



Department
for Transport

Deputy Director, Digital Strategy and Operations

Department for Transport
SCS Pay Band 1

Reference: 228388

Closing date: 23:55 Monday, 29th August 2022



Welcome Message

Bernadette Kelly CB and Gareth Davies - Permanent Secretaries

“We are proud to be a part of DfT - it's a great Department – but we know it can be even greater.”



Bernadette Kelly CB
Permanent Secretary



Gareth Davies
Second Permanent Secretary

Transport matters to everyone, every single day. It is vital for the environment, the economy, to the country's prosperity and to our health and wellbeing. We're responsible for some of the biggest issues facing Government – now more than ever as we rebuild our economy.

Ultimately our job at DfT is to understand how people want to travel, so we can make sure the transport system works for them now and in the future too. To do that we are investing in the infrastructure our country needs, making sure our roads are safe, and striving for a net zero economy. We're working with industry to help run our buses and trains and with local partners to ensure all our towns and cities have the transport they need to thrive. We're promoting cycling and walking, and ensuring the UK has great air and sea connections to succeed as a global economy. We issue driving licences, run driving tests and ensure transport is accessible for people with disabilities.

These are just a few examples of the vital work we do in DfT. I'm proud to be a part of DfT - it's a great Department – but we know it can be even greater and this is your opportunity to help make that happen. It's an exciting time to join DfT and we need talented, forward-thinking, innovative people and inspirational leaders who will play a crucial part in shaping the decisions and delivering the services that truly matter to the public we serve.

Of course, we face many challenges and we will expect a lot from you. But in return we will invest in you. You'll have access to our great training and development programmes and join a flexible and supportive organisation that cares passionately about diversity and inclusion. And, of course, you will also have the satisfaction of knowing that you are making a real and tangible difference to the UK and its people.

Welcome message from Gavin Gaunt, Chief Digital Information Officer

Thank you for expressing an interest in the job of Deputy Director, Digital Delivery and Operations at Department for Transport (DfT). We are looking for an inspirational digital leader to drive digital and technology transformation for DfT. The Department plays a pivotal role in the lives of our fellow citizens connecting people and places and this post plays a critical role by enabling that through digital transformation.

I'm very proud of what our Digital Service team has achieved in recent years: all of our services are cloud hosted (literally all), over 90% of staff feel they have effective digital tools, and we have implemented exciting, new services with high user satisfaction rates. We have built a positive reputation with our colleagues and pivoted to enable the organisation to work effectively during the pandemic. The next challenges are to build on these foundations and ensure we are identifying ways of best supporting the Department in delivering its agenda, achieving a step-change in customer-focus, and ensuring our systems remain secure in a hostile cyber environment.

This is a tough but rewarding role. You will lead digital technology strategy and operations for DfT. This includes direct responsibility for a £20m+ budget; provision of tools and technology to enable 4500+ users to collaborate and work effectively; leadership of our cyber security posture, policies and practice; co-creating organisational strategies for automation, digitisation and digitalisation; taking opportunities to work collaboratively with our Executive Agencies; and influencing cross-government digital strategy. You will help us maximise opportunities arising from the shift to a cloud environment to transform how we work, drive effectiveness and achieve efficiencies – through building strong relationships and partnerships, applying strategic systems thinking and an intrinsic passion for excellent customer service and user centred design.

I'm looking for a leader with exceptional people skills, who can enthuse and inspire their team and colleagues across the organisation. You will bring a strong reputation for leading a successful customer focussed digital technology service in a large, complex and diverse organisation, and ambition to deliver innovative, customer focussed high performing digital services for our customers and colleagues. Working together we will drive forward a culture of continuously improving services. Our Digital Service vision is to be 'Better Everyday' and we lead by example. You will feel comfortable liaising with senior officials, Ministers and project teams to resolutely deliver outcomes in line with our strategy, while seizing opportunities to innovate in a way that shifts expectations of how we can support colleagues as well as wider society.

