



Border Force



Home Office

2016 RECRUITMENT CANDIDATE INFORMATION PACK

Border Force Officer Salary Bandings:

- £23,330 - £26,831 (National)
- £24,165 - £27,790 (Gatwick)
- £26,866 - £30,896 (Heathrow)

- Equivalent of Executive Officer or EO Grade
- Between 0 and 49% of salary for Annual Working Hours Allowance
- These are permanent positions.

Closing date for applications AND the completion of online tests is the 1st of August 2016 at 23.59.



Introduction and Welcome

Thank you for your interest in this exciting and rewarding opportunity.

The role of a Border Force Officer is central to maintaining the security and integrity of the UK border. It is also essential in promoting the national economy, through facilitating the legitimate movement of individuals and trade across the border.



Border Force expects the highest possible standards of professionalism and teamwork from its staff and adherence to its core values: Commitment; Discipline; Respect and Moral Courage. It requires its people to operate in sometimes difficult and pressurised environments and to make well balanced decisions. It selects through a stringent and robust recruitment process only those candidates who display those qualities.

For those who meet these demanding standards, it is a hugely rewarding and very satisfying career – and one that offers the opportunity for increasing responsibility and reward.

I wish you well in your application.

Sir Charles Montgomery, Director General, Border Force

What's included in this pack?

Within this pack you will find both information and advice on applying for a role within Border Force. This includes:

- Who we are and what we do
- An introduction to the role
- Details of the application and selection process
- Additional information regarding our processes, policies and procedures.

It is important that you read all of the information in this pack and in the Webpages thoroughly before you complete your application.

Who to contact if you have any questions?

Should you have any queries or if you require any additional assistance in completing your application, please contact us by email Border.Force@manpower.co.uk we will endeavour to respond within 48 hours (Monday to Friday). Please ensure that you allow yourself sufficient time to contact us before the close date of the vacancy.

ManpowerGroup Solutions are appointed to support us in the management of the recruitment process only. If you are successful, the Home Office and Civil Service Resourcing will process your pre-employment checks and security clearance and your contract would be signed directly with the Border Force (Home Office).

About Us - who are we and what do we do?

Border Force is an operational command within the Home Office responsible for managing the UK border control by enforcing immigration and customs regulations. This is some of the most important and challenging work in Government as it both protects and enhances the UK economy.



Border Force has five operational regions: North, Central, Heathrow, South, and South East & Europe. The regions have responsibility for securing the border 24 hours a day, 365 days a year at the UK's ports, airports, postal depots and rail. This includes the Eurostar from Brussels and Paris to St Pancras International and the Eurotunnel from Coquelles to Cheriton.

The UK border is also protected by a fleet of sea patrol vessels, known as cutters, which carry out maritime enforcement, surveillance and interception. The cutters are responsible for detecting prohibited and restricted goods, immigration crime and fiscal fraud by boarding and searching all types of vessels and taking part in multi-agency maritime operations in both UK and international waters.

For more information visit: <https://www.gov.uk/government/organisations/border-force/about>

Our Aim, Vision and Values

Our strategic aim is to secure the United Kingdom's border and promote national prosperity. Our vision is to create the best Border Force in the world by delivering five strategic objectives:

- To deter and prevent individuals and goods from entering the UK that would harm the national interest
- To facilitate the legitimate movement of individuals and trade to and from the UK
- To protect and collect customs revenues from trade crossing the border
- To provide excellent service to customers and protect the vulnerable in need of our care
- To provide demonstrable effectiveness, efficiency and value for money.

The Border Force values are hugely important to achieving our vision:

- Commitment
- Discipline
- Respect
- Moral Courage.

Why apply to become a Border Force Officer?

This role gives you an opportunity to;

- Serve Border Force, the Government and your Country

- Prepare yourself for a range of roles across the Home Office or other Government Departments
 - Be in a position to positively affect some of the challenges facing our country today.
-

What are we looking for?

We are looking for staff who;

- have excellent interpersonal skills and are flexible, adaptable and creative in solving problems and dealing with change
 - have a strong sense of personal ethics and honesty
 - enjoy dealing with colleagues, members of the public and external stakeholders
 - are able to confidently manage potentially difficult and challenging situations
 - can demonstrate sound interpersonal, communication and relationship building skills and thrive working as part of a team
 - have leadership potential or demonstrated leadership ability
 - think in an objective and analytical manner
 - are robust at enforcing UK law whilst maintaining professionalism and sensitivity.
-

Are You Eligible to Apply for a Role?

To be eligible for the role you must;

- Be a UK National* see below
- Be at least 18 years old on the 1st of August 2016
- Either hold a minimum of two A Levels Grade E and above or relevant experience * see below for further information
- Hold a full and valid passport which you **MUST** present at interview
- Hold a full UK Driving Licence (manual) which you **MUST** present at interview * (see below for further information on licence requirements)
- Be able to provide all of the documents we need to complete your pre-employment screening and security clearance.



Nationality

*Posts are open to UK nationals only. There must be no employment restriction or time limit on your permitted stay in the UK. You should normally have been resident in the UK for five years immediately preceding your application. If you are unsure as to your eligibility on this point, please telephone the Shared Service Centre (SSCL) on 0845 010 0122 for advice.

Under statutory identification rules, at the interview stage all candidates (including those from other government departments) will need to produce documents to support the pre-employment screening checks. Ideally candidates will bring the document detailed in Annex E (page 36) to the interview.

Qualifications or Experience

In order to be eligible you must meet ONE of the below essential criteria. Either you must hold certain qualifications **OR** you must have served in the Army or Police. In order to apply you must meet **either** the Experience and/or the Education Criteria below:

	<p>Experience Criteria: You must have either served as a fully attested Police Officer/ Special Constable or have served in the British Armed Forces. We will also require evidence (such as discharge papers) to be presented at interview to demonstrate this.</p>
	<p>Qualifications Criteria: 2 A Levels at Grade E or above.</p> <p>Please note this can include equivalents at the same levels, equivalent qualifications for the A Level requirement could include a wide range of formal or vocational training as determined by Ofqual such as some BTEC and higher level NVQ's. You must have already been awarded the qualification(s) and must be able to provide your certificate(s) at the interview.</p>

Please Note: we reserve the right to verify that you hold these qualifications or meet one of these criteria as part of the application process. We will ask you to detail which criteria you meet in your application and we will also ask that you provide certificates if you are shortlisted to attend an interview. If you need any help determining if your qualifications are the equivalent of 2 A Levels please visit <https://www.gov.uk/what-different-qualification-levels-mean/compare-different-qualification-levels> or speak to your local careers service. We may also consider some vocational qualification equivalents which are formally accredited and can be evidenced as the equivalent of two A Levels Grades E and above.

We also reserve the right to complete independent checks. Any false declaration will result in your application being withdrawn/ rejected or you may be subject to dismissal.

Driving Licence

You must possess a full UK manual (not automatic) driving licence and be prepared to drive on official business. If you are required to be an airside official driver, you will need to undertake an airside medical test and airside driving course. Where you have a medical condition or disability that prohibits this, reasonable adjustments will be considered. Please note that for South East and Europe ports you will be expected to drive to and from locations in the UK and Northern France. Overnight stays may also be necessary during peak times (hotel accommodation will be provided) as part of the operational requirements.

Key Information about this role

Working Hours and Patterns

We operate 24 hours a day, 365 days of the year and you would be required to work flexibly and operate over a 24/7 shift rota, this can include:

- Night shifts
- Early morning starts, for example before 6 am
- Late night finishes, for example some shifts end after midnight
- Weekends and public holidays
- Shifts vary in length and can be up to 12 hours
- Shifts that change according to business need.

We have provided further information, sample shift patterns, how the additional Annual Hours Working (similar to a shift allowance) works and the answers to many other frequently asked questions on page 37, Annex F. Please consider carefully that you are able to work on this basis before applying.

