Government
Digital & Data

We are Government Digital and Data

Candidate Information Pack

Transforming lives through technology

Welcome

Thank you for your interest in joining the Government Digital and Data profession. This pack is designed to give you a clear and helpful overview of what to expect as you explore a career with us.

Inside, you'll find everything you need to understand for your application and interview. We also share more about who we are, the benefits of working with us and the many ways you can grow in a digital or data role across government.

What you'll find in this pack:

- Routes into government
- Information on the capability skills framework
- A breakdown of each stage, with tips to help you succeed
- Information on how we ensure a fair and accessible recruitment process for all
- An overview of the continuous learning culture and training opportunities available
- Insight into how your career can grow across departments and professions
- Understand how we hire, from application to offer
- Helpful resources to aid your application

We're committed to building diverse, inclusive teams where your skills can make a real difference. Whether you're starting your career or looking for your next challenge, we're excited to show you what's possible.

Who are Government Digital and Data?

Government Digital and Data is a community of experts leading digital transformation in government, creating more efficient services that have a meaningful impact on people's lives. Find out more here.

The Prime Minister has set out his vision for **one in ten** civil servants to work in tech and digital roles within the next five years as part of A blueprint for modern digital government.

Some of the departments you'll find us in

HM Revenue & Customs

Animal & Plant Health Agency

Homes England

Office of the Public Guardian

HM Land Registry

Department for Work & Pensions

Maritime & Coastguard Agency

Driver & Vehicle Standards Agency

UK Export Finance

Department for Science, Innovation & Technology

Ministry of Defence

Audurdod Cyllid Cymru
Welsh Revenue Authority

Ministry of Justice

Department for Education

Intellectual Property Office

Ministry of Housing, Communities & Local Government

Office for National Statistics

Home Office

[dstl]

Government Digital Service

The five biggest departments in the UK government are:

- Department for Work and Pensions **(DWP)**
- Ministry of Justice **(MoJ)**
- HM Revenue and Customs **(HMRC)**
- Ministry of Defence **(MoD)**
- Home Office **(HO)**

These five departments employ over two-thirds of the UK Civil Service workforce.There are over forty Government departments that have digital and data roles!

Benefits

Part of Government Digital & Data

As a Government Digital and Data professional, you'll benefit from**:**

Civil Service Pension: You'll have access to a comprehensive pension scheme with an employer contribution of **28.97%**.

Flexible Working: Flexible working is a way of working that suits an employee's needs.

Generous Leave: You'll receive **25 days of annual leave**, which increases by a day each year up to a maximum of 30 days. Civil Servants are also entitled to take 8 days public holiday per year and one day privilege leave for the King's official birthday. Please check the departments website as some may slightly differ.

Rewards and Recognition: You may have the opportunity to receive **in-year awards and e-vouchers**.

Grow your career with us

- **Work on high impact projects** that enhance public services & drive innovation.
- **Access cutting edge technologies** & tools to expand your expertise.
- **Ongoing training & development** to support your growth.
- **Collaborate with diverse teams**, building leadership, communication and problem solving skills.

Join us and take your career to the next level.

Routes into Government Digital and Data

Whether you're already a Digital and Data professional or looking to switch careers, there are various routes you can take to join us here in the Civil Service.

The TechTrack Apprenticeship Programme offers tailored apprenticeships into roles such as Software Developer, DevOps Engineer and more.

The Digital Secondments Programme brings in digital and data professionals from industry and academia to work on high-impact government projects, maintaining their current employment and salary while driving innovation in public services.

Apprenticeships in Government Digital and Data offer hands-on experience and qualifications in roles like Software Developer and DevOps Engineer, while earning a salary and working on impactful public service projects.

The Civil Service Fast Stream is a graduate development programme that offers a route into various government roles, including digital and data positions.

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Routes into Government Digital and Data Continued

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You can also apply for roles directly through Civil Service Jobs, where all roles are shared across Government (not just those within our profession).

Don’t forget to sign up to job alerts so you don’t miss out on opportunities suitable for you.

Career progression

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Government Digital and Data offers **a clear career progression path** with opportunities to grow and develop in various roles.

