



Information Booklet

This booklet provides you with an overview of what will happen during the recruitment process and some information about what it is like to work within the Department for Work and Pensions (DWP).

It complements the information you will receive about the particular job you are applying for, for example the detailed job description, working pattern and location.

Who are we?

The Department for Work and Pensions, employing over 100,000 people nationally, offers excellent career opportunities.

The Department is responsible for the Government's welfare reform agenda of promoting opportunity and independence for all. It delivers support and advice through a modern network of services to people of working age, employers, pensioners, families and children and to disabled people. We deliver the Government's agenda and policies through a number of different service providers (called delivery businesses), as well as Corporate and Shared Services. Please visit the DWP website at www.dwp.gov.uk for further information about our delivery businesses, which are:

- Jobcentre Plus
- The Pension Disability and Carers Service
- Debt Management

The Department is committed to providing services that embrace diversity and promote equality of opportunity for our customers, partners and the wider community.

We pursue excellence and innovation through a combination of personal drive and teamwork. As Civil Servants we work within the boundaries of the Civil Service Code which sets out the duties and responsibilities of all civil servants, whatever their jobs. We are looking for people who can make a positive impact on the Department's development and its customers.

The breadth of our work means we offer a wide range of rewarding and challenging career opportunities, in addition to an attractive salary and benefits package. Details of what we offer are on pages 5 to 7.



How we select our people

Fair and Open: We pride ourselves on the effectiveness of our selection procedures. We conduct all our permanent selection exercises under fair and open competition at every stage (as required by the Civil Service Recruitment Principles) and we monitor the procedures carefully to ensure that they do not discriminate against anyone.

Selection Tools: Our recruitment and selection methods are designed to ensure that access to our vacancies is as wide as possible and that our selection tools are fair and objective.

To find people who can deliver a high quality service, we use a range of tools. As well as the application form, we may use testing (including any of the on-line capability assessment tests, literacy, numeracy, situational judgement or skills tests). We may also use interviews, group discussions, role play and presentations for some posts,

Pre-Appointment Enquiries: If you are successful, your offer of employment is subject to the satisfactory completion of a number of pre-appointment enquiries, which may be carried out during the selection process for all applicants or after the selection process for the successful applicant. Refusal to allow any of the checks to be undertaken will lead to any offer of employment being withdrawn.

We will need to check your identity, age, health, nationality, employment history, character and your right to work in the UK.

Age: To be eligible to apply and work for DWP you must have reached 16 years of age. For all individuals applying for jobs in grades from Administrative Assistant (Band A) to Grade 6 (Band G) there is no mandatory retirement age.

Nationality: To work for DWP, employees must satisfy the Civil Service nationality requirements. British Nationals, European Economic Area Nationals, and Commonwealth Citizens with the

necessary right to work will satisfy our nationality requirements and can apply. If your nationality is not mentioned, please contact the person named in the application pack for further information.

Character: As part of the character enquiry we will undertake a check against the National Collection of Criminal Records. We will seek your permission prior to carrying out the check. We may also carry out an Enhanced Criminal Record check (or Protecting Vulnerable Groups scheme check in Scotland) if you are applying for a post working frequently with children or vulnerable adults. Again we ask for your permission before making this check.

Guaranteed Interview Scheme: DWP is committed to the employment and career development of disabled people. A practical demonstration of this is our Disability Symbol accreditation. As symbol users we have made a firm commitment to guarantee interviews to all disabled applicants who:

- Meet the minimum criteria for the vacancy advertised at the application and testing stages of the selection process;
- Have or have had in the past a disability or long term health condition, which has (or had) a substantial disadvantage on their day to day living; and
- The disability has or is likely to last at least 12 months.

National Insurance Numbers: To ensure we pay you promptly and accurately you must provide your National Insurance Number. New National Insurance Numbers are issued by Jobcentre Plus. Numbers issued as a temporary measure by other sources cannot be accepted.

You can be offered an appointment if you do not yet have a National Insurance Number. However, you will not be able to take up employment with DWP until you can provide a full National Insurance Number.

If you do not have a National Insurance Number you should contact Jobcentre Plus by telephoning 0845 600 0643 between 8.00am and 6.00pm, Monday to Friday.

Data Protection Act, 1998: The Department for Work and Pensions (DWP) collects information for purposes related to your application and potential employment.

We may check information provided by you, or information about you provided by a third party, with other information held by us.

We will not disclose information about you to anyone outside DWP unless the law permits us to do so.

The information provided by you in this application and the supporting documentation will be used by the panel to consider your suitability for the panel or post. If you are successful, this information will become part of your employment record. If you are unsuccessful, some data will be used for monitoring purposes and will be destroyed after 12 months.

DWP is the Data Controller for the purposes of the Data Protection Act. If you want to know more about what information we have about you, or the way we use your information, you should contact the Personnel Unit concerned.

We may use some of the information, anonymously, to carry out equal opportunities monitoring and this may influence our future policies.

Complaints: If you think the selection process has not been carried out fairly or openly at any stage, you can complain in writing, within 28 days to the person responsible for the recruitment exercise.