Folkestone

If you are applying for Folkestone the posts entail deployment on a daily basis to any UK or Northern France port within the region (Border Force South/South East and Europe). Post holders will be based at Folkestone and then deployed to the relevant port- primarily juxtaposed ports. The travel time from Folkestone is included as part of the rostered shift and therefore shifts are usually a minimum of 12 hours long as a result, on occasion longer and including overnight stays. You must therefore consider carefully how you would travel to and from Folkestone to meet these longer shift requirements. All shift patterns are subject to change and post holders may be posted to ports within region dependent on business need.

Salary

The salary bandings are detailed below;

- £23,330 - £26,831 (National; Birmingham, East Midlands Airport, Folkestone, Luton & Stansted)
- £24,165 - £27,790 (Gatwick)
- £26,866 - £30,896 (Heathrow)

Annual Hours Working (AHW) Allowance

Job holders will receive an additional percentage Annual Hours Working (AHW) Allowance of between **0% and 49%** of salary. The rates for AHW are driven by business requirements and may vary from location to location. We are not able to provide you with an indication of the percentage that you would receive at this stage and would only be able to confirm your rate if you are successful and assigned to a location. Allowances are paid as a percentage of your basic salary.

Start Dates

We are advertising for anticipated vacancies as part of our rolling recruitment plans, some posts are expected to start in the autumn of 2016 yet posts may not be available immediately or even at

all. Where we are not in a position to offer posts, we may place candidates (who meet the standard), on reserve lists for up to 12 months. We may also offer applicants who are successful at interview a post in any location subject to business need.

What's involved in Training?

The Border Force Officer training pathway consists of three stand-alone programmes aligned to professional frameworks including the Operational Delivery Framework, Civil Service Competency Framework and European Sectoral Qualifications Framework.

The Core Skills 1 programme is a three part programme designed to test both skills and knowledge of the immigration function at the Primary Control Point (PCP), as well as some customs functions. The three parts include pre course online learning, classroom learning and mentoring.

The classroom element is a three week programme combining assessment, role-play, live and theoretical tests. This is then followed by a period of consolidated learning (mentoring) in an operational environment, which can take up to 4 weeks. Once all three strands of the programme have been completed and all the necessary tests and assessments have been passed, this will give you the power to act under the Immigration Act.

Following this initial phase your training will include:

- ongoing on-the-job mentoring
- Some specialist training as well as the Core Skills 3 programme, which includes further classroom training normally undertaken within 12 months.

Typical Training Time Table

 <p>Week 1</p>	 <p>Week 2</p>	 <p>Weeks 3-6</p>	 <p>Weeks 6-10 +</p>
			
<p>Posting Location</p>	<p>Personal Safety Training</p>	<p>Core Skills 1</p>	<p>Posted Location</p>
<p>This first week includes some online learning modules</p>	<p>This could take place at a different location</p>	<p>Classroom based training</p>	<p>Includes mentoring and then on-going professional development</p>

Where will the training take place?

Successful applicants may not complete training in their preferred location. Expenses will be paid to post holders who are required to travel or stay overnight at a different location to which they have been posted. Training is normally Monday to Friday.



Please Note;

- This role requires mandatory training, which must be passed before an applicant is legally allowed to undertake the duties of the role.
- During the initial training period, you will receive a 0% AHW allowance to reflect the Monday to Friday working pattern.
- Currently, training courses are run on a full-time basis where part-time applicants revert to part-time working when posted to their home unit.
- This role requires a significant commitment on your part to training and development
- All aspects of this training and mentoring programme are tested and failure to pass may be deemed as poor performance.

Locations we are recruiting in

We anticipate that there will be vacancies available in the coming months across a variety of locations as depicted in the map below. Please select the job location on the website which is your first preference, within your first preference application you will also be able to detail any other locations as subsequent preferences.

The range of duties for Border Force Officers can vary by location. Please refer to the Candidate Information Pack for more information:

- Posts in Birmingham , East Midlands Airport, Heathrow, Luton and Stansted are primarily airport based 
- Folkestone -Deployment will be on a daily basis to any UK or Northern France port 
- Posts in Gatwick may include work in customs.

We anticipate posts in the following locations:

Central Region

- Birmingham
- East Midlands Airport
- Luton
- Stansted


Heathrow

South Region

- Gatwick

South East & Europe

- Folkestone



Key Important Information- please ensure you have read and understood the below before applying:

- We are advertising for anticipated vacancies across the above locations as part of our rolling annual recruitment plans.
- Posts may not be available in these locations immediately or even at all.
- Posts may become available in the coming months, however, this is subject to change based on business need.
- Where we are not in a position to offer posts, we may place candidates who meet the standard, on reserve lists for up to 12 months.
- Further opportunities may also become available in other locations not listed and we may offer successful applicants a post at any location.
- We will firstly consider your preferred location and then we may offer successful applicants posts elsewhere.
- We cannot guarantee that there will be opportunities in your preferred location.
- We have provided further information on how we will manage location preferences in the terms and conditions in Annex D.

Border Force Officer – an overview of the role

Border Force Officers are engaged in a variety of exciting and flexible roles in either an Airport or Seaport/Maritime environment. This includes checking all passengers arriving by sea or air for immigration control purposes as well as the detection and interception of prohibited goods (such as drugs, cash, tobacco, alcohol, firearms, and counterfeit goods).

IMPORTANT NOTE: Please refer to Annex C where we have provided a full Job Description.

We do this at tourist and freight controls, covering passengers travelling on foot, by car, coaches, freight vehicles, as well as air freight and sea containers. You could also be deployed on other strategic objectives such as counter terrorism or human trafficking where you would be more mobile or work across sites.

You would be responsible for delivering of a wide variety of tasks (as detailed in the full Job Description in Annex C), for example;

- Operating primary control points and making decisions to allow free movement or admit passengers
- Profiling people, goods and vehicles for border offences
- Conducting casework and interviews and detecting and assisting in the investigation of offences and attending court as a witness
- Supporting general aviation operations in airports and at private airfields
- Searching people and supervising arrested persons

- Assisting with the search of premises or vehicles
- Demonstrating the professional behaviours associated with a customer focused organisation.

Range of Duties

The range of duties carried out by officers is dependent on the posting location for example:

In Gatwick - you would initially be deployed to the Primary Control Point (PCP), though you may be trained as a multi-functional officer within the first two years. Officers are deployed to high priority areas of activity including the PCP and secondary areas. You can expect to support strategic objectives such as counter terrorism and prevention of human trafficking. This may require you to deploy away from your usual location once you are appropriately trained.

East Midlands Airport is the the UK's second largest cargo airport after Heathrow. At East Midlands Airport Border Force is tasked with many functions here including a busy primary control point through to the national fast parcel freight services for different airports, daily freight examinations, high risk detection commitment and a busy International Trade and counterfeit work commitment.

The Key Competencies and Indicators for Border Force Officer

The competencies below demonstrate the key behaviours, skills and experience required in this role. We have provided further information on what competencies are and how we use them to select the best applicants in Annex A on page 17 onwards.

