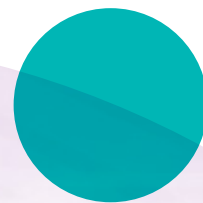




UK Visas & Immigration

Executive Officer Decision Makers Candidate Information Pack



INVESTORS
IN PEOPLE

Bronze



What's included in this pack?

You'll find lots of useful information, guidance and hints and tips in this pack, including:

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

It is important that you read all of the information in this pack before you complete your application. You will be asked to confirm that you have done so in your application.



Key Information about this job

Salary Range

Starting at £23,330 and potentially rising to £26,831.



Where are we recruiting?

We are delighted to be able to offer you a fantastic opportunity to join a new team that we are creating in our new office in Bootle. Redgrave Court, Bootle, L20 7AP is a fantastic building with leading facilities and great transport links from the surrounding area and in a very short walking distance from Bootle-Oriel Road station.

Why are we recruiting?

This is a very exciting time to join UKVI as we create a new team of around 140 Decision Makers at our new offices in Bootle. You would have a unique opportunity, joining us as we are creating and deploying new ways of performing fundamental processes; you would be an integral part of our plans for operational innovation.

Contract Type & Grade

These are fixed term appointments for 12 month contracts with the possibility of being extended to 18 months at Executive Officer Grade (EO).

Key timelines:

- **You must complete the application and online tests by 23:59 on the 17th Of April;**
- If shortlisted you will need to be available for a telephone interview between the 20-25th of April;
- If you are in the top scoring applications we will ask you to a face to face interview between the 9th and 15th of May;
- If you are successful it can take a few weeks to undergo pre-employment checks, however we are looking for successful candidates to start as quickly as possible with the first training course starting on the 12th of June. These start dates are ideal for candidates who may be finishing studies at the end of May.

Hours

The hours you will work (your working pattern) will vary. Please note:

- We are looking for full-time staff for 37 hours per week;
- You will be required to work a five days out of seven contract meaning that your working pattern will include weekdays, Saturdays and Sundays;
- We operate between 8am to 9pm from Monday to Friday and between 8am to 5pm on Saturdays and Sundays.
- Typically the working pattern will mean that you will need to work some late shifts and also some weekends.
- You will work a combination of shifts; we are sorry however at this time we cannot provide you with an example shift pattern.



The working patterns are subject to change in line with business needs; we will ask you to work a variety of shift patterns between the office opening hours detailed above, but we will not make any changes without giving you a suitable notice period. We would normally tell you two or more weeks in advance.

Part-time

Due to the current business position, part time working hours and alternative working patterns may be very limited and we may NOT be able to offer alternative working patterns (or part-time hours) at this time.

Start dates

We expect that we will be able to let you know the outcome of the interviews quickly (although this is unfortunately subject to change). The first training courses (start dates) are planned for June the 12th and we expect that the last training course would be July.



PLEASE NOTE:

We expect that most of these jobs will start between June and July. Where we are not in a position to offer jobs, we may place your application on hold

during the application process or onto a reserve list for up to 12 months.

Want to make a real difference in people's lives?

We are delighted you're considering a role in our new team in Bootle. Things are changing fast in the way we do business. You will be engaged in working across multiple contact channels as we grow this way of working.

We have one of the most challenging and fundamentally important jobs in government: to keep Britain's streets safe and its borders secure. Each and every member of Home Office staff plays a part in making that happen.

Working for us is interesting and varied, and gives you the chance to make a real difference to people's lives. In UK Visas and Immigration (UKVI) we make millions of decisions every year about who can visit or stay in the country, keeping the UK safe and secure.

We expect the highest possible standards of professionalism and teamwork from our staff. You would be required to operate in sometimes difficult, complex, traumatic and pressurised environments.

Working directly with asylum claimants requires you to have strong emotional resilience and make well balanced decisions in often difficult circumstances.

We select our staff through a stringent and robust recruitment process. 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.

