



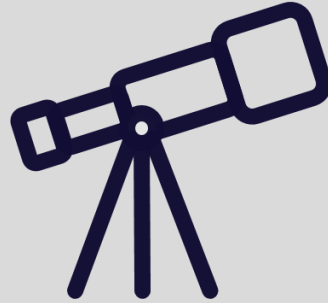
Chief Digital and Information Officer (CDIO)

Civil Service Jobs Reference: 231660

Closing date: Monday 29th August, 23:55



Welcome



Our vision



Our priorities



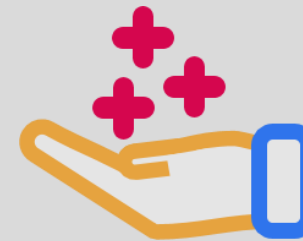
Our people



Vacancy



Recruitment



Benefits



FAQS

Welcome from Peter Schofield

Permanent Secretary DWP



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. The Department's response to the COVID-19 emergency has been well documented in the media and highly praised by the Prime Minister. A rapid response on a huge scale was required and we delivered. Within days we'd streamlined our services, redeployed colleagues and changed our ways of working to ensure people received vital financial support. Nevertheless the programme of work to support economic recovery comes on top of a radical, once in a generation ambition to transform the welfare system. The roll out of Universal Credit continues. Going forward we will have a key role in delivering the government's objectives both helping those who are harder to help but also focusing on the cost of living crisis and supporting wider cross government objectives. Five 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 this dynamic department and will be critical in us delivering our Spending Review priorities over the next three years – making a difference to improve services for citizens, colleagues and tax payers. 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.

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

The Department for Work and Pensions (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, we support people into work, help disabled people live more independent lives, improve housing and tackle 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 to 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.



Our Priorities

Maximising employment and in-work progression

Maximise employment across the country to aid economic recovery following COVID-19

Improve opportunities for all through work, including groups that are currently under-represented in the workforce



Improving people's quality of life

Address poverty through enabling progression into the workforce and increasing financial resilience

Delivering excellent services for citizens and taxpayers

Deliver a reliable, high-quality welfare and a pensions system which customers have confidence in

Our Values



We Care

We listen to each other and to our customers. We take people's needs seriously.



We Deliver

We learn and grow together to find better ways of working. We change what we do as our customers' needs change. We are committed and professional. We take responsibility for getting the job done right. We take pride in our expertise and our purpose.



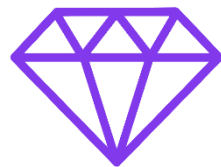
We Adapt

We learn and grow together to find better ways of working. We change what we do as our customers' needs change.



We Work Together

We pull together because we know that when we join up with others we achieve greater things.



We Value Everybody

We work to make this a place where everyone belongs and can be at their best. We know that being inclusive will be at the heart of our success.



About DWP Digital



These are exciting times in Digital Group. We're transforming public services on which millions rely at pace. We're reducing reliance on big suppliers, designing and delivering more digital products ourselves. Central to this transformation is a focus on culture and capability. Alongside developing the skills of our existing colleagues, we're recruiting hundreds of specialists who are the very best in their fields. We value collaboration and creativity as much as technical capability. We're building an organisation where colleagues are empowered to deliver.

Our leaders inspire DWP Digital to be the best at what we do: an innovative, outward-looking digital organisation where people love what they do and are proud to make a positive difference to millions of people's lives.

To find out more about our work and the people who deliver it, follow [@DWPDigital](#) and read our regular [blogs](#).

For our 20 million customers, we will work to:	For our 91,000 colleagues across the department, we will:
<ul style="list-style-type: none">own products that support people across the country such as Universal Credit, Personal Independence Payment and New State Pensioncreate seamless journeys with better end to end interaction using automation where it is right to do soimprove signposting with a choice of channels making our services easier to use and more accessiblespeed up interactions through self-service or provide more tailored support where appropriate facilitated by joined up data and a better ability to identify vulnerable customerssimplify services to manage cross-benefit updates of circumstances, data, and preferencesuse our data to improve outcomes such as using labour market intelligence to match job seekers to opportunitiesprotect DWP's customers, colleagues, data and systems from daily cyber-attacks.	<ul style="list-style-type: none">modernise one of Europe's biggest IT estates across 800 locations and create a 'digital workplace' to help colleagues connect and collaborateuse technology to reduce the burden of simple tasks, freeing time to focus on customers' issuespioneer innovative use of data to drive business intelligence and automation and share 10 million data records every day across government and with other partnersdeliver better support through technology, whether that's simplified systems for telephony colleagues which reduce training needs or more reliable systems through proactive service management and faster, self-service user supportincrease empowerment to make better decisions through greater access to insight and a wider availability of databuild digital skills through the Digital Confidence programme.