- Making Effective Decisions
- Leading and Communicating
- Collaborating & Partnering
- Delivering at Pace
- Changing and Improving

Application and Selection Process

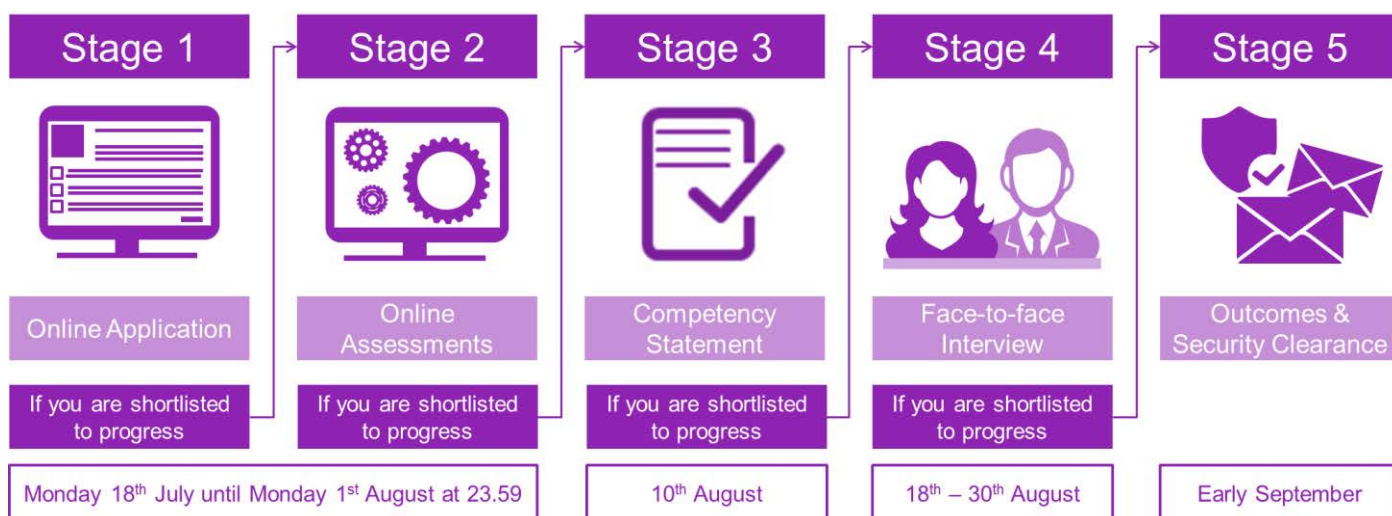
We very much hope that having read the information provided so far, you find the prospect of this role exciting. We have created a thorough selection process that has been designed with our candidates in mind, so that each of you receives equal and fair treatment.

There are four key stages to your application;

- Your online application and the information provided
- Your online test (assessment) results
- Your two competency statements provided in your application
- Your performance and responses at an interview.

Please be aware that our selection process may change during the campaign to include additional sifting and selection tools or alternative processes.

Please find below an overview of the selection process and the anticipated timelines below.



Please note: Should you not complete your online application, assessment, or interview during the timeframes outlined above and in the emails issued during the application process, your application will not be progressed to the next stage of the selection process. Please also note that due to the volume of applications that may be received, the above timelines are subject to change and your application may be placed on hold at any time.

Further details on each stage have been outlined below.

Stage 1



Your application will be managed through an online automated process. Simply click on the Job or the 'Apply Now' button on our web page and you will be able to apply for the roles **from the 18th of July** until the 1st of August. Prior to the 18th of July, you will be able to Register Your Interest.

You will first be asked to register your personal details. You will then be asked a series of questions and to make declarations to ensure you meet the eligibility criteria and understand the role.

Online Application

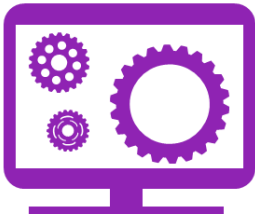
Next, you will be asked to detail which of the essential criteria you meet and how, your previous employment history as well as other personal details. You will also be asked to provide examples of where you have demonstrated the key competencies we are looking for, please refer to Annex A page 17 onwards for further information on how to prepare your competency statements.

- Once you have submitted your application it cannot be amended; only submit your application when you have completely finished and answered all the relevant questions.

- When you reach the declaration section of the application form you will be presented with a list of statements to read and agree to. False declarations may result in your application being rejected or your later dismissal.
- Paper applications will only be considered if you have a disability that prevents you from applying on-line. If this is the case, please email border.force@manpower.co.uk
- Please ensure you read the Eligibility Criteria in this pack and on our web pages.

Should you have any queries in regard to the recruitment process (or if you require any additional assistance in completing your application), please email Border.Force@manpower.co.uk. We will endeavour to come back to you within 48 hours (Monday to Friday). Please ensure that you allow yourself sufficient time (i.e. 48 hours) to contact us before the close date and time of the vacancy as we will not consider late applications.

Stage 2



After completing your application form you will receive an email to confirm the form has been submitted. If your application meets the key criteria for the role you will automatically be directed to two online Assessments. You can either complete these tests straight away or come back to complete the test any time **before the close date on the 1st of August at 23.59.**

Online Assessment

The first assessment will last around 11 minutes and covers some of the essential skills required to be a successful Border Force Officer including; the ability to analyse information and to put this information together. It involves flexible thinking, judgment, and logical problem solving and measures Induction, Deduction and Logical analytical thinking. Please note if you have previously taken a similar test or have a banked test score for other assessments you will still need to complete this assessment.

The second assessment is a situational judgement test, this assessment asks you to read ten brief scenarios and tell us which from a selection of options you would take. We expect this will take no more than 25 minutes, the test is not timed.



If you are registered disabled and require reasonable adjustments or support please contact us at your soonest convenience so that the appropriate support can be arranged. You must provide details of any adjustments in your application form. If you need any reasonable adjustments you must email us before starting the tests.

Completing the test

- Ensure you are in a quiet area before starting the assessment to avoid distraction and ensure you receive a fair and honest test score
- Once you have started the assessment, you **cannot stop**
- Only the highest scoring applicants will progress to the next stage of the selection process

- We reserve the right to ask a selection of applicants to re-sit the test in controlled conditions to validate test scores if selected for interview, any variance in scores outside of accepted norms may result in your application being rejected.

Important Information required to access the online assessment

- You will not be able to access this test from a terminal server (often operated in Government buildings)
- HTTPS access and JavaScript must be allowed
- Pop-up blocker setting should allow pop-ups on the application URL.

The test can operate on the below operating systems

- Microsoft Internet Explorer v7, or later
- Mozilla Firefox v3 or later.
- Google Chrome Apple Safari.

Stage 3



Competency Statement Review

Only the top scoring applicants from the online tests will progress through to the next stage of the selection process. You will be notified of the outcome by email. We may also place applicants who pass yet are not in the top scoring applications on hold, this means that dependent on the number of posts that become available you may be invited to progress your application at a later date.

If you are in the top scoring applicants we will place your application with our independent panel that will assess and score the competency statement/s provided in your application. We expect to start this on the 4th of August and to provide you with an outcome within seven days.

Why are Competency statements so important?

You will be asked to provide examples of when you have demonstrated the first two competencies for this role in your application form when you apply. Applicants who best demonstrate and provide the strongest evidence the indicators of the competency will progress. The independent assessor panel will;

- Review your statement for “Making Effective Decisions”
- **NOT** cross refer to any other part of your application, for example they will not be able to view or consider any personal details, your work history, education or any other information provided. The assessor team only have access to the competency statement provided.
- If you do not achieve a score of 4 or more (out of a possible 7) in the lead competency your application will not progress and we will **not review** any other statements or any other part of your application
- We will **NOT** be able to provide you with feedback on your statements.

Please refer to Annex A and B where we have provided guidance, hints and tips on completing your competency statements, including the behavioural indicators we are seeking.

What Happens Next?

Stage 4



Face-to-face Interview

Only the top scoring applicants who best demonstrate and evidence the behaviours, skills and experience for the lead competency will progress to the next stage of the selection process. Unsuccessful applicants and those not within the top scoring applicants will be notified via email. We may also place applicants who pass yet are not in the top scoring applications on hold, this means that dependent on the number of posts that become available you may be invited to progress your application at a later date.

Should you be one of the highest scoring applicants, you will receive an email inviting you to the next stage of the process. You will be asked to book an interview online via our system.

Please ensure that you book your interview as soon as possible so that you receive the best possible choice of dates and times. You will then receive an email confirming your interview time and date. We will provide you with full details once you have booked your interview online. You will also be reminded of all documents that you will need bring to your interview.

If you need to change your interview, you can do so using the online system up-to 72 hours before your interview. If you need to make any changes or are unable to attend within 72 hours of your interview you must email border.force@manpower.co.uk.