**If you want a fast-paced and rewarding role,
apply now and join our team.**

About us - who are we and what we do

The Home Office leads on immigration and passports, drugs policy, crime policy, counter- extremism and counter-terrorism and works to ensure visible, responsive and accountable policing in the UK. These issues are at the heart of the Government's agenda. The challenges the Department faces are significant and can change rapidly in the global environment in which we operate. This makes it one of the most exciting and stimulating Departments to work in.

We are flexible, skilled, professional and diverse.

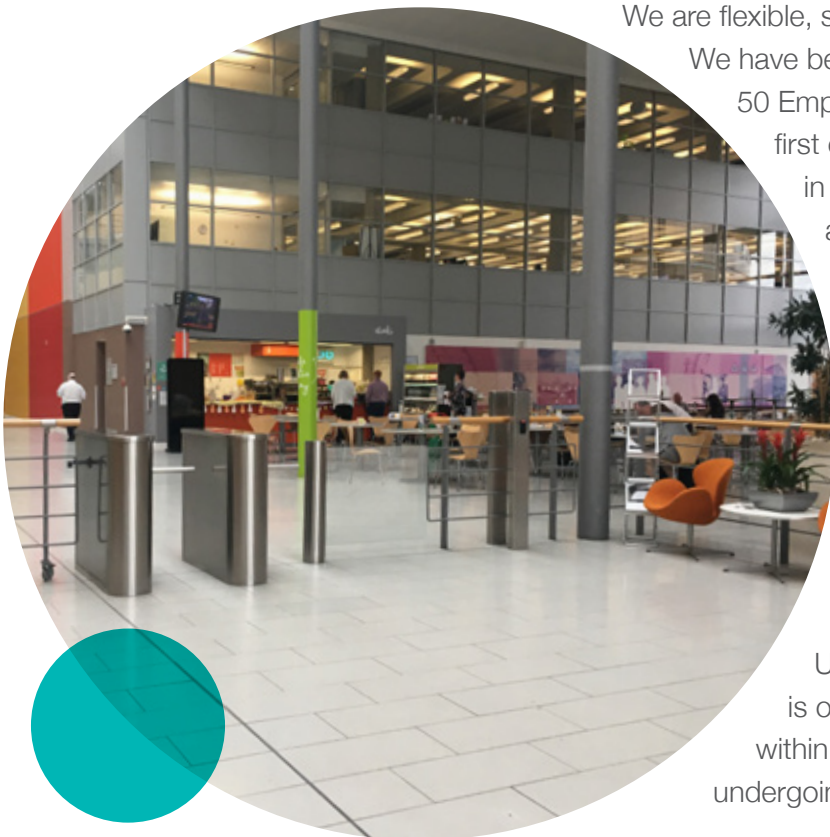
We have been recognised in The Times Top 50 Employers for Women; and were the first organisation to be Clear Assured in recognition of our work to recruit and retain disabled staff. We have been in the top 10 of the Stonewall Workplace Equality Index for the past 5 years.

Background to UKVI Immigration & Protection

UK Visas and Immigration (UKVI) is one of four key business areas within the Home Office and we are undergoing an exciting period of change.

Alongside the other areas of the Home Office, the department is embarking upon a transformational programme. We aim to become a high performing, consistently competent and customer focused organisation which controls migration for the benefit of the UK, or removing those who have no right to be here, in a way that affords value for money for the taxpayer.

Within UKVI, Immigration & Protection is responsible for registering, deciding and concluding asylum protection claims. The primary function of the directorate is to make high quality decisions on asylum cases and work with other parts of the organisation to ensure effective immigration control.



Overview of our Aims, Purpose, Vision and Principles

In UKVI, our strategic aims contribute to the Home Office strategic objectives: preventing terrorism and extremism; cutting crime and protecting the vulnerable; and reducing immigration and preventing abuse. We also have a role in promoting growth.

