

# Valuable work, valued people.

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Opportunities with HM Revenue & Customs



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**HM Revenue  
& Customs**

# About the Department

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## What we do

You probably know HM Revenue & Customs (HMRC) as the people who collect tax, but there's far more to us than that. We've moved beyond our traditional business of assessing and collecting taxes and providing valuation services.

We're now responsible for National Insurance, making sure the National Minimum Wage is properly paid, paying tax credits and collecting student loans. Our aim is to administer the tax and customs systems fairly and efficiently. We know, for example, that most people and businesses want to do what is right - to pay what they owe and claim only what they are due. We're committed to making it as easy as possible for our taxpayers, claimants and other customers to get it right. We will also protect society further by dealing with anyone who intentionally avoids their responsibilities.

We have a turnover of around £450 billion in tax, duty and National Insurance contributions, an annual budget of over £4.5 billion and over 50 million individual and corporate customers. We're a big and diverse organisation, employing around 80,000 people, many of them in contact centres, customer service and customs roles at ports and airports.

Our goal is to continuously improve our customer service, helping our customers meet their obligations and enforcing compliance on those who deliberately avoid their responsibilities.

Like most other big organisations, we employ a lot of specialists like lawyers, accountants, economists, policy advisers and project managers. We're renowned for our cutting edge diversity policies - and strongly believe in developing and caring for the people who work here, ensuring they have challenging and rewarding work to do.

# About the Department

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## Our structure

### Large Business Service (LBS)

The LBS is responsible for working with the UK's very largest companies, employers and partnerships who, collectively, pay over half of the total business taxes that HMRC collects. We employ around 1,750 tax, accountancy, audit and other specialists who provide dedicated support to our customers and address the often extremely complex tax related risks that arise.

LBS customers are diverse, with complex tax and duty arrangements. Each customer has a single Customer Relationship Manager (CRM) who oversees all of HMRC's involvement with them. Each CRM works in one of 16 trade sectors and is supported by teams of Tax Specialists who focus on Direct, Indirect or Employment taxes.

Working alongside these teams, the LBS Strategic Risk Unit (SRU) comprises Tax Avoidance, Transfer Pricing, International, Accountancy and other specialists. SRU teams also work closely with colleagues in HMRC's policy and other Head Office functions.

### CT & VAT

HMRC's CT & VAT group is responsible for optimising the design, owning the specification and providing advice across Corporation Tax Self Assessment (CTSA) and Quarterly Instalment Payments (QIPs) process, VAT product and process, domestic and international business taxes, Corporation Tax, Insurance Premium Tax and Petroleum Revenue Tax. We work alongside HMRC's other business units to understand and resolve process and product issues, and to support the development of operational plans and compliance strategies. We work with HM Treasury and Ministers, as well as other parts of the organisation, to deliver new policy and deliver policy changes within the scope of the group.

## What HMRC can offer you

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### Balancing work and life!

We recognise that work isn't the only thing in life. So we offer a range of family-friendly policies to help you achieve a desirable work/life balance.

As your technical skills are stretched and developed, you'll receive training and support to help you deal with other things you may encounter.

A role within HMRC offers varied, stimulating and rewarding work in an environment where your professional expertise makes a real difference. We're currently facing a change agenda - and your experience and opinion will be a valuable contribution.

#### What we offer

Our comprehensive **benefits** package includes:

- ✓ Flexible working arrangements
- ✓ Generous pension scheme
- ✓ Annual leave allowance of 22 days from commencement of service, rising to 25 days after one year, plus an additional minimum of 10 public and privilege holidays (depending on the location of your office)
- ✓ Generous maternity and paternity leave
- ✓ Full reimbursement of your essential professional subscriptions paid during employment with HMRC
- ✓ A dedication to your continued professional development
- ✓ Substantial commitment to your personal training and development
- ✓ For top performers, a basic performance award and a progression award that takes account of performance and position in the range
- ✓ A childcare voucher scheme



# Terms and conditions of employment

## Equal Opportunities and Eligibility

HMRC is an equal opportunities employer, committed to equal opportunities policies. We welcome applications from people of every background so that our workforce reflects the community we serve. People who wish to work part-time are welcome to apply and specific details of the working pattern will be discussed with the successful candidate. Applicants should be aware that we might not be able to accommodate a particular working pattern. We will, however, do our best to meet the needs of yourself and the business.

### Eligibility

To avoid possible disappointment at a later stage, we recommend that you check you're eligible before applying. The main criteria are set out in the 'About you' section.

### Age

HMRC welcomes applications from eligible candidates of all ages. Should your application be successful, we'll require your date of birth for administrative purposes. This information is used only by administrators and is not available to anyone involved in the actual selection process.

