



Department
for Work &
Pensions

Chief Digital Information Officer (CDIO)

Job Reference:

2412-048L

Closing date:

26 January 2025 at 23:55

Salary:

This post is SCS3 level.
The salary range is circa
£200k

Welcome from Peter Schofield

If you are passionate about making a difference to the lives of millions of people and are an experienced digital leader, I want to hear from you and maybe I'll soon be able to welcome you to our exceptional department.

In DWP we are proud of the service we provide to some of the most vulnerable people in our society, at often the most difficult times in their lives. Over 20 million people across the country rely on us every day to be there for them. We are already transforming our operations to implement the largest welfare reform programme in a generation and to provide better services for the public, and we're learning and adapting all the time.

We have the largest and most complex technology business in Western Europe. Whoever takes this role needs to have the capability to lead at this scale, and the ability to work collaboratively across my executive team providing digital solutions and capability to continue to improve service delivery in DWP. Going forward we will have a key role in delivering the government's missions, with the department playing a pivotal role in enabling economic growth and expanding opportunity, whilst supporting priorities across other missions.

Ten years ago IT in DWP was characterised by being outsourced to large companies delivering services for DWP. Digital has been on a journey of transformation and going forward we are reliant on digital to continue to transform and modernise our services to deliver our ambitious plans.

You will be a key member of my Executive Team and will play a critical role in shaping our organisation as we deliver unprecedented change to the welfare system, and to our products and services. You'll play an instrumental role in the continued transformation of a dynamic department and will be critical in us delivering our priorities, driving the transformation of the Department, to improve services for citizens, colleagues and taxpayers. Over the coming years, the work we do in Digital will transform how customers, colleagues, and taxpayers experience DWP's services.

Our mission now goes beyond digitalisation. It's about simplifying and streamlining customer and colleague experience and, in the process, eliminating significant inefficiencies in how we deliver services. It's an exciting time to join DWP.



Peter Schofield, Permanent Secretary, DWP

Click the video below to hear from Peter about this role, or use this link -

<https://vimeo.com/1037493365/f4b07625b2?share=copy>



About DWP

Our mission is to improve people's quality of life both now and in the future.

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. DWP touches the lives of every citizen in the country at some point in their life.

As the UK government's largest public service provider, providing services and support to over 20 million people, we support people into work, help disabled people live more independent lives, improve housing and address homelessness, provide the financial foundation for a secure old age through the State Pension, and ensure children of separated parents have more opportunity to fulfil their potential through a better child maintenance system.

We are passionate about making a sustainable and positive impact on people's lives every day by providing a modern, fair and affordable welfare system. We seek to be an exemplar of the Modern Civil Service so that we can better deliver for citizens and meet the challenges of tomorrow.

At DWP, people are at the heart of what we do. We are guided by our departmental values: we care, we deliver, we work together, we adapt, and we value everyone. We promote "I can be me in DWP" to create an atmosphere that is inclusive, allowing everyone to feel valued for being themselves, and allowing them to work to their fullest potential. We aspire to be a truly inclusive employer and welcome applications to help us reflect and understand how to best serve our customers.

There has never been a more exciting time to work at DWP.

Watch the video below to see what it's like working in DWP, or use this link - https://youtu.be/enNv0kHk_-4



What are our Values?



We care



We deliver



We adapt



We work
together



We value
everybody

DWP's Employee Benefits

We have a broad benefits package built around your work-life balance which includes:

Working patterns to support **work/life balance** such as job sharing, term-time working, flexi-time and compressed hours



Generous annual leave – at least 25 days on entry, increasing up to 30 days over time (pro-rata for part time employees), plus 9 days public and privilege leave



Support for **financial wellbeing**, including interest-free season ticket loans for travel, a cycle to work scheme and an employee discount scheme



Health and wellbeing support including our Employee Assistance Programme for specialist advice and counselling and the opportunity to join [HASSRA](#) a first-class programme of competitions, activities and benefits for its members (subscription payable monthly)

Family friendly policies including enhanced maternity and shared parental leave pay after 1 year's continuous service



Funded learning and development to support progress in your role and career. This includes industry recognised qualifications and accreditations, coaching, mentoring and talent development programmes



An **inclusive and diverse environment** with opportunities to join professional and interpersonal networks including Women's Network, National Race Network, National Disability Network (THRIVE) and many more



To find out more about working in DWP take a look at our pages on the [Civil Service Careers page](#) [here](#)



Chief Digital Information Officer

Overview of the Role

DWP is looking to fill the Chief Digital Information Officer (CDIO) role in Digital directorate.