OUR PURPOSE

Our purpose is to make millions of decisions every year about who can visit or stay in the country, keeping the UK safe and secure.

OUR VISION

Our vision is to contribute to reducing net migration to tens of thousands, to counter abuse through strong controls and the application of the immigration rules, and to deliver highly competitive customer services supporting the country's economic growth.

OUR PRINCIPLES

Our principles are to be consistently competent, high performing and customer focused and these guide the way we deliver our purpose.



For more information about the Home Office and our business areas please visit: <https://www.gov.uk>



Why apply?

You could be working in a fast paced government department working to tight deadlines, considering complex and large amounts of information, formulating arguments and communicating decisions on behalf of the Secretary of State.

You would play a part in making life-changing decisions. To achieve your best you would be supported by an experienced team and given extensive training to enable: considered, timely and fair decisions based on policy, guidance, information and case law.

This role gives you an opportunity to:

- Serve the government and your country;
- To work with us at a range of levels within the organisation;
- Be in a position to positively affect some of the challenges facing our country today;
- Help people at a time of crisis in their lives.

Benefits

As well as your salary, we offer a substantial package of benefits which includes but is not limited to:

- Annual leave and privilege holidays;
- Competitive pension;
- Extensive talent, career and personal development;
- Strong focus on health and well-being;
- Membership, initiatives and schemes such as cycle to work scheme, employee assistance programme, occupational health services, generous paid maternity, paternity adoption and parental leave.



More about the job itself

What are we looking for?

You do not need to have any knowledge or experience of Visa's and Immigration or in fact any work experience in order to apply, but you will have an aptitude to learn quickly and you will need to be;

- Emotionally resilient: Asylum cases can be upsetting and traumatic – helping people at a time of crisis in their lives;
- Robust at making decisions whilst maintaining professionalism and sensitivity;
- Committed to continuous improvement and thrive in an environment where performance matters;
- Flexible, adaptive and creative in solving problems and dealing with change;
- Able to effectively organise and plan;
- Professional and customer-focused;
- Objective and think in an analytical manner;
- Able to demonstrate a strong sense of personal ethics and honesty;
- Enjoy dealing with members of the public and external and internal stakeholders;
- Able to demonstrate sound interpersonal, communication and relationship building skills and thrive working as part of a team;
- Meet the high standards of conduct and behaviour that is expected of a civil servant.

What would you do ?

Your work will be very flexible working across a range of operational areas so duties will include;

- Conducting asylum interviews to exacting standards: ensuring that all information necessary to make an appropriate decision is obtained within a decision making framework;
- Producing asylum decisions whilst demonstrating sensitivity, emotional resilience and understanding of the needs of vulnerable adults and children;
- Developing specialist knowledge of legislation and policy, keep up-to-date with guidance and case law and seeking advice, guidance and escalating to senior colleagues or specialist caseworkers;
- Working positively with internal, corporate partners and stakeholders;
- Updating systems accurately and within the agreed timeframes, working to strict daily workloads.
- Providing accurate information in a professional and helpful manner by collecting and assessing; relevant data and information from various sources;
- Processing electronic work & digital information;
- Handling more complex queries and issues, making sure they are all resolved quickly and efficiently.

Are you eligible to apply?

To be eligible you must;

- Have the right to live and work in the UK;
- There must be no employment restriction or time limit on your permitted stay in the UK;
- Be able to provide all of the documents we need to complete your pre-employment screening and security clearance including a full and valid Passport;
- You will need to undergo security clearance to include a Counter Terrorist Check which usually requires you to have been resident in the UK for at least three years;
- You must be available during the dates for telephone and face to face interviews.

Nationality

This job is a non-reserved post under the Civil Service Nationality Rules which means that it is open to UK, Commonwealth* and European Economic Area (EEA) nationals and certain non EEA members (Switzerland and Turkey**).

You will be subject to UK immigration requirements and will need to demonstrate that you have the right to work in the UK for the number of hours required.

*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.