Career progression within the Government Digital and Data profession involves a framework of defined roles and skill sets, with opportunities for advancement through various pathways.

The Government Digital and Data Capability Framework outlines specific skills needed for different roles and career progression.

Throughout your journey, you'll have access to continuous learning opportunities, cross-government events and loans to gain diverse experiences.

Explore diverse Digital & Data roles in Government

Find your fit within our Capability Framework:

- **Software and DevOps**: Software Developer, DevOps Engineer, Frontend Developer.
- **Data and Analytics**: Data Analyst, Data Scientist, Data Engineer.
- **Product and Delivery**: Product Manager, Delivery Manager, Business Analyst.
- **User-Centered Design**: Content Designer, Interaction Designer, Service Designer.
- **Technical Architecture**: Technical Architect, Network Architect
- **IT Operations**: Infrastructure Engineer, IT Service Manager.

This is just a snapshot of what we can offer. There are lots of opportunities available in various roles in our profession, come and join us and help shape the future.

The Capability Framework

The Government Digital and Data Capability Framework is a guide to skills, knowledge and career growth in the digital and data profession. Used by professionals, managers and departments to develop talent, identify skills gaps and recruit effectively.

Key components of the framework:

- **Defined roles**: Each role has clear responsibilities and skills.
- **Skill levels**: Ranging from awareness to expert, helping to track progression.
- **Career growth**: A roadmap for development and professional advancement.
- **Collaboration**: A constantly evolving framework shaped by industry experts.
- **Allowances**: Many departments pay a specialist allowance on top of salaries to attract and retain people in key roles this involves an annual capability assessment against the Capability Framework skills.

Who uses the framework?:

- **Professionals**: You do! To help understand skills, career paths, opportunities and prepare for career conversations.
- **Managers**: To uncover skill gaps and guide team development. It's also used to write job descriptions and adverts.
- **Departments**: Utilise the framework to recruit strategically and align skills with objectives and pay allowances.

It's a crucial tool to ensure skills stay relevant, consistent and careers progress!

The framework is a valuable resource for anyone involved in the digital and data profession, providing clarity and guidance for career development and organisational growth.

Civil service schemes

The Disability Confident Scheme is designed to help employers become more confident in recruiting and retaining disabled people and those with health conditions.	The Great Place to Work for Veterans scheme aims to encourage more veterans to join the Civil Service when they leave the armed forces. When a veteran opts into the scheme and meets the minimum criteria, they'll progress to the next stage for most vacancies, whether that's an interview or an online test.
The Going Forward into Employment Scheme provides opportunities for individuals who face barriers to employment, such as care leavers, people with disabilities and those from low socio-economic backgrounds.	The Redeployment Scheme in the civil service helps employees at risk of redundancy find new roles within the organisation. It aims to retain valuable skills and avoid compulsory redundancies.

Success Profiles

Success Profiles are a recruitment framework used within the Civil Service to find the right person for the job. They consist of five key elements:

Experience: Knowledge or mastery of an activity or subject gained through involvement or exposure.

Ability: Aptitude or potential to perform to the required standard.

Technical: Demonstration of specific professional skills, knowledge, or qualifications.

Behaviours: Actions and activities that result in effective performance in a job.

Strengths: Things you do regularly, do well, and that motivate you.

Each role will use a tailored Success Profile process, ensuring candidates are assessed against relevant criteria to drive performance and improve diversity and inclusivity.

Experience	Ability	Technical	Behaviours	Strengths
How to perform well: Highlight your knowledge or mastery of an activity or subject gained through involvement or exposure.	**How to perform well:** Showcase your potential which can be demonstrated through relevant skills, qualifications and experiences.	**How to perform well:** Demonstrate professional skills, knowledge or qualifications relevant to the role.	**How to perform well:** Provide specific examples of actions and activities.	**How to perform well:** Identify and articulate your strengths; things you do regularly, do well and that motivate you.
How we assess: Experience is assessed through application forms, CVs and interviews.	**How we assess:** Abilities are assessed through application forms, online tests and interviews.	**How we assess:** Technical skills are assessed through application forms, online tests and interviews.	**How we assess:** Behaviours are assessed through application forms, interviews, online tests and assessment centres.	**How we assess:** Strengths are often assessed within interviews or assessments.