The complexity and scale in which we work is unprecedented. In our digital function, we transact £170 billion a year, we manage 50 million lines of code and we have one of Europe's largest IT estates operating across 850 buildings and 90,000 desktops.

We are currently looking to recruit a new Director General, Chief Digital Information Officer (CDIO). This role is critical to our transformation as a department servicing over 20 million customers each year. The role aims to drive transformation by driving digitalisation of the business.

You will report to Peter Schofield the DWP Permanent Secretary. You will be responsible for eight direct reports and role model leadership for c.5,000 colleagues in Digital Group, with an annual budget of £1 billion.

Grade: SCS Pay Band 3

Salary: circa £200,000

Existing Civil Servants will be appointed in line with the Civil Service pay rules in place on the date of their appointment, this will usually be the salary minimum or within 10% of their existing salary for those applying on promotion. Individuals appointed on level transfer will retain their existing base salary.

Pension: Alongside your salary, the Department for Work and Pensions contributes 28.97% towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

Location: Birmingham, Blackpool, Leeds, London, Manchester, Newcastle-upon-Tyne or Sheffield
As a member of the Senior Civil Service, you are expected to spend more than 60% of your working time in person in the office or face to face with colleagues on official business. Regular travel to London, and to other sites will be required.
Please be aware that this role can only be worked in the UK and not overseas.

Security clearance: Successful candidates must hold, or be willing to obtain, security clearance to DV level. Find out more information [about the vetting process here.](#)

Contract type: This role is being offered on a permanent basis. The role is subject to assignment duration of three years.

Working pattern: 37 hours per week, excluding lunch breaks.

This is a full-time role, flexible working arrangements are welcomed and will be considered. You should discuss your needs with the hiring manager if you are invited to interview.

Role Responsibilities

What are my responsibilities?

- Lead both the Digital function of c.5,000 people, as the Digital professional lead in the department, and as a visible and credible Digital leader across the wider department.
- Shaping and driving the digitalisation strategy for DWP, working across different lines of business to deliver policy intent through user-centered digital services. Ensuring that the right processes, procedures and technologies are designed, used and integrated to make sure that digital becomes ingrained in the business.
- Role modelling the desired leadership behaviours and creating the culture and conditions to empower people to work across organisational boundaries, in multi-disciplinary teams, in service of our strategic priorities.
- Promoting new ways of working and information technology-enabled innovation, including exploring and delivering responsible AI to drive and build sustainable digital capability across the Department to support Civil Service Reform and Digital Strategy priorities, developing a culture which is able to build, attract and retain talent across the function.
- Providing assurance that strategic risks are identified and managed and where appropriate escalated and shared with Senior Stakeholders, including Ministerial teams. This role will require an ability to work confidently with Ministers and engage with them to deliver their priorities.
- Developing collaborative strategic partnerships working across Government including Cabinet Office, Treasury, Government Digital Service and other Departments in service of dealing with the most complex issues, sharing best practice and deploying shared services.
- Leading the delivery of digital and information systems and services to 90,000 DWP colleagues. Managing a budget of £1 billion in a sustainable and compliant manner.
- Establishing strategic, sustainable relationships with partners and vendors.
- Contribute to and actively participate in the executive leadership of DWP as we deliver unprecedented change to the welfare system, and to the products and services it delivers; working in close partnership with Director General colleagues on transforming our services and transforming how we as a Department operate.
- Deliver high quality, stable and resilient live IT services and lead the strategic management of the supplier contract.

