innovative and inclusive Civil Service profession that sits at the heart of public service delivery.

Read more about our ODP here:

- [Operational Delivery Profession](#)
- [About ODP](#)

Watch our ODP [video about what it's like to "be ODP"](#)



Diversity, inclusion and equality

We want everyone to feel valued, supported and comfortable being their true self at work. We are proud to be a diverse and inclusive employer, supporting social mobility by giving opportunities to people no matter what their background. That's why we have several staff diversity networks which cover race, disability, LGBTQ, gender and carers. You'll be able to take part in any of these networks when you join us, and getting involved is easy.

You'll be joining a friendly and helpful community. We'll give you the support you need to grow in confidence, and help you enjoy your time inside and outside work, ensuring you have a good work-life balance. We believe we are a great place to work.

For more information on our diversity networks see [your little extras and big benefits handbook](#).

All HMRC staff have been taking part in race equality workshops to understand colleagues' lived experiences and to continue the conversation on race to influence and impact change. In CSG, we have set up a reverse mentoring scheme enabling colleagues to mentor and coach senior leaders based on their experiences.

We are committed to providing opportunity for all to achieve. Stride is an award-winning mentoring and self-development scheme designed especially for people identify themselves as coming from lower socio-economic backgrounds.

Mental Health and wellbeing

When you join us, you'll join a friendly and supportive community that prioritises your wellbeing. PAM Assist Employee Assistance Programme is a space to discuss personal matters, health and wellbeing support or to get advice on work related matters.

Mental Health Advocates (MHAs) are volunteers from across HMRC who have been trained to provide a confidential listening ear to all colleagues. We have an active mental health network across HMRC and colleagues can get involved or attend talks on a host of mental health and wellbeing topics.



Security clearance

Several checks will be carried out before your offer is confirmed. These will include age, identity, nationality and immigration status, employment and education history, character and criminal convictions.

Successful candidates must also pass:

- [HM Government Baseline Personnel Security Standard](#)
- [Standard Disclosure and Barring Security check](#)
- [SC \(Security Check\) clearance](#)



Frequently Asked Questions

If I'm made an offer, is there a probation period?

Candidates new to the Civil Service must successfully complete six months' probation. This period gives you the opportunity to demonstrate your suitability for the role and show you can achieve and maintain our expected standards of performance, attendance, conduct and behaviour. Your manager will guide, support and encourage you. However, if your performance, attendance and conduct are not satisfactory throughout the probation period you may be dismissed. If you are transferring from another government department, the probation period you have already served will be considered.

Is the salary negotiable?

Full time non-civil servants will start at the minimum of the salary range. 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 receive the salary range minimum or 10% uplift of existing salary (whichever is higher), subject to the range maximum.

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. We welcome application from all backgrounds, no matter what your experience.

How long does the apprenticeship last and what will be involved?

Your apprenticeship will last 16 months. You will undertake job specific training and work towards two internationally recognised qualifications-City & Guilds Level 2 in Operational Delivery (Principles) and Level 3 in Operational Delivery (Advanced).

You'll also have the opportunity to undertake L2 Maths/English if you don't already have equivalent qualifications.

I already have a university degree, can I apply?

Yes, people who have degrees are eligible to apply.

Is the apprenticeship beneficial to people with a higher national certificate and degree-level qualifications?

Yes, and particularly within the Civil Service. The Operational Delivery Apprenticeship demonstrates someone's ability to undertake certain roles, rather than their academic knowledge.

Frequently asked questions (continued)

What is the dress code?

We don't have a formal dress code at HMRC, so casual or smart casual is perfectly fine. However, what we wear to the office is often a reflection of our attitude and the way we operate as an organisation. We aim to present a professional image and have a thought for those you work with and others. Therefore, we ask that clothing with offensive slogans, football shirts, sparse clothing and shorts are avoided.

Where will I be based?

You'll be required to work in our offices which are likely to be a contact centre type environment. This office space will be clean and safe in line with the latest government guidance. However, due to the nature of some deployments, you may be required to travel and work away from home. We have introduced new flexible working arrangements, for most of our people this allows working from home 2 days a week where your role and personal circumstances are suitable. Though, some deployments may impact this option.

What benefits can you offer me?

We believe in the wellbeing of all our people and ensuring a good work-life balance. We provide a generous annual leave package, flexible working arrangements, competitive pensions, extensive career and personal development programmes. There's a whole lot more too, see our [your little extras and big benefits handbook](#), or read about [what we offer](#).



Further information

We hope we've answered your questions. But if you want to know something that's not covered in this candidate information pack please ask your work coach.

Need help using the Civil Service Job website? Please read our [Civil Service Jobs website guidance](#).

Please note:

- we'll do our best to respond to your email within two working days (Monday to Friday, excluding bank holidays)
- if you have any queries about your application, you'll need to contact us before the application deadline
- we can't accept late applications

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