You will need to allow yourself around two hours for the interview;

- We will firstly verify all of your documentation and identification (see Annex E)
- You will then be asked to complete a short exercise, this will be based on some scenarios or situations that we will ask you to think about and provide answers to
- You will then be interviewed by two people. Typically, the interview takes around 45 minutes to complete. Here you will need to provide examples of your ability to perform all of the competencies for the role (see the Job Description in Annex C).

If you are shortlisted to attend an interview we will provide you with full guidance on how best to prepare and what to expect.

Important notes

- Interviews may be held in any location, we may not be able to offer you an interview at your preferred location
- We expect to hold interviews between the 18th and 30th of August. You may however have your application placed on hold and potentially be offered a later interview date.
- Failure to bring the correct documentation may mean that your interview will NOT be completed. For example copies of your qualifications must be provided. Please refer to Annex E for a full list.

Stage 5



Outcomes and Security Clearance

All applicants who are interviewed will be scored and ranked. Top scoring applicants will receive confirmation via email of their employment offer (a recommendation), subject to completion of the appropriate pre-employment checks.

We may also offer successful applicants a place on the Reserve List. This means that we may contact applicants who meet the standard at interview any time in the following 12 months and offer a post if and when they come available. We may notify applicants in merit order; this means that applicants obtaining the highest scores at interview may be offered posts first.

Please note:

- Successful candidates must pass security clearance (SC Level) and will only be offered the position if they either hold Home Office SC level clearance already or subsequently pass the clearance process
- If you are recommended for appointment, we will make enquiries into your nationality, health and other matters, to ensure that you are qualified for appointment
- We will NOT be able to provide you with feedback at any stage of the application or recruitment process.

Thank you for your interest in this exciting opportunity. We have provided further information in the annex below which includes further important notes about this role and guidance on how to best manage your application, please ensure you have read and understood these before you apply.

WE WISH YOU THE BEST WITH YOUR APPLICATION.



Border Force



Home Office

ANNEX INFORMATION

IMPORTANT NOTES, GUIDANCE AND TERMS AND CONDITIONS

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Annex A - Competency Statement Guidance Notes

What are competencies?

Competencies are the skills, knowledge and behaviours that lead to successful performance.

The competency framework sets out how we want people in the Civil Service to work. It puts the Civil Service values of honesty, integrity, impartiality and objectivity at the heart of everything we do and is aligned to the three leadership behaviours that every Civil Servant needs to model: Set Direction, Engage People and Deliver Results.

Civil Servants work in a range of jobs across the country and overseas. Their common thread is that they serve to support the elected government, providing advice to help shape its policies and ensuring seamless and practical implementation in line with those policies.

What are the competencies for this role?

- Making Effective Decisions
- Leading and Communicating
- Collaborating & Partnering
- Delivering at Pace
- Changing and Improving

First and Second Lead Competency

Please see below further information on the first and second lead competency below to support you in writing your application. If you are shortlisted to attend an interview we will provide further guidance and support on how best to prepare including detail of the behaviours for the remaining three competencies.

All of this information is available online please visit;

<https://www.gov.uk/government/publications/civil-service-competency-framework>.

Annex B Indicators for your competency statements

Making Effective Decision – Border Force Officer Lead Competency

Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of government and public information to ensure it is handled securely and with care.

Effective Behaviour- People who are effective are likely to...

Ineffective Behaviour- People who are less effective are likely to...

Demonstrate accountability and make unbiased decisions

Avoid making decisions that lie within own remit; continually push decisions up

Examine complex information and obtain further information to make accurate decisions

Miss important evidence or make hasty judgement

Speak with the relevant people in order to obtain the most accurate information and get advice when unsure of how to proceed

Encounter problems by failing to check issues and relevance of information before using it

Explain clearly, verbally and in writing, how a decision has been reached

Share decisions in a way that leads to frustration or additional work

Provide advice and feedback to support others to make accurate decisions

Provide limited or no assurance that the right decisions are being made in team/work area

Monitor the storage of critical data and customer information to support decision making and conduct regular reviews to ensure it is stored accurately, confidentially and responsibly

Take little care with data and information storage; allow inaccuracies and mishandling to occur

Leading & Communicating – Border Force Officer 2ND Lead Competency

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity and enthusiasm. It's about championing difference and external experience, and supporting principles of fairness of opportunity for all.

Effective Behaviour - People who are effective are likely to...

Ineffective Behaviour – People who are less effective are likely to...

Display enthusiasm around goals and activities – adopting a positive approach when interacting with others

Express limited interest in goals and activities

Listen to, understand, respect and accept the value of different views, ideas and ways of working

Adopt a biased, exclusive or disrespectful manner in their dealings with others

Express ideas effectively, both orally and in writing, and with sensitivity and respect for others

Demonstrate no awareness of the impact of their behaviour on others nor consider the potential reactions of others to the ideas put forward

Confidently handle challenging conversations or interviews

Unable to deal objectively with conflicts and disputes when they arise

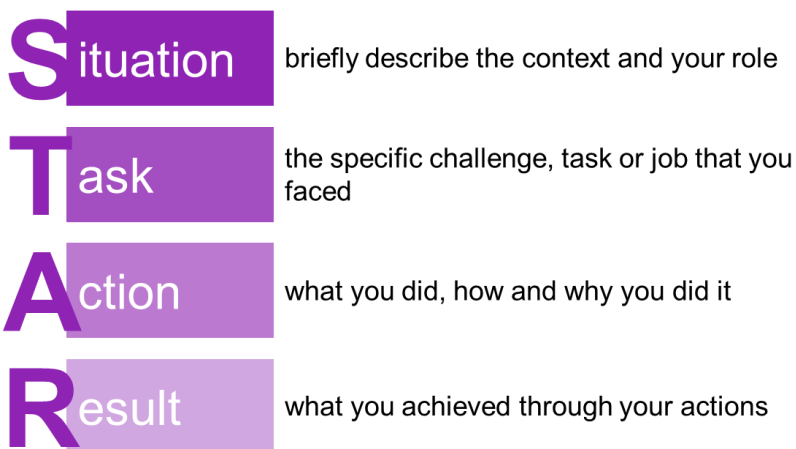
Confront and deal promptly with inappropriate language or behaviours, including bullying, harassment or discrimination

Avoid challenging inappropriate language or behaviours

Preparing your Competency statements

You will be asked to demonstrate evidence of the skills, knowledge and behaviours for the selected competencies in your application form. We will ask you for a 250 word example for the first two competencies that have been selected for the Border Force Officer. If you are shortlisted to attend an interview, you will also be asked questions against all five competencies and we will provide further guidance at this time.

Remember to choose real life examples which best demonstrate the indicators and your experience of this competency. When deciding which examples to use, keep referring back to the requirements of the post that are described in this candidate pack and cover as many indicators as you are able. One approach that may help you is the STAR method (detailed below) which helps provide a structure and focus to your responses.



Hints & Tips

Keep the situation and task elements brief. Concentrate on the action and the result. If the result was not entirely successful, describe what you learned from this and what you would do differently next time.

- Do not use more than 250 words.
- Make sure you include how you overcame any problems or obstacles.
- Keep looking back at the competency indicators and cover the key points.
- Describe your thoughts, actions and feelings rather than just describing what happened.
- Don't forget to include results and show why your actions were effective and / or how you could have improved on what you did.
- Use 'I' not 'we.' This is about your role in the task and how you affected the outcome.
- Use short statements that show the value you added and use your own words.
- Choose your most powerful examples – situations that have lots of substance.

Don't get caught up in telling a story in your example. Just give enough to show how you went about the task, why you did it the way you did and any obstacles you encountered.

Annex C Border Force Officer Job Description

Border Force Officers

Border Force operates 24 hours a day, 365 days of the year. Operational staff are engaged in a variety of exciting and flexible roles – this includes checking all passengers arriving by sea or air for immigration control purposes as well as the detection and interception of prohibited goods (such as drugs, cash, tobacco, alcohol, firearms, counterfeit goods). We do this at passenger and freight controls, covering people arriving on planes, by foot, in cars and coaches and freight vehicles, as well as air freight and sea containers. Staff can also expect to be deployed on other key tasks such as Radiological Nuclear Detection roles and support strategic objectives such as counter terrorism and human trafficking, which may require working across sites rather than one location, as well as in a mobile capacity inland.