Reasonable adjustments

Reasonable adjustments are changes made to the recruitment and onboarding process to ensure that candidates with disabilities or health conditions are not disadvantaged. These adjustments aim to create a level playing field and promote inclusivity. Some examples of adjustments that have been offered to candidates include:

- changing the time, location or format of interviews.
- providing interview questions in written format.
- providing interview questions in advance of the interview.
- a sign language interpreter.
- a supported test session, where a trained support worker can aid understanding or read the questions out loud.
- additional time in timed tests, interviews or other assessment activities.
- advice about assistive technology.

If you'd like more information on this, check out our reasonable adjustments page on our website.

Reasonable adjustments for ongoing employment

Government Digital and Data supports reasonable adjustments in employment by:

- Providing accessible tools, platforms and environments as part of legal requirements.
- Implementing initiatives like the Digital Inclusion Action Plan to improve accessibility.
- Ensuring communication and information meet accessibility standards.
- Offering tailored support such as flexible working and specialised equipment.

The Workplace Adjustment Passport can be useful for structuring your conversation about workplace adjustments with your manager, as well as being a record of your barriers, workplace adjustments and support they've agreed.

Sharing and regularly reviewing your completed Workplace Adjustment Passport with your manager will ensure your adjustments continue to meet your needs. Similarly, sharing this when you change roles or managers will enable a smooth transition and continuity of support. You can read Ruth's blog where she explains why the Passport has been so useful for her after a motorcycle accident.

Top tips: application and interview

Tip	Description
Keep a log of examples	Keep a list of your experiences, achievements and skills. Use the STAR (Situation, Task, Action, Result) method to structure your examples clearly. For instance, if you improved efficiency, note how you did it and the results (e.g. saving time or enhancing outcomes).
Familiarise yourself with Success Profiles	• **Experience:** Highlights your past roles, achievements and professional history. • **Ability:** Demonstrates your capacity to perform the role effectively through skills and examples. • **Technical:** Showcases specialised knowledge or tools required for the job, like software or processes. • **Behaviours:** Reflects how you act in different situations, such as communication, teamwork or leadership. • **Strengths:** Focuses on your personal qualities that drive success, like creativity or resilience.
Tailor your application	Match your examples directly to the job description. Highlight relevant skills and achievements and use keywords from the job advert to grab attention. For example, if a role emphasises stakeholder engagement, mention specific times you've excelled in that area.

Top tips: application and interview continued

Tip	Description
Write a quality personal statement	Your personal statement is the centerpiece of your application. Focus on: ● Compelling statements summarising why you are a qualified candidate. ● Highlighting achievements that align with the role's requirements. ● Keeping it within the word limit whilst being clear, structured and engaging.
Highlight digital and data skills	In roles that emphasise digital and data skills, you should: ● Mention specific tools that are required for the role, e.g. software or methodologies you are proficient in (for example SQL, Power BI, data visualisation). ● Highlight projects where these skills made an impact, such as automating a process, enhancing analytics or improving user experience. ● Demonstrate an understanding of emerging trends like AI, machine learning or cybersecurity, if relevant.
Stay calm and take your time	During interviews, take a deep breath and pause to gather your thoughts if needed. Review your notes or key points to ensure you're delivering clear and confident responses.
Be open and honest	Always present your experience truthfully in applications and interviews. If you need reasonable adjustments, communicate these when applying.

Top tips: application and interview continued

Tip	Description
Network with professionals	Join relevant professional groups or communities online (like LinkedIn groups or forums) and attend industry events. Engage in discussions, share insights and connect with people in your field to learn about opportunities and trends.
Showcase your impact	Share specific examples of times when your work made a measurable difference. For example: “I introduced a new recruitment process, reducing time-to-hire by 20% and improved candidate experience.”
Prepare for interviews	Familiarise yourself with STAR (Situation, Task, Action, Result) and CAR (Context, Action, Result) techniques to structure your answers. Practice delivering concise, impactful examples to common interview questions.