We will invest in you so that you achieve both personal and business ambitions. You will have a high degree of flexibility in how, when and where you work. Joining us will give you a unique opportunity to contribute to society. We believe that as an organisation that exists to serve the public, it is essential that we have a workforce that is truly representative of the people that we serve. We value and celebrate the diversity of all of our people to create an environment where everybody can thrive.

I look forward to getting to know you.



“We are seeking an exceptional leader with a track record of delivering the full realisation of benefits of digital technology to a large and complex organisation with diverse requirements”

Introduction to our Digital Service

About Department for Transport

The UK government is recognised as a leader in digital transformation, with governments around the world modelling their approach on ours. We design, build and run digital public services, making them simpler and faster to use.

Our department helps connect people and places. We support the transport network that helps the UK's businesses and gets people and goods travelling around the country.



About Digital Service

Established in 2017, our Digital Service is part of DfT's Corporate Delivery Group (CDG). It is a core part of DfT, enabling over 4,500 DfT staff to work and collaborate effectively. Working in partnership with policy makers we help digitise and transform the way DfT works to connect people and places, through the development, management and assurance of citizen and business facing digital services. In the core part of DfT, all services are cloud hosted.

We have recently developed a new vision and set of core missions for the Digital Service. At the heart is a 'Better Everyday' ethos: this guides our values, culture and decision making. We put secure, accessible customer experience at the heart of everything we do, with strong user research to ensure we design, deliver and continually improve services to meet user needs and surpass expectations. For ourselves, our teams and our services, we strive to be 'Better Everyday' and deliver service excellence.

Digital Service is led by one Director, our Chief Digital & Information Officer (CDIO), and two deputy directors: the Deputy Director, Digital Delivery and Operations and the Deputy Director of Digital Delivery. Digital Service is made up of about 150 people, including civil servants, fast streamers, apprentices, and we also work with a range of suppliers and partners to complement our work. The service is organised in to six functional areas: Digital Business Partnering, Architecture, Live Services, Information and Security Assurance, Digital Project Delivery, Digital Adoption and Innovation.

Our every changing world requires digital leaders to work with ambiguity: potential to help solve complex problems and help shape our society's future is enormous. We will support you to achieve your personal ambitions, and to deliver high quality work that has a positive impact for citizens, customers and staff.

Digital Service Vision and Missions

DfTc Digital Service | Our Vision and Missions for SR21

DfTc Digital Service | **Better Everyday**

Delivering the most secure and inclusive digital tools, platforms and services that meet our user needs and surpass their expectations. For ourselves, our teams and our services; we strive to be **better everyday**, delivery service excellence for our customers.



Secure the continuity of our business in a hostile cyber environment

Our digital services are essential to DfT's delivery

DfT services will be developed with security at the heart. Resilient to attack, so that business areas can operate with confidence in a world when we're increasingly a target.

We will adopt a dynamic security posture, enabling Digital Service to strengthen DfT's defences when threats emerge, and tailor our approach for those in higher risk roles and information.



Create and iterate digital services that deliver positive impacts for citizens and businesses

Good services are designed around users rather than processes.

Our teams will provide more digital services for external customers to help connect people and places.

We will design, deliver and continually improve services with customer experience at their heart. Our services will always be on, inclusive and ones that build trust in government.



Fully utilise cloud innovation to drive better transport outcomes

There is more to cloud transformation than closing our data centres

We will transform DfT's legacy solutions to ensure colleagues and partners have information, data and analysis at their fingertips to do their jobs more effectively and efficiently.

Our transformed solutions will support better policy delivery, help grow the economy and enable great outcomes for citizens.



Go beyond expectations in every interaction to create a fantastic experience and the outcomes our customers need.

Our customers are the reason we are here.

We will deliver service excellence by going beyond customer expectations and delivering outcomes that really impress them.

We will put ourselves in our customers shoes, we will empathise with them in the challenges they face, and recognise that we and them are providing a critical service of national importance to the UK. We will provide service excellence.