Role description and person specification

We are looking for staff who:

- have excellent interpersonal skills and are flexible, adaptable and creative in solving problems and dealing with change;
- have a strong sense of personal ethics and honesty;
- enjoy dealing with colleagues, members of the public and external stakeholders;
- are able to confidently manage potentially difficult and challenging situations;
- can demonstrate sound interpersonal, communication and relationship building skills and thrive working as part of a team;
- have leadership potential or demonstrated leadership ability;
- think in an objective and analytical manner;
- are robust at enforcing UK law whilst maintaining professionalism and sensitivity.

Desirable Criteria

- Experience of working in an investigatory, military, law enforcement or customs operational role.

Key Tasks and Responsibilities:

You would be expected to be responsible for delivery of a wide variety of tasks, in an airport or seaport/maritime environment, which may include but are not limited to:

- Operating the EU / EEA primary control point (PCP), making decisions to allow free movement of EEA and Swiss nationals and taking appropriate action in cases where further examination is required (e.g. suspected forgeries, impostors, child traffickers, or where the Border Force has identified that further questioning is required of the passenger).
- Operating the non-EEA PCP, making decisions to admit non-EEA passengers under the Immigration Act.
- Profiling people, goods and vehicles for border offences, making referrals to the secondary examination area, conducting and noting interviews as necessary.
- Conducting casework and dealing with associated queries resulting from work on the PCP.

- Detecting and assisting in the investigation of offences arising from the importation/exportation of prohibited and restricted goods and illicit importation of excisable goods.
- Gathering information from individuals and making appropriate notebook entries for evidential purposes. Attending court as an official witness and reporting own involvement in cases when required.
- Supporting general aviation and maritime operations, which will include visiting privately operated flights and vessel arrivals. This could be at your normal work location or at private airfields/marinas.
- Making arrests of persons, conducting the search of these people and their supervision. Assisting with the search of premises or vehicles.
- Ensuring arrangements are made for the issuing of appropriate documentation following a decision to detain, refuse entry or remove an individual.
- Demonstrating the professional behaviours associated with a law enforcement organisation.
- May have line management responsibility for Border Force Assistant Officers and Border Force Administrative Assistants but only in exceptional cases.
- Reporting and presenting the outcome of any investigation as a witness in court when required.

The Border Force Officer role can be physically demanding and you may need to search cars/freight vehicles and will require a high level of flexibility and mobility to meet changing demands.

Range of Duties

The range of duties carried out by officers is dependent on the posting location for example:

In Gatwick - you would initially be deployed to the Primary Control Point (PCP), though you may be trained as a multi-functional officer within the first two years. Officers are deployed to high priority areas of activity including the PCP and secondary areas. You can expect to support strategic objectives such as counter terrorism and prevention of human trafficking. This may require you to deploy away from your usual location once you are appropriately trained.

In the East Midlands Airport Border Force is tasked with many functions here including a busy primary control point through to the national fast parcel freight services for different airports, daily freight examinations, high risk detection commitment and a busy International Trade and counterfeit work commitment.

Border Force Officer Competencies:

- Making Effective Decisions (Lead competency 1)
- Leading and Communicating (Lead competency 2)
- Collaborating & Partnering
- Delivering at Pace
- Changing and Improving.

Annex D Terms and Conditions

Contract length: Permanent.

Salary: the role of Border Force Officer is within the following pay scales:

- £23,330 - £26,831 (National)
- £24,165 - £27,790 (Gatwick)
- £26,866 - £30,896 (Heathrow)

The Home Office will review your pay annually and will engage in a process of collective bargaining with the recognised trade unions – any increase to your salary will be at the discretion of the Home Office.

Former Civil Servants who have left the Civil Service early with a severance package or retired with a pension may see either their pension abated or be required to repay some of their lump sum compensation payment. For further information please contact

MyCSP: Address: MyCSP, PO Box 2017, Liverpool, L69 2BU

Telephone: 0300 123 6666

Email: contactcentre@mycsp.co.uk

Dual Workplace arrangements:

Where dual workplace arrangements apply applicants need to be aware that if there will be a requirement to work regularly out of more than one location, e.g. Sheffield and London, there may be a tax implication on any expenses paid by the employer. Regular is defined as one day a week/4 days a month. Both will also need to be clear on the arrangements for the travel expenses and who will be required to pay the costs of travel to both locations.

The options are:

- Staff meet their own costs of travel.
- The employer pays the expenses, e.g. for travel to London if the role is based in Sheffield but staff will be required to pay the tax.
- As above but the employer pays the expenses and tax.

It should also be noted that the expenses paid by the employer will form part of the P60 earnings and may therefore affect any tax credits or child benefit, or their tax band and that the employer will not compensate for any loss.

Location Preferences

We have detailed the locations that we anticipate posts within the advert. Further opportunities may also become available in other locations not listed and we may offer successful applicants a post at any location. We will firstly consider your preferred location and then we may offer successful applicants posts across the region and then nationally. Please note this will be managed in merit order and based on business need. We cannot guarantee that there will be opportunities in your preferred location. We will not be able to advise candidates of their position on the merit or the reserve list.

If you accept a post in a location which is not your stated preferred location, you will lose your right to be transferred to that location should posts subsequently become available. If we offer you an alternative location which you are not able to accept, you will maintain your position on the reserve list of your preferred location. However, please note there is no guarantee that you will be offered a post at your preferred location depending on your position on the list and business need.

These are anticipated vacancies and if you are recommended for appointment any formal offer of employment will be based on business requirements at that time and will be subject to successful completion of our pre-employment checks. We may consider your online test score, competency statements, interview and experience to differentiate between applicants on the merit list who achieve the same score.

Shift working roles:

These roles require shift working to support business needs. Shift patterns can include early starts, evening working, night shifts weekends and public holidays. It is your responsibility to be aware of the shift pattern which relates to your post before accepting the offer.

Grade:

Executive Officer (EO).

Pension:

Pension schemes are available and more information will be provided to successful candidates. For further information on these schemes please refer to the following website

<http://www.civilservicepensionscheme.org.uk/>

Age of Retirement:

The Civil Service has adopted a no retirement age policy. This came into effect on 31 March 2010.

Annual leave:

New entrants to the Civil Service will receive 25 days leave rising to 30 days after 10 years service. In addition you are entitled to 8 days bank/public holidays and 1 day privilege leave to be taken at a fixed time of the year (Pro-rata for part-time).

Existing Civil Servants; Please see the table on page 28 below for the terms and conditions that will apply to you.

Hours and Shift working:

New entrants to the Civil Service will work a 37 hour week excluding meal breaks. Existing Civil Servants should refer to the table below for the terms and conditions that will apply to them.

Shifts will be allocated according to business requirements and staff may not be able to specify fixed days off in any week. Your weekly rostered hours will vary, and you will be placed on an Annualised Hours Working (AHW) contract. Your hours will be set by a shift pattern and will be driven by business requirements. Many of our locations operate 24 hours a day every day of the year and are covered by a variety of different shift patterns including night shifts. Some shifts can start or finish very early in the morning or very late in the evening and this can be outside public transport commuting times (for example if the shift starts before 6am or finishes after midnight).

You will be expected to work the full range of shifts. Travelling to and from work will be at your own expense and you will not be eligible for travelling time. Candidates should therefore carefully consider whether this is acceptable to their personal circumstances.

Part- Time

The Home Office is committed to a policy of equal opportunity and encourages a diverse workforce offering flexible working arrangements wherever possible. Due to the current business position, part-time opportunities may be very limited and cannot be guaranteed. Shifts will be allocated according to business requirements and staff may not be able to specify fixed days off in any week. This will apply to all staff including those who work part-time and those who have Flexible Working Arrangements in place. As detailed above; shifts operate across a variety of patterns, including long shifts and night working.