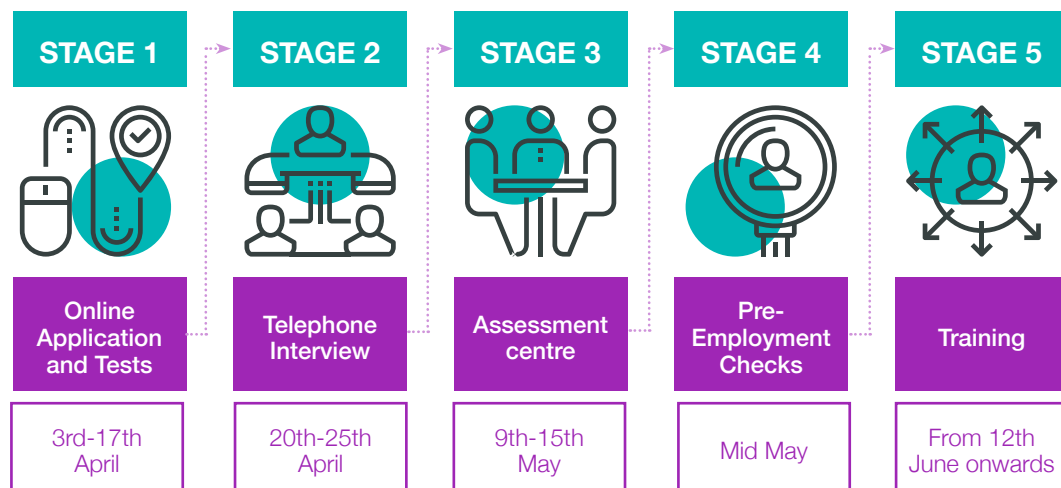
**Turkish nationals are not automatically eligible for employment in non-reserved posts in the Civil Service. If you are a Turkish National you will need to have been lawfully employed in the United Kingdom for four years in any job, or if you have been lawfully employed for three years in a job within the same 'occupation' as the post which they wish to take up within the Civil Service.

Under statutory identification rules, at the interview stage you will need to produce documents to support the pre-employment screening checks. Ideally you will bring the documents detailed in Annex A to your interview; if you are shortlisted we will send you further information and reminders together with a full list of which documents we can accept.

In order to confirm your eligibility for this post, you will be asked to make declarations at the application stage and you will be required to provide evidence should you be invited to the interview. Further information can be found by visiting <https://www.gov.uk/government/publications/nationality-rules>

The recruitment process

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



IMPORTANT NOTES:

- Should you not complete your online application and tests, be available for interview or provide your documentations during the timeframes above we may withdraw your application;
- Our selection process may change during the campaign to include additional sifting and selection tools or alternative processes or timelines;
- We may progress top scoring applications quicker than others.
- If a large number of applications are received we may need to change some of the timelines.



How to get started

STAGE 1



Your online
application

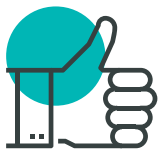
Your application will be managed online. Simply click on the Our Jobs page or the **Apply Now button/s** on our web page and you will be able to apply for the roles **from the 3rd of April until Monday the 17th April at 23:59**. You can complete your application form using a mobile, tablet, laptop or desktop.

Our website is:

<http://homeofficeukvi.resourcing-support.co.uk>

You will need to create an account and tell us some basic information about yourself. You will then be asked a series of questions to ask you to confirm that you are eligible and understand some of the most important information from this pack. False declarations may result in your application being rejected or your later dismissal.

STAGE 1



Your Aspiration
Statement

Aspirations Statement

Next, you will be asked to tell us about your five years history either in employment or education. And finally you will be asked to provide us with a 250 word statement on why you are interested in this post and your aspirations.