Person Specification

The successful candidate must be an effective business and digital services transformation advocate, experienced at operating at the most senior levels, and able to demonstrate their knowledge, experience and skills against the following essential criteria:

- Extensive experience leading, developing and implementing transformational digital strategies to scale in complex private or public organisations.
- Proven leadership across the full suite of a technology and digital function, both financially and with a significant team, with a track record of leading at scale, setting a clear vision and role modeling an inclusive, collaborative culture which focuses on building current and future capability through developing and championing professionalisation, and creating an environment where high performing teams thrive.
- A track record of building and managing complex senior stakeholder relationships, channeling differing or conflicting views, to ensure that both the digital and broader business directorates are brought into the digitalisation strategy and are therefore moving in the same direction.
- Proven experience to grasp complex business processes and provide insight on how they might be enabled through digitalisation. Crucially to achieve the spending review commitments, a proven history of aligning business strategies with financial challenges and the ability to combine an understanding of the customer into how digital technology will reimagine customer experiences.
- A track record of establishing meaningful business case and performance metrics by which digital effectiveness and value is, or could be, achieved coupled with a flair to engage, communicate and influence to demystify digitalisation and further embed it within the organisation.

Selection Process – Part 1

1. Application Process

To apply for this post, you will need to complete the application process outlined below.

- A CV setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years;
- A personal statement (maximum 1,250 words) explaining how you consider your personal skills, qualities, and experience provide evidence of your suitability for the role, with particular reference to the essential criteria in the person specification.

Failure to submit both documents will mean the panel only have limited information on which to assess your application against the criteria in the person specification.

Applications should be submitted via email to responses@russellreynolds.com ensuring that you quote reference number 2412-048L

Please note that when you make your application you will also be asked to complete a diversity monitoring form available here ([CDIO Diversity Monitoring Form](#)).

If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'. All monitoring data will be treated in the strictest confidence and will not be provided to the selection panel. The information you provide when submitting your application will help us monitor our progress towards the Civil Service becoming the most inclusive employer.

2. Longlist

Depending on the volume of applications received, a longlisting process may be conducted. If this is the case, candidates may receive a phone call from an associate from Russell Reynolds to discuss their application in more detail. This will not result in a pass or fail decision. Rather, it will support the panel's overall assessment of evidence to shortlist candidates demonstrating the best fit with the role.

3. Shortlist

The selection panel will assess your application to select those demonstrating the best fit with the role by considering the evidence you have provided against the criteria set out in the person specification section of this pack. Failure to address any or all of these may affect your application.

The timeline later in this pack indicates the date by which a decision is expected to be made, and all shortlisted candidates will be advised of the outcome as soon as possible thereafter.

Selection Process – Part 2

4. Assessment

If you are shortlisted, you will be asked to take part in an Individual Leadership Assessment in advance of the interview.

In addition, you **may** be asked to:

- Speak to a member of the DWP executive team to learn more about the role and Department
- Speak to the Minister for Transformation
- Have a conversation with a senior digital leader about your technical expertise, this may include a hypothetical work-based scenario which would be provided in advance of the conversation

None of these assessments will result in a pass or fail decision, rather they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

5. Interview

Shortlisted candidates will be invited to attend a panel interview in order to have a more in-depth discussion about your previous experience and professional competence in relation to the criteria set out in the

person specification. You may be asked to prepare a 5-minute presentation. Full details will be provided prior to the interview. Your interview will either be a face-to-face or via a video call, this will be confirmed nearer the time.

The interview panel will be chaired by Martin Spencer, Civil Service Commissioner who will be supported by Peter Schofield, Permanent Secretary, Paul Wilmott, Chair of the Central Digital and Data Office, Julie Blomley, Director General for People & Capability, and Daljit Rehal, Chief Digital and Information Officer, HMRC.

6. Offer and Feedback

Regardless of the outcome, we will notify all candidates as soon as possible. We will offer the opportunity to discuss feedback for all candidates who reached interview. A reserve list will be held for up to 12 months, which we may use to fill future similar vacancies for candidates who are considered appointable following interview.