Annualised Hours Working (AHW):

The rate payable under annualised hours is driven by business requirements and may vary depending on location. Your initial rate will be confirmed when you have started in post and will be paid as a percentage of your basic salary. If a member of staff has agreed an Annualised Hours arrangement, this does not become a permanent or guaranteed right. Annualised Hours working is subject to changes in operational needs and managers can adjust, cease or suspend it, for operational or performance reasons. The Annualised Hours year runs from 1 April to 31 March. If an individual begins working on an Annualised Hours basis part way through the year, they will receive a part-year agreement and the Annualised Hours Allowance will be pro-rated for the remainder of the year to reflect that agreement.

Further information on AHW is contained in the FAQs.

Nationality:

These are reserved posts. Posts are open to UK nationals i.e. British citizens, British subjects under Part IV of the British Nationality Act 1981 having the right of abode in the UK and British Dependent Territories citizens acquiring citizenship from connection with Gibraltar. You should normally have been resident in the United Kingdom for the 5 years.

Health Standard / Personal Safety Training:

These roles can be physically demanding and require a high level of mobility to meet changing demands. Successful candidates will be required to complete specialist training including Personal Safety Training (PST) up to and including level 3. You will be required to attend and pass a course in personal safety, arrest and restraint techniques and also refresh these skills on an annual basis. This will involve physical activity and physical contact with delegates on the course. You will be required to complete a PST health declaration and, if necessary, attend a medical examination. A formal offer will not be made if you are not physically fit to undertake and pass the training.

Probation:

Unless you are already an established Civil Servant, probation will be the longer of six months or the time it takes to successfully complete two of the three core skills modules, but it will not normally be longer than 12 months. Your performance, conduct and attendance will be continually monitored and reviewed during this time.

Posting Length

The expectation within the Home Office is that staff will normally remain in post for a minimum of two years and will not apply for Home Office roles on level transfer during that time.

Confidentiality:

You will be subject to the provisions of the Official Secrets Act and required to exercise care in the use of official information acquired in the course of official duties, and not to disclose information which is held in confidence.

Outside activities:

As a civil servant you may not take part in any activity which would in any way impair your usefulness to the service, or engage in any occupation which may conflict with the interests of your department or be inconsistent with your official position. Subject to these conditions, work of a minor or short-term nature (for example, vacation work or work after hours) is normally allowed, provided you seek prior permission.

You will also be subject to certain restrictions, depending on your grade and the nature of your work, on national and local political activities. These include standing as a candidate in parliamentary or local authority elections, or canvassing on behalf of candidates; and expressing views on matters of political controversy in public speeches or publications.

Equal Opportunities:

The Home Office is committed to a policy of equal opportunity for all staff. We will not discriminate on grounds of, gender, gender identity, race, disability, sexual orientation, religion or belief, age, marriage and civil partnerships, pregnancy and maternity, caring responsibilities, part-time working, or any other factor irrelevant to a person's work.

We encourage a diverse workforce and aim to provide a working environment where all staff at all levels are valued and respected, and where discrimination, bullying, promotion of negative stereotyping and harassment are not tolerated.

Home Office HR procedures (for example, for recruitment and selection, staff appraisals and career progression) are based on an assessment of an individual's ability and their suitability for the work. We are committed to providing all staff with opportunities to maximise their skills and achieve their potential, offering flexible working arrangements wherever possible.

As a public authority, the Home Office has statutory duties placed on it under the Equality Act 2010 that state that it must have due regard of the need to:

- eliminate discrimination, harassment, and victimisation
- advance equality of opportunity, and
- foster good relations

We expect all staff to assist the department in meeting these obligations.

The Home Office has concluded that membership of any group or organisation that promotes hatred in its philosophy, aims, principles or policies, based on gender, gender identity, race, disability, sexual orientation, religion or belief, is incompatible with the work and values of the Home Office.

Retention of Personal Data:

The personal data which you have provided, and which we may request in connection with your application, will not be retained beyond 24 months should your application be unsuccessful. If you are appointed to the post(s) applied for, your personal data will only be used for the purposes of Personnel Management.

Pre-appointment Enquiries:

If you are recommended for appointment enquiries will be carried out on health and other matters, to ensure that you are qualified for appointment. To enable these enquiries to be completed, we will need to see your current valid passport. When the enquiries are completed satisfactorily, it will be for the department to make you a formal offer of appointment. We may also require other forms of identification which will be confirmed should you be invited to attend an interview.

Checks:

Border Force will need to conduct checks using applicants personal data provided during the application process, which will include checks against Home Office databases. The personal data supplied will be managed confidentially, securely and in accordance with the Data Protection Act 1998. By making an application you will be providing Border Force with consent to use this information.

Complaints under the Civil Service Commission's Recruitment Principles:

The Department's recruitment processes are underpinned by the principle of selection for appointment 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 Principles and you wish to make a complaint, you should firstly contact border.force@manpower.co.uk. Your complaint will be managed by ManpowerGroup in the first instance and will also be notified to the Home Office and Border Force Resourcing Teams. If you are not satisfied with the response you receive from us, you can contact the Office of the Civil Service Commission.

Minimum Age:

These roles require attendance on a 24/7 shift rota, including early, late & night shift, weekend & public holidays. In line with the Working Time Directive applicants must be aged 18 and over.

Uniform:

You will be required to wear a uniform at all times whilst on duty, which will be provided to you after your start date. Personal protection equipment will also be provided as appropriate.

Border Force Officers are expected to maintain a professional appearance at all times. You will therefore be required to adhere to the uniform standard which, amongst other things, includes reference to covering visible tattoos, wearing minimal jewellery/nail varnish and having neatly kept hair.

Mandatory Declarations Scheme

Border Force staff are expected to identify all actual, potential and perceived conflicts of interest, which could make Border Force vulnerable to integrity threats. Border Force intends to introduce a Mandatory Declarations Scheme for all Border Force staff shortly which seeks to strengthen existing Home Office and Civil Service policy. Successful candidates will be provided with further details about the scheme once it comes in to effect.

Border Force Grading

You will be classified as a Border Force Officer in your new role, however due to the legislative processes involved when the two departments merged you will exercise Immigration and/or Customs powers. This is a statutory procedure and whilst you will see this on official documentation you should consider yourself a Border Force Officer.

Critical incidents:

While you remain an employee of the Home Office Group we reserve the right in the event of a critical incident to recall you to the front line to carry out Border Force duties. This would apply regardless of grade or post.

Modernised Terms and Conditions for existing Civil Servants

Terms	Home Office & HMPO promotees to posts advertised on or after 31 August 2014.	Staff joining the Home Office on level transfer or promotion from an OGD on a permanent and voluntary basis to posts advertised on or after 31 August 2014.
Mobility	All grades and all working patterns can be compulsory permanently transferred to any civil service post within the UK and abroad – if deemed reasonable taking into account individual circumstances.	All grades and all working patterns can be compulsory permanently transferred to any civil service post within the UK and abroad – if deemed reasonable taking into account individual circumstances.
Hours of work	Standard full-time working week of 37 hours net regardless of geographical location (pro-rata for part-time staff).	Standard full-time working week of 37 hours net regardless of geographical location (pro-rata for part-time staff).
Occupational sick pay	If on pre-modernised T&Cs prior to promotion: 5 months full pay and 5 months half pay. If on modernised T&Cs prior to promotion: continue accruing entitlement as for new starters up to 5 months full pay and 5 months half pay during the fifth year of service	If on pre-modernised T&Cs prior to transfer: 5 months full pay and 5 months half pay. If on modernised T&Cs prior to transfer: continue accruing entitlement as for new starters up to 5 months full pay and 5 months half pay during the fifth year of service

Privilege leave	1 day privilege leave in recognition of the Queen's Birthday.	1 day privilege leave in recognition of the Queen's Birthday.
Annual leave	Annual leave starts at 25 days rising to 30 days after 10 years of service (6 years in HMPO) – to take effect from the start of the next annual leave year after promotion	Annual leave starts at 25 days rising to 30 days after 10 years of service (6 years in HMPO).