You will be asked to tell us in NO MORE than 250 words why you are interested in joining our team. We would like to understand what aspects of the role interest you and why. We are interested in your aspirations for this job - what has inspired you to apply. In addition we may also review your statement to assess your English Language which is vital to this post. We may assess your written skills, to include if you statement is well written; including vocabulary, spelling, grammar; development, structure, coherence and general language range.



IMPORTANT INFORMATION:

- Once you have submitted your application it cannot be amended; only press continue on each page and submit your application if you do not want to make any changes;
- You will only be able to apply once, if you submit additional applications they will be rejected;
- If you make a mistake in your application please contact us, do NOT attempt to apply again using a different email address as we will reject any applications that are duplicates.

What happens next?

Online Tests

STAGE 1



Online tests

If you have confirmed that you meet the essential criteria for this job, you will automatically be directed to four online tests. You can either complete these tests straight away or come back to complete the tests any time before the close date on Monday the 17th of April at 23.59.

We will detail the exact time you have available to complete the test when you are invited to complete it. You should allow yourself around 35 minutes for all tests. You can take each test in separate sittings. There are sample questions available at the beginning of the test however there are NO practice tests. You will not be allowed to re-sit the test(s) so please ensure that you follow the instructions carefully.

What to Expect

You will be asked to complete four separate skills tests which demonstrate the key and essential criteria for this role to include:

- Attention to detail;
- Language comprehension;
- Numerical Reasoning;
- Verbal reasoning.



Please Note: In Annex C we have provided important information to support you in your online tests it is very important that you read this **BEFORE** you start the online tests.

What happens next?

Shortlisting

STAGE 1



Shortlisting

We will review the scores you achieve in each of the online tests. The top scoring applicants from the online tests will be invited for an interview. If you do not meet the minimum score in the online tests we will send you an email to let you know that we will not progress your application.

Please note: Any applicant who has applied under the Guaranteed Interview Scheme will be progressed to the next stage if the minimum score has been achieved (see Annex B for further information).



On hold: Dependent on the number of applications received, we may place your application on hold if you pass the tests yet are not in the top scoring applications. This means that you could be invited to progress your application at a later date if further jobs become available. If further jobs do not become available we may not be able to progress your application and your application may be withdrawn.



Please note, dependent on the number of applications we receive, we may also review and score the Aspirations statement you place in your application.

What happens next?

Telephone Interviews

STAGE 2



Telephone Interviews

If you are in the top scoring application we will send you an email and ask you to book a time and date to complete a short telephone interview with one of our team. You will be able to book a slot online.

- 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 including what to expect and how to best prepare.
- We will call you on the phone number/s provided in your application so please make sure that you provide the best contact numbers to reach you;
- We will NOT be able to call you if you are outside of the UK.

What to expect

You will need to allow yourself between fifteen and twenty minutes for the interview. You will be asked three questions which are designed to cover the first three key competencies for this job which are:



- Delivering at pace;
- Making effective decisions;
- Leading and communicating.

We will send you guidance on these competencies when you book your interview, including hints and tips on how to best prepare. We do not consider your employment history, any part of your application form such as experience or qualifications. We will only consider the answers you give on the day.



IMPORTANT NOTES:

- If your application is placed on hold potentially you could be offered a later interview date;
- Due to the volume of applications we will NOT be able to provide you with feedback on your telephone interview.

What happens next?

Assessment Centre

STAGE 3



Assessment Centre

If you perform well in the telephone interview, we will send you another email and this will allow you to book a time and date online to come and meet us at Redgrave Court. We will tell you what to expect when we invite you and will provide you with full guidance on what to expect and how best to prepare. It is likely that you will need about an hour and a half to include:

- Meeting our team;
- Providing all of your documents;
- An interview;
- Potentially an assessment.

If you are disabled and apply under the Guaranteed Interview Scheme (See Annex B) you will need to achieve the minimum score in the telephone interview in order to progress.

