What is Included in this Pack?

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

- Who we are and what we do;
- An introduction to the role;
- Details of the recruitment process;
- Where to get further information and support with your application.

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.

All of the information in this pack is available via our website. If you would prefer to view it online, require a larger font size or a different format just visit:

[apprentices.homeoffice.resourcing-support.co.uk](apprentices.homeoffice.resourcing-support.co.uk)

Who to contact if you have any questions or need help

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

[apprentices@homeoffice.resourcing-support.co.uk](apprentices@homeoffice.resourcing-support.co.uk)
Who We Are and What We Do

Mission
The Home Office’s mission is spilt into three areas: cut crime, reduce the harm caused by illegal immigration and prevent terrorism.

Challenge
These issues are at the heart of the Government’s agenda. This means the challenges the Home Office faces are significant and can rapidly change due to the global environment in which we operate.

Reward
The Home Office is one of the most exciting and rewarding places to work. We have a tangible impact on the lives of millions of people.

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

We are flexible, skilled, professional and diverse
What is a Mobile Apprenticeship?

This apprenticeship offers you a fantastic opportunity to learn, earn and develop your skills in a range of exciting and different environments. We have one of the most challenging and fundamentally important jobs in Government: to keep Britain’s streets safe and its borders secure. A Mobile Apprenticeship gives you the opportunity to develop many skills and gain lots of experience to support your future career.

You will have a base location and team who will support you to develop your operational delivery skills. You will also be a part of a mobile team that may be called upon to work in any Home Office location.

The Home Office is the lead government department for immigration and passports, drugs policy, crime, fire, counter-terrorism and police. The challenges we face are significant and can change rapidly in the global environment in which we operate.

When mobile you could be working at any of our locations across the UK or in Northern France, this could be for as little as a week or for multiple weeks at a time.

Which base locations are we recruiting in?

• London including: Central London and Croydon;
• Gatwick;
• Heathrow;
• Manchester;
• Portsmouth;
• Sheffield.

You will be asked to select which of the above locations you prefer in your application. Please note: we cannot accept applications for any other locations at this time.
Key Information

Contract

This is an 18 month fixed-term appointment, upon successful completion you may be able to apply for further roles across the Home Office or take the skills and experience you have gained into a new career inside or outside the Civil Service.

Salary

• £15,000 for Gatwick, Manchester, Portsmouth and Sheffield;
• £18,000 for Central London, Croydon and Heathrow.

In addition to your salary you may also receive expenses when you are mobile; working away from your base location.

Benefits

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.

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;
• We are unable to offer part time roles due to the training and development offered as part of your apprenticeship.

PLEASE NOTE:
Your working pattern could include weekdays, Saturdays and Sundays, early starts and late finishes and shift patterns. Please refer to our website for further details.
Why Apply?

You will be able to earn whilst you develop your skills and knowledge. Working for one of the largest and most diverse Government Departments we will coach you through the skills you need to be successful.

You will be joining over 280,000 people in the Operational Delivery Profession across Government who have the vital job of keeping the country running and make a real difference to people’s lives.

In this apprenticeship you will:

• Be in a position to positively affect some of the challenges facing our country today;
• Gain nationally recognised qualifications;
• Develop a wide range of skills and experience that will prepare you for a career both inside and outside the Civil Service;
• Have the opportunity to work in lots of different environments and locations.

Qualifications and training

We will support you in working towards the following qualifications:

• City & Guilds Level 2 Award in Operational Delivery (Principles)
• City & Guilds Level 3 Certificate in Operational Delivery (Advanced)

All your training will be delivered during work time, but you must be prepared to undertake additional study and revision in your own time, particularly before exams and your final assessment.

Please visit our website for further information.

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What Would You Do?

Working for us is interesting and varied, and gives you the chance to make a real difference to people’s lives. Our key objectives are to Prevent terrorism, Cut crime, Control immigration, Promote growth and Deliver efficiently: transforming the Home Office. Each and every member of Home Office staff plays a part in making that happen and so could you.

You will receive on-the-job training to help you carry out your role as well as time away from your daily duties to complete learning for your apprenticeship. When you are mobile you will get to experience new places, teams and different roles and responsibilities.

This apprenticeship gives you the chance to work across operational delivery taking responsibility for lots of different tasks, such as:

- Interviewing people and establishing their ID;
- Working with Intelligence and assessing information;
- Liaising with the Police and other partners;
- Reviewing information and making initial decisions;
- Working with the public, answering queries, resolving problems and complaints;
- Working flexibly, supporting operational colleagues across a range of roles;
- Providing effective customer care;

PLEASE NOTE:
Please visit our website where we have provided lots more information on the types of work you could get involved in.
Are You Eligible To Apply?

Within our website and application system we have provided lots of information and useful links to explain the criteria we will use to manage your application.

Please make sure you visit our website before you apply. As a summary you will need to consider if you can tick yes to all of the following:

- I am a UK National (typically a British Citizen)
- I hold a full valid passport (typically a British Passport)
- I will provide my passport number in my application and also be able to bring a copy to an interview in August 2017
- I am at least 18 years old at the time of application (24th July 2017)
- I have GCSE Maths AND English Language Grades A-D (or equivalent such as O Levels or Scottish Standards)
- I will be able to provide a copy of my GCSE Maths and English Language (or equivalent) qualification or I am happy to obtain a copy now
- I understand that the Home Office will complete security checks on me and I will need to pass security clearance
- I am flexible and happy to work away from my base location

Please visit our website for further information such as how to get copies of qualification certificates if you have lost them or to understand being a UK National.
What Are We Looking For?