DfTc Digital Service | **Better Everyday**



Job Description – Key Responsibilities

The responsibilities are varied and broad: as Deputy Director, Digital Delivery and Operations you will lead Digital Strategy & Operations division for DfT. This includes direct responsibility for a £20m+ budget; provision of tools and technology to enable 4500+ users to collaborate and work effectively; leadership of our cyber security posture, policies and practice; co-creating organisational strategies for automation, digitisation and digitalisation; taking opportunities to work collaboratively with our Executive Agencies; and influencing cross-government digital strategy. You will help us maximise opportunities arising from the shift to a cloud environment to transform how we work, drive effectiveness and achieve efficiencies – through building strong relationships and partnerships, applying strategic systems thinking and an intrinsic passion for excellent customer service and user centred design.

- Lead teams and inspire partners, senior officials and Ministers by role modelling exemplary behaviours and living the DfT values
- Forge strong peer-level relationships across the Department to co-create a roadmap for maximising the opportunities offered by digital technology
- Foster a customer service ethos so teams are aligned and united in the pursuit of delivering excellent customer service
- Personally drive delivery of plans to maximise effectiveness and efficiency
- Create a culture of valuing people, customer service and continuous improvement using a one team approach.
- Build opportunities to work collaboratively with our Executive Agencies, creating strong working relationships across the DfT Family and communities of practice to share learning
- Effectively balance multiple priorities and competing demands by focussing on outcomes, value and strategic alignment
- Positively influence the creation and delivery of cross-government digital & technology strategies
- Lead a successful customer focussed digital technology service for our customers and staff, creating strategies for service delivery with a mix of in-house and 3rd party provision
- Lead Cyber Security functions, ensuring policies, practices and security controls are user focused, proportionate and continually risk assessed
- Ensure enterprise architecture is fit for the future to maximise opportunities for effectiveness
- Oversee a digital business partner function to champion the voice of the customer and provide valued technical advice and guidance
- Develop and support delivery of our people and resourcing strategy across the Digital Service, including training, recruitment, retention, capability development, succession planning etc.
- Ensure that the all functions within Digital Service follow appropriate governance and controls
- Oversee contracts and procurement activities for Digital Service and deliver an efficient service which offers best value for money
- Oversee management of major incidents and disaster recovery, ensuring a strong audit trail and that lessons are learnt



Person Specification – essential criteria

To aid shortlisting, please demonstrate in your CV and supporting statement how your skills and experience meet the essential criteria.

- A proven track record of leading and delivering customer focussed large scale technology services, promoting and delivering on the full realisation of benefits of digital technology to drive the delivery of excellent customer service and ensure the voice of the customer is championed
- Proven ability to establish, develop and maintain collaborative working relationships with all colleagues, partners and diverse stakeholders to deliver impact and influence continuous improvement whilst balancing requirements
- Proven success of building high-performing and cross-functional technical teams, establishing and owning key performance indicators whilst raising performance levels and developing critical capabilities
- Strong architectural knowledge with experience of overseeing the delivery and management of cloud services
- Proven governance from managing suppliers and outcomes, overseeing management of major incidents and disaster recovery ensuring a strong audit trail and lessons learnt through to exposure or running of technology focussed governance boards
- Proven commercial expertise including supplier management, establishing and improving supplier performance standards and managing significant budget(s)
- Working knowledge and strong understanding of industry standard security issues, processes and controls



About the Role

Role Title

Job Title

Deputy Director, Digital Strategy & Operations

Location

Birmingham, Leeds, Hastings, Swansea or London

Frequent travel to other sites may be required.

DfT staff work on a hybrid basis with 40% of the working week spent in an office location

Salary

c£85,000 per annum

For existing Civil Servants the usual pay rules should apply, i.e. if moving on level transfer the salary will remain the same, if successful on promotion the salary will be the higher of either 10% pay increase or the pay band minimum.