NB: If you are moving on level transfer within the Home Office/HM Passport Office your terms and conditions will not be affected.

EMPLOYMENT OF EX-OFFENDERS IN THE HOME OFFICE: POLICY STATEMENT

General Principles

The principle responsibilities of the Home Office are to protect the public and to secure our borders. We work with the police and security agencies to ensure we do all we can to achieve these objectives.

These responsibilities mean that we set very high standards for our staff. Honesty and integrity are essential and form part of the core values of the Civil Service.

We will always carefully check the suitability of new employees for employment at the Home Office and are not tolerant of dishonest behaviour. We do not condone criminal activity in any way.

However, within these constraints, we recognise the contribution that ex-offenders can make to a workforce. Our aim is to ensure that potentially suitable candidates for employment are not automatically ruled out from employment with the Home Office. As such, having a criminal record will not automatically bar an individual from working with us. This will depend on the:

- nature of the position;
- the circumstances, seriousness and background of the offence(s);
- whether or not the conviction is “spent” (“Spent” convictions need to be declared when applying for security clearance);
- the applicant’s openness shown in declaring the conviction.

Pre-appointment Procedures

We carry out our own pre-employment checks and security clearances which includes checks about an applicant’s character and integrity.

We exercise vigilance and rigour in the recruitment of staff who will be working in sensitive areas of Departmental business or with vulnerable groups. For example, where a position involves regularly caring for, supervising, training or being in sole charge of children under the age of 18 or vulnerable adults we will seek enhanced disclosure from the Disclosure and Barring Service.

All applicants are obliged to complete an online Security Questionnaire or Criminal Convictions Declaration Form when applying for a position within the Home Office. The type of form to be completed depends on the level of clearance required for the post. In addition to security clearance, certain pre-employment enquiries for example, relating to identity, immigration, some financial and recent background checks will need to be undertaken. The relevant security form can be sent under separate, confidential cover, to authorised individuals and will normally only be seen by those who need to see it as part of the recruitment and vetting process.

We ensure that all those who are involved in the security vetting process have been suitably trained to identify and assess the relevance and circumstances of offences. We will consider issues such as the post for which the individual is applying, the nature and seriousness of the offence, the length of time since the offence was committed and the relevance of the conviction but each case will be considered individually on its merits.

Information about convictions or criminal activities provided as part of the recruitment process will be treated in confidence. A criminal record will not necessarily prevent an individual from gaining security clearance.

The HO will maintain the confidentiality of any disclosures made and in asking for disclosures we trust the applicant to be honest about their background. Any failure to disclose relevant circumstances or information is likely to be regarded as evidence of unreliability and will be taken into account in assessing suitability for employment and security clearance.

Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or termination of a contract where employment has already started and then information subsequently comes to light.

The Civil Service Code

Civil Service values

The statutory basis for the management of the Civil Service is set out in Part 1 of the [Constitutional Reform and Governance Act 2010](#).

The Civil Service is an integral and key part of the government of the United Kingdom¹. It supports the government of the day in developing and implementing its policies, and in delivering public services. Civil servants are accountable to ministers², who in turn are accountable to Parliament³. As a civil servant, you are appointed on merit on the basis of fair and open competition and are expected to carry out your role with dedication and a commitment to the Civil Service and its core values: integrity, honesty, objectivity and impartiality. In this code:

- 'integrity' is putting the obligations of public service above your own personal interests
- 'honesty' is being truthful and open
- 'objectivity' is basing your advice and decisions on rigorous analysis of the evidence
- 'impartiality' is acting solely according to the merits of the case and serving equally well governments of different political persuasions

These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does. This in turn helps the Civil Service to gain and retain the respect of ministers, Parliament, the public and its customers.

This code⁴ sets out the standards of behaviour expected of you and other civil servants. These are based on the core values which are set out in legislation. Individual departments may also have their own separate mission and values statements based on the core values, including the standards of behaviour expected of you when you deal with your colleagues.

Standards of behaviour

Integrity

You must:

- fulfil your duties and obligations responsibly
- always act in a way that is professional⁵ and that deserves and retains the confidence of all those with whom you have dealings⁶
- carry out your fiduciary obligations responsibly (that is make sure public money and other resources are used properly and efficiently)
- deal with the public and their affairs fairly, efficiently, promptly, effectively and sensitively, to the best of your ability
- ensure you have Ministerial authorisation for any contact with the media⁷
- keep accurate official records and handle information as openly as possible within the legal framework
- comply with the law and uphold the administration of justice

You must not:

- misuse your official position, for example by using information acquired in the course of your official duties to further your private interests or those of others

- accept gifts or hospitality or receive other benefits from anyone which might reasonably be seen to compromise your personal judgement or integrity
- disclose official information without authority (this duty continues to apply after you leave the Civil Service)

Honesty- You must:

- set out the facts and relevant issues truthfully, and correct any errors as soon as possible
- use resources only for the authorised public purposes for which they are provided

You must not:

- deceive or knowingly mislead ministers, Parliament or others
- be influenced by improper pressures from others or the prospect of personal gain

Objectivity- You must:

- provide information and advice, including advice to ministers, on the basis of the evidence, and accurately present the options and facts
- take decisions on the merits of the case
- take due account of expert and professional advice

You must not:

- ignore inconvenient facts or relevant considerations when providing advice or making decisions
- frustrate the implementation of policies once decisions are taken by declining to take, or abstaining from, action which flows from those decisions

Impartiality- You must:

- carry out your responsibilities in a way that is fair, just and equitable and reflects the Civil Service commitment to equality and diversity

You must not:

- act in a way that unjustifiably favours or discriminates against particular individuals or interests

Political Impartiality- You must:

- serve the government⁸, whatever its political persuasion, to the best of your ability in a way which maintains political impartiality and is in line with the requirements of this code, no matter what your own political beliefs are
- act in a way which deserves and retains the confidence of ministers, while at the same time ensuring that you will be able to establish the same relationship with those whom you may be required to serve in some future government
- comply with any restrictions that have been laid down on your political activities

You must not:

- act in a way that is determined by party political considerations, or use official resources for party political purposes
- allow your personal political views to determine any advice you give or your actions.

Rights and responsibilities

Your department or agency has a duty to make you aware of this Code and its values. If you believe that you are being required to act in a way which conflicts with this Code, your department or agency must consider your concern, and make sure that you are not penalised for raising it. If you have a concern, you should start by talking to your line manager or someone else in your line management chain. If for any reason you would find this difficult, you should raise the matter with your department's nominated officers who have been appointed to advise staff on the code. If you become aware of actions by others which you believe conflict with this code you should report this to your line manager or someone else in your line management chain; alternatively you may wish to seek advice from your nominated officer. You should report evidence of criminal or unlawful activity to the police or other appropriate regulatory authorities. This code does not cover HR management issues.

If you have raised a matter covered in paragraphs 16 to 18, in accordance with the relevant procedures⁹, and do not receive what you consider to be a reasonable response, you may report the matter to the Civil Service Commission¹⁰. The commission will also consider taking a complaint direct. Its address is:

Civil Service Commission
G/8
1 Horse Guards Road
London
SW1A 2HQ
Tel: 020 7271 0831
Email: info@csc.gov.uk

If the matter cannot be resolved using the procedures set out above, and you feel you cannot carry out the instructions you have been given, you will have to resign from the Civil Service. This Code is part of the contractual relationship between you and your employer. It sets out the high standards of behaviour expected of you which follow from your position in public and national life as a civil servant. You can take pride in living up to these values.

March 2015

Civil servants working for the Scottish and Welsh Governments, and their agencies, have their own versions of the code. Similar codes apply to the Northern Ireland civil service and the Diplomatic Service. Civil servants working in non-ministerial departments in England, Scotland and Wales are covered by this code.