What DWP can offer you

DWP Values: The Department has four core values, which underpin our work and enable us to deliver our key objectives. These are:

- Achieving the best
- Making a difference
- Respecting people
- Looking outwards

If you are successful with your job application you will learn more about the Departmental values and how they apply in your workplace, once you start work.

As an employer we are committed to equality and valuing diversity in our workforce. Our goal is to ensure that these commitments, reinforced by our Values, are embedded in our day-to-day working practices with all our customers, colleagues and partners.

By adopting an inclusive approach, the Department aims to treat colleagues with respect and value the differences each individual brings to the workplace.

DWP offers a wide range of rewards and benefits.

These include:

Pay and pension

We offer a **competitive salary** as described in the advertisement, complemented by an **excellent pension scheme** that gives you the flexibility to choose a pension that suits you best.

Pension benefits are provided under the Principal Civil Service Pension Scheme (PCSPS). New recruits will receive details of the schemes when they join DWP. You can choose from the PCSPS Nuvos scheme which is contracted out of the State Earnings Related Pension Scheme (SERPS) and provides benefits based on pensionable earnings throughout the career and increased in line with the Retail Prices Index (contributions are 3.5%); or, a more flexible Partnership pension scheme, which provides pension benefits based on contributions made.

Your rights, health and safety

The Department has a range of policies and procedures to protect your **rights, health and safety**.

You will have the option to join a **Trade Union**. Pay is negotiated on your behalf, and you will have the opportunity to earn performance related pay. Employees also have access to an occupational health service and an employee assistance programme that includes counselling support, legal and financial advice 24 hours per day. Employees may voluntarily join contributory healthcare schemes. Free regular eyesight screening is also available.

Our offices are modern and safe. Our employees use modern Information Technology.

Employees are offered the opportunity to take part in sports and leisure activities and can join the Health and Social Security Recreational Association (HASSRA).

As an Equal Opportunities employer we provide disabled employees with the reasonable adjustments they need to do their job effectively.

Time off

We offer paid annual holiday entitlement – of between 22 and 25 days depending on grade and length of service, rising to 30 days after 10 years service in all grades (pro-rata for part-time employees), as well as 8 public holidays and 2.5 privilege days holiday per year. We also offer Special leave entitlements in exceptional circumstances. Other entitlements include Maternity, Paternity or Adoption leave and up to 5 years unpaid Carer's leave for employees with caring responsibilities.

Learning and Development

Our people are our most valuable asset. We develop and maximise the potential of all our people by giving them the knowledge, skills and experience necessary for the job and for their career within the Department. We offer comprehensive induction, learning and development opportunities, which include access to internal and external leadership and management programmes.

DWP is committed to Excellence and has Investors in People accreditation.



Working Patterns

Subject to business needs a variety of working patterns may be offered, including full-time, part-time, job-share and part-year working. These options have been designed in order to help employees achieve a strong Work life Balance. We recognise that Work life Balance is no longer just about being “Family Friendly” but is about offering a range of options for all its employees.

You will receive information about the working pattern(s) that apply to the specific post you are applying for. These arrangements may be agreed before you start work. They must be agreed with you within the first 3 days of starting work.

What we expect from you

We ask our employees to provide an impartial and professional service to all DWP’s customers, to contribute what they can to help the Department move forward and to provide value for money for taxpayers.

Each employee takes personal responsibility for their work, for maintaining good time-keeping and for working hard. We have standards of attendance which we expect our employees to meet. If employees are unwell, they should keep in touch with the Department and co-operate with the Department’s support services, where appropriate, to facilitate a prompt return to work. We expect them to respect and support all their colleagues and customers, be flexible and adaptable. They need to be committed to continuous self-improvement throughout their service and keep up to date with changes in the Department.

DWP requires employees to dress in a professional and businesslike way, in keeping with the high standards that we expect to provide for our customers and the respect we have for each other. This standard applies across all the Department and individual businesses may have additional specific business dress requirements.

Probationary Period: People who join DWP on a permanent or Fixed Term Appointment serve a 6 months probationary period (with a possible extension of 3 months).

New recruits are normally expected to have been in their current post for two years before applying for another post (either on promotion or level transfer). This is to ensure that the organisation achieves a good balance between operational effectiveness and delivering business objectives. This condition does not apply to Fixed Term Appointments.

Travel

Travel away from your home office: Some of the jobs in DWP may involve travel to other locations and may include the occasional overnight stay. Employees may claim expenses necessarily incurred in carrying out official business.

Moving your place of work: Occasionally it may be necessary to change your permanent place of work. There are certain rules governing these moves, which should normally be within reasonable travelling distance, defined as:

- Mobile travelling time of 1 1/2 hours from home to office judged by whichever available and reasonable mode of transport offers the greatest radius of travel for people at **Executive Officer/Band C level and above.**
- Limited travelling time of 1 hour from home to office judged by whichever available and reasonable mode of transport offers the greatest radius of travel for people at **Administrative Assistant/Band A and Administrative Officer/Band B level.**



INVESTOR IN PEOPLE