We don’t expect you to be ‘job ready’ on day 1 as you will receive structured support and training to gradually increase your skills and responsibilities in your role. You may have many years experience behind you or this could be your first job. This apprenticeship provides you with a great opportunity to develop and learn many new skills; we just want to know that there is a good fit between you and the Home Office.

Our selection process is based on some online assessments to see if you have the aptitude to learn and develop your skills in this role. If shortlisted for the video and face to face interview, instead of talking through your CV and focusing on your past, we are going to ask you some simple questions to see what you’re naturally capable of and motivated towards doing. Whilst we are interested in what you have done in the past we also want to understand what you enjoy doing, your natural motivation.

We are looking for applicants who can demonstrate potential as well as the key strengths needed to be successful in operational delivery which are:

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<tr>
<th><strong>JUDGEMENT</strong></th>
<th>You will be naturally inquisitive and use this curiosity to develop an informed opinion and make accurate decisions.</th>
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<tbody>
<tr>
<td><strong>FLEXIBILITY</strong></td>
<td>You will be flexible, have the ability to adapt to new circumstances. thrive in changing environments and work well under pressure.</td>
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<tr>
<td><strong>DRIVE</strong></td>
<td>You are self-motivated and push yourself hard to achieve what you want out of life.</td>
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<tr>
<td><strong>ADHERENCE</strong></td>
<td>You will enjoy following processes and working within rules and guidelines.</td>
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<tr>
<td><strong>TEAM SUPPORT</strong></td>
<td>You will support other team members through encouragement and knowledge sharing.</td>
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<tr>
<td><strong>CITIZEN SERVICE</strong></td>
<td>You will provide excellent customer service, accepting people for who they are and treating everyone the same.</td>
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<tr>
<td><strong>CREDIBILITY</strong></td>
<td>You will always instil confidence and trust in others by the quality of your knowledge, skills, presence and professionalism.</td>
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Key Timelines and Application Process

STAGE 1
Online Application
10th - 24th July 2017

STAGE 2
Online Assessment
28th July - 4th August

STAGE 3
Video Interview
17th - 25th August

STAGE 4
Face to Face Interview

STAGE 5
Security Clearance & Start Dates
Starting Sept - Nov 2017

IMPORTANT NOTES
- Should you not complete your online application and tests, be available for interview or provide your documentation 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 and timelines;
- We may progress top scoring applications quicker than others;
- Please refer to our website and supporting information for further information on what to expect and hints and tips on the selection process. It is very important that you read this BEFORE you start the online tests.
How to get started

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 10th of July until Monday the 24th of July at 23:59. You can complete your application form using a mobile, tablet, laptop or desktop.

apprentices.homeoffice.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 that you understand some of the most important information from this pack.

IMPORTANT INFORMATION:

• If you are disabled please visit our website and review the Disability and Guaranteed Interview Scheme page where we have provided lots of information about how we can support you;
• 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.

If you have confirmed that you meet the essential criteria for this job, you will automatically be directed to 2 online assessments. You can either complete these assessments straight away or come back to them at any time before the closing date on Monday the 24th of July 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 15 minutes for both tests. 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 tests so please ensure that you follow the instructions carefully.

Please Note: Due to the volume of applications we will NOT be able to provide you with feedback on your online assessments or video interview.
What happens next? Video Interview

The top scoring applicants from the online tests will be invited to complete a video interview. Please don’t worry if you have not done a video interview before, it is really simple and you can take the interview anywhere and at any time that is convenient for you.

All you will need is a laptop or PC with a webcam (if you don’t own one of these maybe a friend, a library or the job centre can help) or a tablet, phone or Android device that has a camera – there is an app you can download to support this.

If you have a disability and have applied under the Guaranteed Interview Scheme you will be progressed to the next stage if the minimum score has been achieved.

On hold: Dependent upon 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.

What to expect
You will be able to complete your video interview at any time you choose, you do not need to book a slot. The system is available 24 hours a day, 7 days a week as the video interview questions are pre-recorded.

We will send you guidance on how to access the video 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 your qualifications. We will only consider the answers you give in your video interview.

What happens next? Face to Face Interview

If you perform well in your video interview, we will send you another email and this will allow you to book a time and date online to come and meet us for a face to face interview.

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, however, you will need about an hour and a half to:

• Meet our team;
• Provide all of your documents;
• Complete the interview.
What happens next? Offer and Security Clearance

If you attend an interview the answers you give will be scored and ranked. If you do not pass the interview we will also let you know as soon as we can. We are sorry, however, that due to the volume of applications we expect, we will not be able to tell you why you have passed or failed, or provide you with any detailed feedback including your scores.

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 highest at interview will be offered a job first.

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 you 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 their 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.
Thank you for your interest in this exciting opportunity. We have provided further information on our website and in the supporting information pack. Please ensure you have read and understood these before you apply.

apprentices.homeoffice.resourcing-support.co.uk

WE WISH YOU ALL THE BEST WITH YOUR APPLICATION