About the Role

Job Title: Chief Digital Information Officer (Director General, SCS3)

Vacancy reference: 231660

Salary

This post is at SCS3 level. The salary is circa £180,000-£200,000, with the potential for a non-consolidated performance related bonus of up to £14,000.

Civil servants applying on promotion will usually be appointed to the salary minimum or within 10% of existing salary.

Location

This role can be based out any of our Digital Hubs: **London, Leeds, Manchester, Sheffield, Birmingham, Blackpool and Newcastle**. The Department is committed to promoting flexible ways of working, whilst enabling the business to operate at maximum efficiency and will expect colleagues to work from a blend of locations, including some time working at home, as required. The corporate hub location will be the designated place of work and any remote or home working arrangement does not constitute a change to your designated place of work or contractual Terms and Conditions.

The work we do in DWP provides support to nearly every UK citizen at some point in their life.

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 some 22 million citizens each year. The role aims to drive transformation by driving digitalisation of the business by using the potential of modern online technologies and data.

You will report to Peter Schofield the DWP Permanent Secretary. You will be responsible for 10 direct reports and role model leadership for c4,500 colleagues in Digital Group, with an annual budget of £1.4 billion.

About the Role

What are my responsibilities?

- 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.
- Shaping the digitalisation strategy for DWP including 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.
- Promoting new ways of working and information technology-enabled innovation, driving and building 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.
- 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 £1.4 billion in a sustainable and compliant manner.
- Establishing strategic, sustainable relationships with suppliers 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 the Director General for Service Excellence, on transforming our services.
- Deliver high quality, stable and resilient live IT services and lead the strategic management of the supplier contract.
- The Director General must be an effective business and digital services transformation advocate experienced at operating at the most senior levels.

Person Specification

Essential Criteria for the role which will be used to assess your application.

You will need to be able to show, through your application, that you have the professional skills, breadth of experience and personal qualities for this post, as well as the leadership skills to succeed at Director General level in the Senior Civil Service.

You will be able to demonstrate:

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

Whilst not essential, it is preferable that you will be able to demonstrate:

- Strong analytical skills, with the ability to quickly distil large amounts of information from a variety of sources into sound recommendations and communicate complex issues.

Application process

How to apply

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

This should be submitted no later than **23:55 – Monday 29th August 2022**

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 Supporting Statement (maximum 1,250 words) explaining how you consider your personal skills, qualities and experience, providing evidence of your suitability for the role, with particular reference to the essential criteria in the person specification.

Applications should be submitted via www.rraresponses.com ensuring that you quote reference number **2207-091L** in the subject line of your email to Responses@RussellReynolds.com.

Please note that when you submit your application you will be asked to complete Diversity Monitoring information too.

We are keen to support you in understanding the opportunities and challenges of this great role - if you would like to speak to a DWP colleague or a Non-Executive Director about your application or to help you understand the process then please ask Responses@RussellReynolds.com to arrange that for you.

As part of our commitment to ensure fair consideration of all applications, there will be not be an opportunity for individual candidate discussions with panel members between the closing date and the shortlisting sift.

Reasonable adjustments

If a person with disabilities is put at a substantial disadvantage compared to a non-disabled person, we have a duty to make reasonable changes to our processes. If you need a change to be made so that you can make your application, you should contact us as soon as possible before the closing date to discuss your needs 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.

Disability Confident Scheme 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. Disability Confident employers offer an interview to a fair and proportionate number of disabled applicants that meet the minimum criteria for the job (this is the description of the job as set by the employer). 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.

Steps in the application process

1. Shortlist

- The panel, including the hiring manager, will then 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. Failure to address any or all of these may affect your application.
- The timeline later in this pack indicates the date by which decision is expected to be made, and all shortlisted candidates will be advised of the outcome as soon as possible thereafter.

2. Assessment

If you are shortlisted, you will be asked to take part in a psychometric test and a staff engagement exercise. These assessments will not 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. Full details of the assessment process will be made available to shortlisted candidates.

