

Administrative Officer

Department for Work and Pensions

Closing date: 5th March 2019



Department
for Work &
Pensions

Reference number

Salary

£19,402 - £20,232

Grade

Administrative Officer

Contract type

Permanent

Business area

Universal Credit Operations

Type of role

Operational Delivery

Working pattern

Flexible working, Full-time, Part-time

Hours

37

Number of posts

30

Town/City:

Ashton in Makerfield, Wigan

Region: UC North

Job description

About the Department for Work and Pensions (DWP)

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy and is responsible for helping people move into employment, supporting pensioners and protecting some of the most vulnerable in our society.

As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers. We are looking for successful applicants who are suited and committed to providing a high level of customer service as a Universal Credit Case Manager.

We are looking for people who are customer focused, with the right skills, commitment and capability to deliver an exceptional public service. If you have a genuine dedication to a public service department that makes a real difference to the lives of others you will find great satisfaction in working with us. The Universal Credit Case Manager roles are more than simply call handlers or processing agents.

The key criteria of the role:-

- Communicate well with a wide range of diverse people, claimants and customers and deliver an excellent service;
- Handle tricky and difficult situations, including potential emotional situations, by phone and/or using digital methods
- Understand and interpret complex information and provide timely explanations; and
- Navigate a range of computer systems including Universal Credit to action tasks, journals, change of circumstances and payments.

Behaviours

- Managing a Quality Service
- Making Effective Decisions
- Communicating and Influencing
- Delivering at Pace

In this role you may be required to undertake a work based qualification, which may be in the form of an apprenticeship, which will support you in further developing your professional knowledge and skills for this role and your future career development. The qualification can be taken in work time, you agree to take this job on the basis that you may be required to undertake a work based qualification; a candidate's failure to participate fully in the professional programme, once appointed, may be a breach of their employment contract.

If you hold a level 3 qualification (2 A levels or equivalent) then please bring your certificates with you to the interview if you have them.

How we will choose successful candidates

An initial sift will be conducted using the civil service online verbal reasoning test and numeracy test and CV/Statement of suitability. You will have until midnight on 5th March to submit your CV/Statement of suitability you will then have until midnight 6th March to complete your online test. Please complete the online test as soon as you can.

If successful with the online test there will be a sift based on your CV/Statement of suitability against the key criteria. If there are a large number of applicants the sift will be completed against the lead behaviour, Managing a Quality Service.

Those who pass the online test with the required score and the sift will be invited to interview via an electronic notification to your Civil Service Jobs site. If you are invited to an interview this will be to assess how well you can demonstrate you have the behaviours listed below.

All communications will be electronic therefore it is vitally important that you check your Civil Service Jobs site regularly.

Once you receive the invite to interview you will need to access the system and book yourself an interview slot.

Preparing for the interview:

If successful with the online test and application form sift you will be invited to a blended interview to assess the following Level 1 behaviours:

- Managing a Quality Service
- Making Effective Decisions
- Communicating and Influencing
- Delivering at Pace

The interview will include strength based questions, this is detailed further in the Candidate Application Pack.

Important: If invited to interview you will be required to provide relevant identification as listed in the attached Verification of Identity document. If you do not bring this with you, you will not be interviewed.

After the interview:

Once all interviews have been completed, candidates will be notified of the outcome by email.

Successful candidates will be notified of a start date from mid-April onwards. These posting offers will be made in strict merit order.

Successful candidates not offered a posting will be placed on the reserve list which will be held for 6 months. This period may be extended up to a maximum of 12 months. The reserve list will be used to offer future vacancies arising in your preferred locations. These further posting offers will also be made in strict merit order.

The reserve lists may also be used to offer future vacancies not necessarily restricted to the current locations included in the advert. They may also extend to FTA or permanent vacancies which arise across the wider DWP network – further details of other job roles are contained in the attached candidate pack. Any such offers would be made in strict merit order to all candidates remaining on the reserve list. The location and job role would be fully explained to you. Refusal of the offer would not change your reserve list position.

Benefits

Pensions

Civil Service pension schemes are available for successful candidates.

Things You Need to Know

Security

If you are successful you will be expected to undertake Basic Checks.

Nationality statement

Candidates will be subject to UK immigration requirements as well as Civil Service Nationality Rules.

If applying for a role requiring security clearance, be aware that foreign or dual nationality is not an automatic bar, but certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with countries outside the UK.

Reserved status

This is a Non Reserved post and is therefore open to UK, British Commonwealth and European Economic Area (EEA) Nationals and certain non EEA members

Working for the Civil Service

The Civil Service embraces diversity and promotes equality of opportunity. Applications from the UK Reserve Forces are welcome, as we aspire to be a model employer of those who serve their country. We also offer a guaranteed interview scheme (GIS) for disabled applicants who meet our minimum selection criteria. We will not tolerate any form of discrimination.

Commissioner's statement

The Civil Service recruits by merit on the basis of fair and open competition as outlined in the Civil Service Commission's Recruitment Principles.

School leaving age statement

Candidates will be subject to UK school leaving age legislation.

Further information

- The Civil Service is an equal opportunities employer and can offer many development and progression opportunities for those who display the right talent and commitment.
- The full time working week for DWP is 37 hours. You may be required to work at any time between the hours of 7.45am and 8pm on any day between Monday to Friday and 8.45am to 5pm on Saturday. You will be given advance notice of your personal schedule. This applies to all people who join the department and current DWP staff who are successful on promotion.
- DWP is a family-friendly employer and we try to accommodate the widest range of working patterns including part-time and job-sharing, but we cannot guarantee doing so because our ability to deliver our business locally must always be taken into account.
- Subject to the needs of the business some part time working patterns can be accommodated however they must include both Monday and Friday as working days, 1 late night per week and in the future 1 Saturday in 4.
- Full learning and development for the role will be provided including Diversity & Equality. Initial training and consolidation will take up to 8 weeks to complete dependent on the role, usually at the office location.
- All successful candidates (including part time and job share) will be required to work full time Monday to Friday during the initial induction, training and consolidation periods.
- The roles are based in a Service Centre and require contact with claimants over the telephone and via journal messaging.
- These posts are subject to a 6 month probation period. Security checks will also be undertaken.

Please note - A reserve list will be held for a period of 6 months from which further appointments can be made as and when the business resources require expansion.

Submission statement

Candidates must complete their probationary period unless the recruiting department states otherwise. We will only accept paper applications from those who have a disability that prevents them from applying online. Once you submit your application it cannot be changed. We will not accept late applications.

Attachments

Success Profiles

Applying for a Job

Verification of Identity document

Candidate pack