Contract Type

This role is being offered on a permanent basis.

Security Clearance

Please note that the successful applicant will need to hold or be prepared to apply for DV clearance.

More Information

Find out more about working for the Department for Transport on the Civil Service careers [site](#).

[Hear](#) from our Permanent Secretary, Bernadette Kelly, on what makes the Department for Transport a great place to build your career



Diversity and Inclusion

The Civil Service is committed to becoming the most inclusive employer in the UK, and the Department for Transport wants to lead the way in this commitment.

We know that working inclusively and harnessing a range of talents means solving problems better, making better decisions and delivering better public services. We are committed to representing as broad a range of views and backgrounds as we have in UK society, focused not just on the characteristics protected under law but equally committed to greater socioeconomic diversity, greater regional diversity and to building teams where effectively harnessing cognitive diversity is the way decisions are made.

We know that diverse perspectives and experiences are critical to an effective, modern Civil Service that delivers policies and services for all of our citizens.

Our vision is to ensure the Civil Service represents modern Britain and is a truly inclusive employer – an example to other employers. We will create an organisation where diversity and fairness are not only respected and valued – but celebrated – and where everyone can see where they belong and no one feels excluded.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us – regardless of background, working style or career experience. If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for you.

Our passion for inclusion and equality means creating a work environment for all employees that is welcoming, respectful, fair, engaging, and enriched with opportunities for personal and professional development.

We're a modern, inclusive, high performing employer. Flexible working is helping us become the organisation we need to be. It's about giving our people the opportunity to be adaptable and embrace new ways of working to improve our productivity and performance – making DfT a great place to work.

We were recently announced as one of [The Times Top 50 Employers for Women](#) for our work on gender equality, highlighting our dedication towards being an inclusive employer and a great place to work. We are also proudly committed to building a truly inclusive workplace, through actions outlined in our [DfT D&I Strategy](#) and internal Race Action Plan.

What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours.

Read more about the [Civil Service becoming the UK's most inclusive employer](#) and [DfT's own diversity and inclusion plans](#)



Background to the Department

Transport system touches the lives of everyone in this country: it reunites families; takes people to work every day; and keeps fresh food on the shelves of our supermarkets. Directly and indirectly, transport is the lynchpin of how we go about our lives – and it is never out of the spotlight.

This has been true throughout the COVID crisis, during which the Department has worked with the sector to maintain critical connectivity whilst protecting public health.

The Department for Transport (DfT) and our agencies employ around 15,000 staff, of whom about 3,000 are in the core Department, and we have the largest and most complex capital project portfolio in Government, delivered principally through delivery partners including Network Rail, HS2 Ltd, and Highways England.

Our strategic objectives are:

- **Improving transport for the User**
- **Reduce Environmental Impacts**
- **Grow and Level up the economy**
- **Increasing our Global Impact**
- **Be an Excellent Department**

More information about DfT can be found on our website at

www.gov.uk/dft

Departmental vision

All DfT employees are guided by the Civil Service core values of honesty, integrity, impartiality and objectivity.

- **Confidence:** to challenge, to take action, to innovate.
- **Excellence:** in our professionalism, in our delivery, in our learning.
- **Teamwork:** we are inclusive, we collaborate and we support each other.

To find out more about what it is like to work for DfT go to

<https://www.civil-service-careers.gov.uk/departments/working-for-the-department-for-transport/> or visit our careers site at [Senior Civil Servants - Department for Transport Careers \(dft.gov.uk\)](https://www.civil-service-careers.gov.uk/departments/working-for-the-department-for-transport/)



Benefits of working for the Civil Service

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

Equality, Diversity and Inclusion

The Civil Service values and supports all its employees.

We have strong and pro-active staff networks, special leave policies for hospital appointments, reasonable adjustments put in place for those who need them, and diversity talent programmes to help everyone irrespective of background, to achieve their potential.

Pension

Your pension is a valuable part of your total reward package.