- It may be that candidates are asked to speak to the Secretary of State and/or the Minister for Employment, as part of the formal assessment process.
- It also may be that all applicants will be offered the opportunity to speak to: Peter Schofield - Permanent Secretary, a Non-executive Director and Amanda Reynolds – Service Excellence Director General. This is optional and it is not part of the formal assessment process.

3. Interview

- Shortlisted candidates will be invited to attend a face to face interview, at which they will be expected to give a short presentation (the subject of which candidates will be informed of in advance). The interview panel will be chaired by Martin Spencer (Civil Service Commissioner) who will be supported by an additional four panel members.

Steps in the application process

4. Selection process

The selection process will be chaired in accordance with Civil Service Commission requirements. The Civil Service Commission has two primary functions:

1. Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition. 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.
2. Hearing and determining appeals made by civil servants under the Civil Service Code which sets out the Civil Service values – Impartiality, Objectivity, Integrity and Honesty - and forms part of the relationship between civil servants and their employer.

More detailed information can be found at on the Civil Service Commission website:

<http://civilservicecommission.independent.gov.uk>.

5. Feedback

- Regardless of the outcome, we will notify all candidates as soon as possible, and will offer the opportunity to discuss feedback for all candidates who reached interview.

6. Reserve List

- A reserve list will be held for up to 12 months, which we may use to fill future suitable vacancies.

Indicative Timeline

Closing date to submit application	Monday 29 th August 2022
Sifting Process	Tuesday 30 th August – Friday 2 nd September 2022
Assessments	w/c 5 th September and w/c 12 th September 2022
Interviews	Tuesday 20 th September 2022
Results Notified	After approvals from the Prime Minister and HM Treasury.

Please note that these dates are only indicative at this stage and could be subject to change.

Candidates are asked to note the above timetable, whilst exercising flexibility through the recruitment and selection process.

We are committed to equality and valuing diversity within our workforce

We are passionate about making DWP an inclusive place to work where everyone feels they can be themselves and are supported to be their best. As a department we are committed to providing services to citizens which are accessible regardless of their background. As an employer we are also committed to equality and valuing diversity within 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. We value work-life balance and offer flexibility in how you work. You'll be encouraged to develop your skills, with many opportunities to develop, learn and progress in a fast-paced organisation.

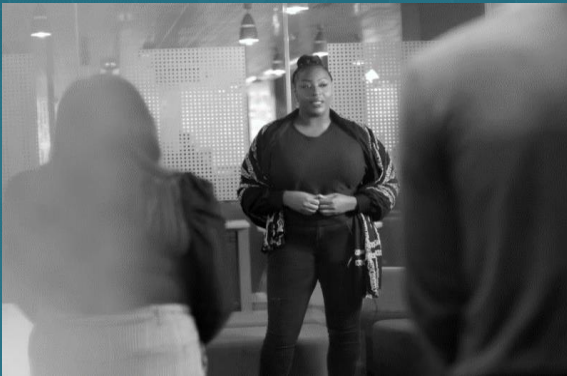
As a public body we take our responsibilities under the Equality Act 2010 and the Public Sector Equality Duty (PSED) seriously. Everyone has the right to an environment where diversity is valued and respected.

Everyone working for the Department must ensure that that they treat their colleagues, and anyone they come into contact with respect and must ensure that they do not bully, harass, victimise or discriminate against anyone on the grounds of equality. Should unacceptable behaviour occur then colleagues are encouraged and supported to challenge and report this.

Our diversity expectations are embedded within our Values, standards of behaviour and Civil Service Code.



What we will offer to you...



Whatever your role, we take your career and development seriously, and want to enable you to build a really successful career with the Department and wider Civil Service. It is crucial that our employees have the right skills to develop their careers and meet the challenges ahead, and you'll benefit from regular performance and development reviews to ensure this development is ongoing. As a Civil Service employee, you'll be entitled to a large range of benefits:

- 25 days' annual leave on entry, increasing on a sliding scale to 30 days after 5 years' service. This is in addition to 8 public holidays.
- This will be complemented by one further day paid privilege entitlement to mark the Queen's Birthday.
- A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire.
- Generous paid maternity and paternity leave which is notably more than the statutory minimum offered by many other employers.
- Childcare benefits (policy for new employees as of 5 April 2018): The government has introduced the Tax-Free Childcare scheme. Working parents can open an online childcare account and for every £8 they pay in, the government adds £2, up to a maximum of £2000 a year for each child or £4000 for a disabled child. Parents then use the funds to pay for registered childcare. Existing employees may be able to continue to claim childcare vouchers.
- Interest-free loans allowing you to spread the cost of an annual travel season ticket or a new bicycle.
- Occupational sick pay.