IMPORTANT NOTES:

- If your application is placed on hold potentially you could be offered a later interview date;
- Failure to bring the correct documentation may mean that we will cancel your interview; we will provide you with a full list of what to bring on the day;
- Due to the volume of applications we will NOT be able to provide you with detailed feedback on your interview. You will only receive notification of the score achieved and what this score means;
- We are not able to pay any expenses for interviews.



What happens next?

Offers

STAGE 3



Offers

If you attend an interview the answers you give will be scored and ranked.

If you are in the top scoring applications we will make you a provisional offer. This means that subject to successful completion of the appropriate pre-employment checks, we will be able to make you a formal offer of employment.

If we have more successful applications than jobs, we may place some applicants on the reserve list for up to twelve months to see if any further posts become available. This list is managed in strict merit order which means that applicants who score the highest at interview will get offered a job first.



If you do not pass the interview we will also let you know as soon as we can. We are sorry however due to the volume of applications we expect, we will not be able to tell you why or provide any detailed feedback including your scores.



PLEASE NOTE:

- Please also note we may issue some provisional offers before the interviews have been finalised to top scoring applicants, therefore not all applicants may hear the outcome on the same day;

What happens next?

Checks

STAGE 4



Checks

These posts require you to undergo and successfully complete a CTC (Counter Terrorist Check) level of security clearance and you should normally have been resident in the UK for three years immediately preceding your application. Further information can be found at <https://www.gov.uk/government/publications/national-security-vetting-advice-for-people-who-are-being-vetted>

We will also ask you to complete various forms such as medical and pension questionnaires; these do not form part of the checks yet are required before we can provide successful applicants with a formal offer.

Overview of the clearance process

The documents you provide at your interview will be sent (securely) to our dedicated Pre- Employment Clearance Team at Civil Service Resourcing (CSR).



PLEASE NOTE:

If a document is not presented at interview and you are not able to present the document within a certain time period, we reserve the right to withdraw your application.

Subject to us receiving all required documents, CSR will send you an email to ask you to confirm that you would like to accept the provisional offer. CSR will then send further emails to cover the pre-employment checking process. Please ensure that you complete any requests as quickly as you can to help speed up the process.

Once CSR have received satisfactory responses to all of the enquiries, we will issue you with a formal offer of employment. Please do not hand your notice in until you have received a formal offer of employment.

What's involved in the training?

STAGE 5



Training

We will provide you with extensive training and support so that you have an in depth knowledge required to make effective decisions.

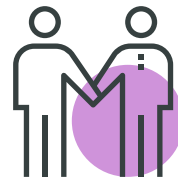
We are committed to supporting everyone to develop their skills and knowledge at work providing a range of development opportunities including coaching, mentoring and projects. Training will include some online modules, classroom training and mentoring in the workplace.



ONLINE



CLASSROOM



MENTORING & COACHING

Once all strands of the programme have been completed and all the necessary tests and assessments have been passed, you will be able to start managing your own cases. However, a significant proportion of your work will be independently checked for a further three months and regularly thereafter throughout your career as an Immigration & Protection Decision Maker.

Where will the training take place?

Typically your training will be held in Bootle but it may involve occasional travel. Expenses will be paid if you are required to travel or stay overnight at a different location.



IMPORTANT NOTE:

You will need to commit to 3 full weeks of continuous training, Monday to Friday, 9:15-16:30, from your start date.

Please Note:

- These roles require a lengthy training process which must be passed before you are able to undertake the duties of the role;
- These roles require a significant commitment on your part to training and development;
- All aspects of this training and mentoring programme are tested and failure to pass will be deemed as poor performance.

Who to contact if you have any questions or need help?