If you’d like to learn more about the application process you can do this on our careers website.

Civil Service Commission: provides assurance that civil servants are selected on merit on the basis of fair and open competition; and to help safeguard an impartial Civil Service.

STAR(R) and CAR techniques

The STAR and CAR techniques are popular methods for structuring behaviour based questions. Here's an overview of each:

The STAR technique stands for Situation, Task, Action, Result.

- **Situation:** Describe the context within which you performed a task or faced a challenge.
- **Task:** Explain the task you had to complete or the challenge you had to overcome.
- **Action:** Describe the specific actions you took to address or resolve the task or challenge.
- **Result:** Share the outcomes or results of your actions, highlighting any positive impact.
- **Reflect:** If applicable, share what you learned, what you might do differently next time.

The CAR technique stands for Challenge, Action, Result. It's similar to STAR but focuses more on the challenge aspect:

- **Challenge:** Describe a problem or challenge you faced in your previous role or a relevant situation.
- **Action:** Explain the actions you took to address the challenge.
- **Result:** Share the outcomes or results of your actions, emphasising the positive impact.

The vetting process

Security vetting ensures the integrity and reliability of personnel in sensitive roles. There are different levels of checks required based on the role and access to classified information.

Basic vetting:

- Baseline Personnel Security Standard (BPSS)
- Identity Check
- Employment History Check
- Right to Work Check
- Criminal Record Check

Higher Security Checks for positions requiring access to more sensitive information may require additional vetting:

- Counter Terrorist Check (CTC)
- Security Check (SC)
- Developed Vetting (DV)
- Health and Social Media checks

To find out more information on each level, click here.

An inclusive recruitment process

We are committed to fostering diversity and inclusion within our workforce. Our efforts focus on attracting talent from a variety of backgrounds through inclusive recruitment methods and support initiatives like the Women in Digital Network.

We also offer internship programs designed to develop the skills of civil servants and create pathways for individuals from underrepresented communities to progress and thrive. One such example is the 2024 Interns initiative, which aims to provide access to opportunities for diverse talent. We also partner with other departments to collectively recruit and promote gender and ethnic diversity in the tech field. Another example is the Civil Service Care Leavers Internship Scheme offering care leavers an 18-month paid job role in a central government department or agency.

As part of our commitment to inclusive recruitment, we partner with a diverse range of organisations to reach talent from all backgrounds. These include Manchester Digital, Tech Spark and Handshake to connect with emerging tech talent. We also partner with Ex-Military Careers to support veteran transitions and Women in Tech, Diversity in Tech and Colour in Tech to ensure representation and equity in our talent pipeline.

FutureLearn

In today's fast changing world digital and data skills are more important than ever. Whether you're looking to enhance your knowledge, make a career move or help to improve public services, we've some exciting courses in collaboration with Government Campus UK in partnership with FutureLearn.

Take the next step in your professional growth and harness the power of digital and data.

What is Government Campus?
A unified hub for all UK government training and learning, integrating courses from Departments, Agencies and Professions.

Who can benefit?
- Civil servants and wider government professionals.
- Open to anyone interested in government related learning.

Government Campus UK on FutureLearn
- Created in partnership with the Government Digital Service.
- Supports digital, data and technology transformation.
- Connects learning with key government functions

Government Digital and Data courses:
- Introduction to User Research
- Introduction to Product Management
- Introduction to Content Design

Government Digital and Data resources

For any questions related to a role you're applying for, please get in touch directly with the listed contact within the job advert. You'll find this under the apply and further information section at the bottom of the advert on Civil Service Jobs.

- Government Digital and Data LinkedIn
- Government Digital and Data Careers Site
- Civil Service Careers Website
- Civil Service Success Profiles
- Civil Service Jobs (Don't forget to sign up for alerts!)
- Civil Service Commission

Our Partners:

Manchester Digital

Ex Military Careers

Tech Spark

Women in Tech

Handshake

Diversity in Tech

Colour in Tech