Expected Timeline

Closing Date	23:55 Sunday 26 January
Longlist Meeting	w/c 03/02/25
Shortlist Meeting	w/c 24/02/25
Assessments	w/c 03/03, 10/03, 17/03 & 24/03
Interviews	w/c 31/03/25
Results Notified	w/c 07/04/25

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the above timetable, exercising flexibility through the recruitment and selection process, to meet the dates given. Please note that these dates are only indicative at this stage and may be subject to change.

Selection Process – Part 3



Reasonable Adjustments

At DWP we value diversity and inclusion and actively encourage and welcome applications from everyone, especially those that are underrepresented in our workforce. We consider visible and non-visible disabilities, neurodiversity or learning differences, chronic medical conditions, or mental ill health. Examples include dyslexia, epilepsy, autism, chronic fatigue, or schizophrenia.

If you need a change to be made so that you can make your application, you should complete the relevant section in the diversity monitoring form.

Disability Confident Scheme

The Civil Service embraces diversity and promotes equal opportunities. DWP is recognised as a Disability Confident Leader, demonstrating the departmental commitment to attracting, recruiting and retaining disabled people and supporting them in achieving their full potential. We run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria for the advertised role. To be

considered for an interview, you must have:

- a physical or mental impairment which has a substantial and long term (over 12 months) adverse effect on your ability to carry out normal day to day activities; or a long-term health condition; **and**
- demonstrated that you meet all the minimum qualifying criteria set out in the advertisement for the post at the application and testing stages.

[A full definition and examples of conditions can be found on this webpage.](#) If you wish to be considered under this scheme you should complete the relevant section in the diversity monitoring form.

FAQs

Can I apply if I am not currently a civil servant?

Yes. We welcome applications from all sectors and this role is open to suitably qualified people in the external market and to existing civil servants and those in accredited Non-Departmental Bodies.

Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately, we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the department. If you believe that you may have a conflict of interest, please contact senior.recruitment@dwp.gov.uk before submitting your application.

Does this role have an assignment duration?

This role has a minimum assignment duration of three years.

An assignment duration is the period of time a Senior Civil Servant is expected to remain in the same post to enable them to deliver on the agreed key business outcomes. As part of accepting this role you will be agreeing to the expected assignment duration set out above. Please note this is an expectation only, it is not something which is written into your terms and conditions or indeed which the employing organisation or you are bound by. It will depend on your personal circumstances at a particular time and business needs.

Dual or Multi Based Workers?

Where you have more than one permanent workplace or regularly travel to an alternate workplace and carry out a substantial range of your duties there, without a clear end date to the working arrangement or for a period expected to exceed 24 months, you may be considered to be dual based or

multi-based. HMRC consider all these workplaces to be your permanent workplace for tax purposes. Where you have two permanent workplaces this is classed as Dual Based and where you have three or more permanent workplaces this is classed as Multi Based. Where you are Dual or Multi Based, the process for booking travel and claiming travel and subsistence related expenses is different.

What is the role of the Civil Service Commission in relation to recruitment into the Civil Service?

The Civil Service has two primary functions:

- To provide assurance that selection for appointment to the Civil Service be based on fair and open competition, as outlined in the Civil Service Commission's Recruitment Principles. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel.

- To hear and determine appeals made by civil servants under the Civil Service Code which sets out the Civil Service values. Honesty, Integrity, Impartiality and Objectivity – and forms part of the relationship between civil servants and their employer.

What do I do if I want to make a complaint?

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#).

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should in the first instance contact: senior.recruitment@dwp.gov.uk

If you are not satisfied with the response, you receive you can contact the [Civil Service Commission](#).



Department
for Work &
Pensions

Thank you for your interest in this role

This is an amazing opportunity for you to become our next leader in DWP. If you are passionate about making a sustainable and positive impact to people's lives, we'd love to hear from you.

We encourage applications from all candidates who feel they would be a good fit for the role.

If you would like to discuss the role in more detail, or you require assistance with the recruitment or application process, please contact responses@russellreynolds.com