A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. Visit [Civil Service Pension Scheme](#) for more details.

Generous Annual Leave and Bank Holiday Allowance

25 days annual leave on entry, increasing on a sliding scale to 30 days after 5 years' service, plus 8 public holidays, plus the ability to buy or sell up to 5 days leave.

This will be complimented by one further day paid privilege entitlement to mark the Queen's Birthday.

Staff Wellbeing

Flexible working including part-time or time-term working and access to Flexible Working Schemes allowing you to vary your working day as long as you work your total hours.

Generous **paid maternity and paternity leave** which is notably more than the statutory minimum offered by many other employers.

Childcare benefits (policy for new employees as of 5 April 2018): The government has introduced the Tax-Free Childcare (TFC) scheme. Working parents can open an online childcare account and for every £8 they pay in, the government adds £2, up to a maximum of £2000 a year for each child or £4000 for a disabled child. Parents then use the funds to pay for registered childcare. Existing employees may be able to continue to claim childcare vouchers, so please check how the policy would work for you.

Any move to the DfT from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may however be eligible for other government schemes, including Tax Free Childcare.

Determine your eligibility at <https://www.childcarechoices.gov.uk>

Onsite facilities Opportunity to use onsite facilities including fitness centres and staff canteens (where applicable).

Season Ticket and Bicycle Loan

Interest-free loans allowing you to spread the cost of an annual travel season ticket or a new bicycle.



Benefits of working for the Civil Service



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

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

Great member pension

- ✓ Defined Benefit Pension Scheme
- ✓ Provides a secure pension payable for life with no investment uncertainty
- ✓ Choice of a tax free lump sum
- ✓ Amongst the lowest member contributions in public sector
- ✓ Generous build rate of 2.32% of your earnings as a pension each year.

What pension could you get?

- ✓ For example if you earned £22,000 per year
- ✓ After 20 years you could have a pension of £10,208pa or a pension of £6,562pa and a tax free lump sum of £43,748
- ✓ After 40 years this could be £20,416pa, or a pension of £13,124pa and a tax free lump sum of £87,497

Generous employer contribution

- ✓ Employer contribution towards your pension is extremely generous – on average 27% of your pay
- ✓ These contributions pay for:
 - A pension for you
 - Pension for your loved ones
 - Death benefits
 - Ill health benefits

Death benefits

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

For more information on the Civil Service Pension Scheme please go to the scheme website www.civilservicepensionscheme.org.uk



The Recruitment Process

Application

To apply for this post, please submit the following documents no later than 23:55 29th August 2022. All applications must be submitted using the link XXXX

1. A CV setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years.
2. A Statement of Suitability (no longer than two pages) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the criteria in the person specification.

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

As part of the online application process, you will be asked a number of diversity-related questions. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'. All monitoring data will be treated in the strictest confidence and will not be provided to the selection panel. If you are unable to apply online, or have any issues with the application process, please contact Toria Lorman-Connolly on:
Toria.Lorman-Connolly@gatenbysanderson.com

For a confidential discussion, please contact our recruitment advisers at GatenbySanderson:

- Sarah Luxford – Sarah.Luxford@gatenbysanderson.com
- Shoaib Haroon – Shoaib.Haroon@gatenbysanderson.com

Longlist

You will receive an acknowledgment of your application through the online process. If you do not receive a notification of your application please contact Toria.Lorman-Connolly@gatenbysanderson.com

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

The timeline later in this pack indicates the date by which decisions are expected to be made and all candidates will be advised of the outcome as soon as possible thereafter.

Candidates selected for longlisting will be invited for a preliminary discussion with GatenbySanderson to further explore their skills and experience. Candidates applying under the Disability Confident Scheme or Veterans Scheme who meet the minimum selection criteria in the job specification are guaranteed an interview.



The Recruitment Process

Shortlist

The panel will review reports on those longlisted and will select a shortlist of candidates whose applications best demonstrate suitability for the role, by considering the evidence provided against the essential criteria set out in the Person Specification.