Some civil servants are accountable to the office holder in charge of their organisation. This is made clear in terms and conditions of employment. Civil servants advising ministers should be aware of the constitutional significance of Parliament, and of the conventions governing the relationship between Parliament and the government. The respective responsibilities placed on ministers and special advisers in relation to the civil service are set out in their codes of conduct. Special advisers are also covered by this Civil Service code except, in recognition of their specific

role, the requirements for objectivity and impartiality. Including taking account of ethical standards governing particular professions. Including a particular recognition of the importance of co-operation and mutual respect between civil servants working for the UK government and the devolved administrations and vice-versa.

The whistleblowing legislation (the Public Interest Disclosure Act 1998) may also apply in some circumstances. The 'Directory of Civil Service guidance' and the 'Civil Service management code' give more information.

Some civil servants are accountable to the office holder in charge of their organisation. This is made clear in terms and conditions of employment. The whistleblowing legislation (the [Public Interest Disclosure Act 1998](#)) may also apply in some circumstances. The '[Directory of Civil Service guidance](#)' and the '[Civil Service management code](#)' give more information.

The Civil Service Commission's 'Guide to bringing a complaint' gives more information. It is available on the [Civil Service Commission website](#).

Annex E – Important Documents to Bring to Your Interview

If you work for the Home Office today you will need to bring your passport and driving licence to your interview.

Under statutory identification rules, at the interview stage all candidates from other government departments and non-civil servants will need to produce various documents and bring them to the interview these include, but are not limited to;

- a full, valid and current ten year British passport
- valid driving licence

We will also ask you to bring TWO of the following:

- bank or building society statement at given address dated within the last three months
- credit card statement at given address dated within the last three months
- original birth certificate (issued within 42 days of birth)
- adoption certificate (issued within 42 days of adoption order)
- utility bill (dated within the last three months) / council tax bill (dated within the current tax year) sent to your given address (please note, mobile phone bills will not be accepted)

National Insurance Number

If you have never worked in the UK, you will be required to provide proof of your National Insurance Number using one of the following:

- National Insurance Card
- Original Letter confirming National Insurance Number issued by Government Department.

Evidence of meeting the Essential Criteria

You will be asked to provide documents to evidence either your qualifications or experience as detailed on page 5.

Annex F Annual Hours Working - Frequently asked questions

This guide provides some additional information on how annualised hours works in practice in Border Force to enable you to decide if it is for you. AHW is not for everybody although lots of our staff enjoy the benefits it brings.

How does annualised hours work in Border Force?

Essentially you work an agreed number of hours for the year rather than weekly conditioned hours. Your hours will vary each week in line with business requirements. You will be expected to work a full range of shifts which may include night shifts. Your shifts may vary in length, usually between 6 and 12 hours, if you are full-time. You may also work longer shifts at peak periods. Because of the sometimes unpredictable nature of our business you will be contracted to undertake an agreed number of short notice shift changes each year. We might need you to change the day and time of your shift. If a flight is delayed we might also want you to stay beyond the end of your shift to process the passengers.

How is the annualised hours allowance (AHA) actually calculated?

AHA rewards you for all the flexibility you offer. The allowance is calculated as a percentage of your basic salary based on your attendance patterns for the year, in particular the number of nights and weekends you work, and the number of short notice changes required. This and your AHA percentages will all be set out in an annual agreement between you and your manager.

Does my pay vary depending on how many hours I work each month?

No. As your AHA is a percentage of your basic salary, it will be divided equally over 12 months so that you will receive the same monthly salary regardless of the hours you work that month.

Do I keep the same AHA percentage year on year?

Not necessarily. It is an annual agreement based on current business need. Your manager will review attendance requirements for the following year and produce an AHA agreement in line with these requirements. AHA percentages may go up or down dependant on these requirements.

Will I receive AHW during my training?

During the initial training period, you will receive a 0% AHA allowance to reflect the Monday to Friday working pattern. When you start working shifts, a written part year agreement for the remainder of the year will be provided to you to advise you of the applicable AHA rate.

Can my agreement change during the year?

This would be exceptional and would only result from a major change in business need or if your personal circumstances change. Any changes made to AHA percentages resulting from a change in business need require 28 days' notice.

Do I have any input into my annual agreement?

You will be required to work a shift pattern that will be determined through discussions between managers, staff and the unions at the start of each year. In most locations team working structures

are in place and all officers working in a team will normally work the same shift pattern. There is limited scope for change within the pattern but some shift swaps may be agreed during the year.

How much notice will I get of what shifts I am on?

We give you as much notice as possible of your shift pattern as we know this helps you to plan your life, particularly if you have domestic commitments. In some locations attendance is based on rolling pattern rosters, i.e. the same pattern over a period of several weeks will be continuously repeated. In others rosters are published 6-12 months in advance. It is best practice at all ports/stations for staff to be provided with 4-6 weeks notice of planned shifts.

Will I be able to swap shifts if I have a regular commitment outside work?

There may be limited opportunities to change or swap shifts with colleagues for a one-off event but it is unlikely that you will be able to do that on a regular basis.

What shifts will I be working?

For example, at some locations, scheduled flights typically arrive between 0500 and 2300hrs and our shift working patterns are arranged so that we have sufficient cover to meet these, as well as earlier/later arrivals due to the nature of international travel. These include night duties for certain grades. You will work an average of 41 (existing terms) or 42 (modernised terms) a week including meal breaks. Shifts will be set in advance and will vary according to business needs. Staff are required to be flexible and work the shift patterns they are allocated.

Example of a Shift Roster

Please see an example below of a shift pattern that we have created purely for demonstration purposes, this shift pattern does not exist and is provided as an example only. Please note that each business area across Border Force has rosters designed to meet their specific requirements. You will be required to work a full range of patterns.

In this scenario you would work a level roster of 9 hour 33 minute shifts (9.56), which provides a level 'baseline' of coverage throughout the day. The duty would be for 8 hours 53 minutes a day with a 30 minute in-shift meal break included.

Sample Roster (*Delivers 224 Shifts per Year*)

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hours
Week 1	OFF	OFF	TAH	TAH	SAH	OFF	SAH	38.24
Week 2	SAH	OFF	OFF	CAH	BAH	BAH	BAH	47.8
Week 3	BAH	OFF	OFF	OFF	TAH	TAH	SAH	38.24
Week 4	SAH	SAH	OFF	OFF	CAH	SAH	OFF	38.24
Week 5	OFF	CAH	CAH	BAH	OFF	OFF	TAH	38.24
Week 6	TAH	TAH	SAH	OFF	OFF	CAH	BAH	47.8
Week 7	BAH	OFF	TAH	SAH	OFF	OFF	CAH	38.24
Week 8	CAH	SAH	OFF	OFF	CAH	SAH	OFF	38.24

Week 9	OFF	CAH	BAH	BAH	OFF	OFF	TAH	38.24
Week 10	TAH	TAH	SAH	SAH	OFF	OFF	CAH	47.8
Week 11	CAH	BAH	OFF	OFF	TAH	TAH	SAH	47.8
Week 12	SAH	OFF	OFF	CAH	BAH	BAH	OFF	38.24
Week 13	OFF	BAH	BAH	OFF	OFF	CAH	BAH	38.24
Week 14	BAH	OFF	CAH	TAH	SAH	OFF	OFF	38.24

Longest run of shifts – three 5 day runs

Shift Times

	Start	Finish	MB	Length
BAH	05:00	13:53	00:30	09:33
CAH	05:30	14:23	00:30	09:33
SAH	13:37	22:30	00:30	09:33
TAH	14:07	23:00	00:30	09:33

Start Finish Times are actual

Is AHA pensionable?

AHA is made up of modules, the majority of which are pensionable.

I can't work weekends/nights/stay beyond the end of my shift. Can you make an exception for me?

This is very unlikely. Staff on AHA will be expected to work the full range of shifts and to offer the level of flexibility required by the business.