Should you have any queries or require any support with your application please email;

UKVI.jobs@homeoffice.resourcing-support.co.uk

Please note:

- We will do our best to respond to your email within 48 working hours (Monday to Friday and excluding bank holidays);
- Please note that our team will not be available during the Easter Weekend including Friday the 14th and Monday 17th. Please do try to get in touch with any queries by Wednesday the 12th so that we can respond before Easter and the advert closing;
- Please do bear with us whilst we review any emails during the Easter period, we will come back to you and re-sending emails or attempting to contact us by phone will add time rather than ensure a quicker response;
- Please ensure that you allow yourself sufficient time to contact us before the deadline for applications with any queries or for support in submitting your application and completing online tests. We are not able to accept late applications;
- If you contact us before the close date (23:59 on the 17th of April), we will, of course, provide support. If there is evidence of a genuine technical difficulty an extension will be considered. Please note: every aspect of your application holds time and date stamp and we hold full technical reports for all tests undertaken.



PLEASE NOTE:

ManpowerGroup Solutions support Home Office in some of our recruitment, having been appointed by Government in 2013. To allow us to focus on our business, ManpowerGroup Solutions will manage your application on your behalf. This includes responding to your queries, and providing contact information through our website and application system. If shortlisted, you will be interviewed by Home Office staff. If you are successful, ManpowerGroup Solutions will process your pre-employment checks and then your contract would be signed directly with the Home Office.

Thank you for your interest

Thank you for your interest in this exciting opportunity. We have provided further information in the Annexes below to include further important notes and guidance, please ensure you have read and understood these before you apply. Please also ensure that you have read and understood the Supporting Information Pack attached to our website.

WE WISH YOU THE BEST WITH YOUR APPLICATION.



ANNEX INFORMATION

Important notes, guidance and terms and conditions

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Annex A: Documents we will need at 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;

One of the following

- Full valid current British Passport;
- Other full valid current passport, including European Union Identification Card.

Plus two of the following as additional forms of identity

- Bank or building society statement at given address - dated within last 3 months;
- Credit Card statement at given address - dated within last 3 months;
- Original Birth Certificate (issued within 42 days of birth);
- Adoption Certificate (issued within 42 days of adoption order);
- Driving Licence;
- Utility Bill (dated with the last 3 months)/Council Tax Bill (dated within the current tax year) sent to the candidate at their given address (Mobile Phone Bills are not accepted).

If you have never worked in the UK you will also need 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.

If you fall into one of the below groups, you will need to bring evidence of your immigration status:

- British nationals who have been naturalised: Naturalisation certificate;
- EEA, Turkish and Swiss nationals: Residence permits (if held);
- Commonwealth citizens with no restriction or time limit attached to their stay in the UK: Original Home Office papers confirming indefinite leave to remain.



Please note: the above list is provided as a summary and we are able to consider alternate documents. The types and combinations of documents that can be accepted are complex. However we would be pleased to provide a full checklist. Please email us if you would like a copy. If you are shortlisted to attend an interview we will automatically send you full guidance.

Annex B: Disability and the Guaranteed Interview Scheme

The Home Office actively encourages applications from people with disabilities. Within your application you will be able to tell us about any support in:

- Your application;
- The online assessments;
- The interviews either telephone or face to face;
- In the workplace if you are successful.

Paper applications will only be considered if you have a disability that prevents you from applying online. If this is the case, please email UKVI.jobs@homeoffice.resourcing-support.co.uk as we would be delighted to provide support. The information provided in your application will be treated in the strictest confidence and will only be considered to provide support during the recruitment process.

Adjustments to online assessments

If you have a documented medical condition or disability that may affect your performance in the online tests, you may be entitled to reasonable adjustments in accordance with the Equality Act 2010.

If you have a disability or sensory impairment that means it takes longer to access written text or onscreen information you can apply for a 25% adjustment to the online assessments within your application form by ticking a box. A 25% adjustment can be applied automatically to the online tests.

If you have a disability or sensory impairment and 25% additional time allowance is not sufficient, please contact us by email BEFORE you take the online tests so that we can arrange support.

Please email UKVI.jobs@homeoffice.resourcing-support.co.uk as we would be delighted to provide support. We will treat each request individually and on its own merits. Any requests for adjustments must be received by 23:59 on the 17th of April which is the closing date for applications.