If you are shortlisted, you will be asked to take part additional assessments which will be a combination of the following:

- Individual Leadership Assessment (ILA) – a combination of psychometric tests
- Staff Engagement Exercise (SEE) – a presentation and Q&A with a representative staff group from across the DfT

These assessments will not result in a pass or fail mark but outcome and feedback from these will be reported to the panel ahead of the panel interview.

Interview

You will be asked to attend a panel interview in order to have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in the Person Specification.

Candidates may be asked to prepare a 5 minute presentation for the interview. Confirmation will be provided to short-listed candidates.

Outcome and Feedback

Due to the anticipated number of applicants, we are unable to offer feedback to those not selected at shortlist stage.

Shortlisted candidates who attend an interview will also be offered verbal feedback with a representative from GatenbySanderson.

The timeline later in this pack indicates the date by which decisions are expected to be made, all candidates will be advised of the outcome as soon as possible thereafter, and we will advise on any delays.



Indicative Timeline

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

Interviews may be conducted virtually.

The anticipated timetable is as follows:

Advert Closing Date	Monday 29th August at 23:55
Longlist	w/c 5th September
Shortlist	w/c 19th September
Assessments	w/c 26th September & 3rd October
Interviews	From w/c 10th October

FAQs

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

Yes, we welcome applications from anyone who believes they meet the essential criteria for the role.

2. Is this role permanent?

This role is being offered on a permanent basis.

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

This role is available on a full-time basis. Flexible working arrangements (including job share partnerships) can be accommodated. Please discuss your preferences with the hiring manager if you are invited to interview.

4. Will the role involve travel?

Some travel may be required for this role.

5. Where will the role be based?

If successful you will be based in

Birmingham, Leeds, Hastings, Swansea or London. Unfortunately relocation costs will not be reimbursed.

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

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

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

To be eligible for employment to this roles you must be a national from the following countries:

- UK nationals.
- Nationals of Commonwealth countries who have the right to work in the UK.
- Nationals of the Republic of Ireland.
- Nationals from the EU, EEA or

Switzerland with (or eligible for) status under the European Union Settlement Scheme (EUSS).

- Relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service
- Certain family members of the relevant EU, EEA, Swiss or Turkish nationals.

For further information on whether you are eligible to apply, please visit **Gov.UK**.

8. Is security clearance required?

Yes. If successful you must hold or be willing to undergo **DV Clearance**. More information about the vetting process can be found at the following link

<https://www.gov.uk/guidance/security-vetting-and-clearance>



FAQs

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

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

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

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

Toria.Lorman-Connolly@gatenbysanderson.com

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

The Civil Service has two primary functions:

- a) to provide assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the **Civil Service Commission's Recruitment Principles**. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel
- b) to hear and determine appeals made by civil servants under the Civil Service Code which sets out the Civil Service values – Honesty, Integrity Impartiality and Objectivity – and forms part of the relationship between civil servants and their employer.

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

No. However, the recruitment process will still be governed by the Civil Service Commission's Recruitment Principles.

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

If you feel that your application has not been treated in accordance with the recruitment principles and wish to make a complaint then you should contact Eleanor.Reed@dft.gov.uk in the first instance. If you are not satisfied with the response you receive, you can contact the [Civil Service Commission](#)

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

Candidates must note the requirement to declare any interests that might cause

questions to be raised about their approach to the business of the Department.

If you believe that your application may have a conflict of interest please contact Toria.Lorman-Connolly@gatenbysanderson.com

before submitting your application.





Department
for Transport

Contact us

This campaign is being run on behalf of the department by our Executive Search provider GatenbySanderson

To find out more about this role and how to apply, please do reach out and contact:

Sarah Luxford

Sarah.Luxford@gatenbysanderson.com

07812 150 386

or

Shoaib Haroon

Shoaib.Haroon@gatenbysanderson.com

07384 258 626



Stonewall

LinkedIn