“I believe your pension is the most important benefit after your Salary that you can have when you are employed in the Civil Service. Providing you with financial security when you retire and also providing cover for your family and loved ones should the worst happen”

Dominic Arthur – Director of Civil Service Pensions Operations and Government Recruitment Services

Great member pension

- ✓ Main Defined Benefit Pension Scheme
- ✓ Providing a secure pension payable for life with no investment uncertainty
- ✓ Choice of a tax free lump sum
- ✓ Generous build rate of 2.32% of your earnings as a pension each year.
- ✓ Choice of entering a Defined Contribution Scheme

What pension could you get?

- ✓ For example if you earned £80,000 per year and remained in the Defined Benefit Scheme
- ✓ After 10 years you could have a pension of £18,560pa which represents a Lifetime Allowance of circa 35%

Generous employer contributions

- ✓ Employer contribution towards the main Defined Benefit pension scheme is extremely generous with an average 27% of your pay
- ✓ Employer Contribution towards the Defined Contribution Scheme is between 8% - 14.75% depending on age.

Main Scheme Death benefits

- ✓ Able to nominate anyone (including charities) for a Tax free lump sum in the event of your death
- ✓ Lump Sum of up to two times your pay
- ✓ Main Scheme provides a Pension for your spouse/partner of around 37.5% of your pension as well as pension for eligible children

Find out more information [about the Civil Service Pension Scheme.](#)

Frequently Asked Questions

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

Yes. This role is open to suitably qualified people in the external market and to existing civil servants and those in accredited Non Departmental Public Bodies.

2. Is this role permanent?

This role is being offered on a permanent basis.

3. Is this role suitable for part-time working?

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

4. Does this role have an assignment duration?

This role has a minimum assignment duration of three years. 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.

5. Will the role involve travel?

Regular working/travel between Leeds, Sheffield and London will be required.

6. Where will the role be based?

This role can be based out of either **London, Leeds, Manchester, Sheffield, Birmingham, Blackpool and Newcastle**. Relocation expenses will be available if moving from London.

The Department is committed to promoting flexible ways of working, whilst enabling the business to operate at maximum efficiency and will expect colleagues to work from a blend of locations, including some time working at home, as required. The corporate hub location will be the designated place of work and any remote or home working arrangement does not constitute a change to your designated place of work or contractual Terms and Conditions.

Please be aware that this role can only be worked in the UK and not overseas

7. 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

Frequently Asked Questions

8. What nationality do I need to hold in order to apply?

The Civil Service Nationality Rules are written into law, they are exempt from the Equality Act 2010 and must be followed. They outline who can and cannot work in the Civil Service including the Civil Service Fast Stream. In summary from 1st January 2021 broadly the following groups will be able to work in the non-reserved posts within the Civil Service:

- UK nationals.
- Nationals of Commonwealth countries.
- Nationals of the Republic of Ireland.
- EEA nationals with (or eligible for) status under the EUSS.
- Relevant EEA or Turkish nationals working in the Civil Service.
- Relevant EEA or Turkish nationals who have built up the right to work in the Civil Service.
- Certain family members of the relevant EU & Turkish nationals.

Nationality checks will be undertaken as part of the pre-employment checks.

9. Is security clearance required?

Yes. If successful you must hold, or be willing to obtain, security clearance to **DV level**. Find out more information [about the vetting process](#).

10. What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process. Reasonable adjustments could include; allowing extra time during selection tests; ensuring that information is provided in an accessible format or; by providing training.

If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact us in the first instance.

If you wish to receive a hard copy of the information, or in an alternative format e.g. Audio, Braille or large font then please contact Responses@RussellReynolds.com

Frequently Asked Questions

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

The Civil Service has two primary functions:

1. To provide assurance 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. 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.
2. 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.

12. Will this role be overseen by the Civil Service Commission?

Yes. As this role is one of the more senior posts within the Civil Service, the process is underpinned by the Civil Service Commissions recruitment principles. Find out more at <https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/>

13. 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, see link above.

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact Responses@RussellReynolds.com in the first instance.

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

14. 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 Responses@RussellReynolds.com before submitting your application.



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.

If you have any questions, please contact:

Responses@RussellReynolds.com