Other Adjustments

You are also able to provide us with requests for support at any anytime in the process. However we would appreciate any requests being clearly detailed in your application so that we may arrange support as quickly as possible. For example, please tell us about any support you may require if you are shortlisted to complete a telephone or face to face interview.

Guaranteed Interview Scheme

If you consider yourself to have a disability which has a long term and substantial affect you are able to apply under the Guaranteed Interview Scheme. This means that if you meet the minimum criteria for the campaign, we will guarantee you an invitation to interview. For this recruitment the criteria is meeting the minimum score in the online assessments. If you meet the minimum score in each of the four tests you will then be guaranteed an invitation to interview.

Please note if it is not viable for you to complete the online tests we will review and score the statement you provide in your application. In order to progress under the Guaranteed Interview Scheme your statement would need to score 4 or more.

**IMPORTANT NOTE:**

Any false declarations made in order to obtain an interview will lead to the withdrawal of your application or later dismissal.

Annex C: Please read this annex before you take the online tests - Important Information

Please ensure that you have read the below information before you start your online assessments.

- We recommend that you use a laptop or desktop and ensure that you have an established and strong connection; whilst you are able to take the tests on a mobile or tablet this is not recommended;
- If you have any technical difficulties you should take a screen shot or photo and email this to us;
- We will NOT allow you to retake the assessments unless we can see genuine technical difficulties prior to the deadline; 23:59 on the 17th April 2017;
- 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.



‘Banked’ test scores; if you have previously taken a similar test you will still need to complete these tests. If you have taken these same tests via ManpowerGroup in the last three months, you will not be asked to complete the tests again and we will apply your ‘banked’ score. If you have taken the same test in the last three months it will not appear in your application.

Accessing the online tests

- You will not be able to access this test from a terminal server (in some 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.



We are sorry, due to the volume of applications, we will NOT be able to provide you with feedback on your online tests and this includes the scores.

Annex D Some additional information and terms

Should you be successful, you will be issued with the Home Office terms and conditions. Please note below some terms and information for you to consider at the application stage, please note this is not exhaustive. We have provided further information in the Supporting Information Document on our website.

Pension

Pension schemes are available and more information will be provided to successful candidates. For further information on these schemes, refer to the following website www.civilservicepensionscheme.org.uk

Former Civil Servants who have left the Civil Service early with a severance package or retired with a pension may have 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

Merit Order

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/s, competency statement, interview and experience to differentiate between applicants on the merit list who achieve the same score in their preferred location.

Age of retirement

The Civil Service has adopted a 'no retirement age' policy.

Probation

Unless you have already completed a period of probation in the civil service, you will serve a probation period of 6 months.

This period gives you the opportunity to demonstrate that you are suitable for the job and are able to achieve and maintain our expected standards of performance, attendance and conduct and behaviour. Your manager will guide and support you and provide encouragement to succeed. However if your performance, attendance and conduct are not satisfactory throughout the probation period you will be dismissed.

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 might discredit the department or be inconsistent with your official position.

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, 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.

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.

Checks

The Home Office will need to conduct checks using applicants personal data provided during the application process. 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 ManpowerGroup Solutions and the Home Office 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 first contact ukvi.jobs@thehomeoffice.resourcing-support.co.uk.

Your complaint will be managed by ManpowerGroup in the first instance and will also be notified to the Home Office HR team. If you are not satisfied with the response you receive from us, you can contact the Office of the Civil Service Commission.

Professional appearance

The Home Office doesn't have a formal dress code but smart casual is quite acceptable. When meeting our customers you are representing the department and are expected to maintain a professional appearance at all times. You will therefore be required to adhere to professional dress standards.

If you work for THE HOME OFFICE today please note:

After the closing date for applications we will review any applications from existing employees who are applying on level in the advertised locations. This might mean that some applications will be rejected where movement of those staff would seriously impact business continuity in the location through the loss of skills that are vital for the delivery of our business.