### Nationality

These are non-reserved posts. For full details on nationality requirements, please refer to [www.hmrc.gov.uk/jobs/lookingfor.htm](http://www.hmrc.gov.uk/jobs/lookingfor.htm)

### Enhanced Security Checks

HMRC has an exemption under the Rehabilitation of Offenders Act 1974 (Exemptions Order 1975). Applicants who reach the interview stage of the recruitment process will be asked to declare any criminal convictions, including spent convictions and cautions, to allow basic security checks to be completed. Declaring a criminal conviction will not prevent you from being successful in your application, but it may exclude you from applying for other posts within the Department.

### Candidates with a disability

We invite you to tell us about any disability you may have and any assistance we can provide at interview. Please complete the enclosed form if appropriate. If you're invited to interview and wish to discuss the assistance you require, we'd be happy to talk about particular arrangements with you nearer the time. By disability we mean a physical or mental impairment, which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.

### Guaranteed Interview Scheme

HMRC is committed to the employment and career development of people with disabilities. To demonstrate our commitment we use the Disability Symbol, which is awarded by the Employment Service. As a symbol user, we guarantee an interview to anyone with a disability whose application meets the minimum criteria of the job they're applying for.

# The recruitment process

## Interviews and how to apply

All applications will be sifted against the eligibility criteria outlined in the enclosed job profile documents.

Successful candidates at sift will be progressed to a first stage interview with Hays where they will be asked questions about the extent of their skills and experience and the competencies highlighted in the job profiles. A shortlist meeting attended by Hays and HMRC will then determine the successful candidates for the final HMRC interview.

As part of the HMRC interview we will seek to assess your specialist skills, knowledge and expertise. In addition, you will be asked to provide specific examples to illustrate you have the skills and abilities required. Further detailed information on the selection process will be provided to those candidates invited to the final HMRC interview.

### Key dates:

Closing date: 5th November 2008.

First interviews from 10th November 2008.

Final interviews from 1st December 2008.

Application is by CV and covering letter to Hays by uploading documents to [www.hays.com/jobs/hmrc](http://www.hays.com/jobs/hmrc), emailing to [hmrc@hays.com](mailto:hmrc@hays.com) or by post to:

HMRC  
Hays Public Services  
3rd Floor  
1 Southampton Street  
London  
WC2R 0LR

For more information or an informal discussion please contact Andie Cooper or Jonathan Shilton on 020 7520 5990.

Please state clearly on your application which post(s) you are applying for.

All applications will be acknowledged. Please contact us if you have not received an acknowledgement within three days of your application.

Security vetting - successful candidates will be required to undergo security vetting for the London posts.

A reserve list will be created for six months for these positions that may be used to fill further vacancies in the future.

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 Commissioners' Code which can be found at [www.civilservicecommissioners.org](http://www.civilservicecommissioners.org). If you feel your application has not been treated in accordance with the Code and you wish to make a complaint, you should email [jobs.hmrc@hmrc.gsi.gov.uk](mailto:jobs.hmrc@hmrc.gsi.gov.uk) in the first instance. If you are not satisfied with the response you receive from the Department, you can contact the Office of the Civil Service Commissioners.





# Terms and conditions of appointment

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The following notes are designed to answer the most frequent queries we receive from prospective applicants.

## **Relocation expenses**

For existing civil servants, this will be on permanent and voluntary terms. If we transfer you permanently and compulsorily and you have to move home as a result, we'll normally pay relocation expenses.

## **Probation**

The probationary period is 12 months and you'll be advised once this has been satisfactorily completed. If your probationary service is unsatisfactory, your employment may be terminated. Conditions of successful completion include satisfactory attendance and conduct, as well as performing to the standard expected in your work.

## **Hours**

If you work full-time your working week is 36 hours in London (37 hours outside London), excluding meal breaks. You may, however, need to work more hours if your job demands it and as we may reasonably require. Your hours are worked over a 5-day week unless we agree differently.

## **Political activities**

You'll be subject to certain restrictions on national and local political activities. These include standing as a candidate in parliamentary elections, canvassing on behalf of candidates and expressing views on matters of political controversy in public speeches or publications.

## **Other outside activities**

You should not do certain outside work which might conflict with the interests of HMRC, or which is inconsistent with your official position. You may need prior permission to take on certain outside work.

## Other benefits

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Some of the benefits have already been outlined in 'What HMRC can offer you'. Here you'll find the fixed benefits that you're entitled to when you start working for HMRC.

### Pension

Most new entrants starting on or after 30th July 2007 have the opportunity to join one of the Civil Service pension arrangements.

#### Pension arrangements:

- **Nuvos:** a defined benefit occupational pension scheme with a member contribution rate of 3.5% and a pension age of 65. You'll build up pension calculated at 2.3% of your pensionable earnings each year. At the end of each year the total pension will increase with Retail Prices Index (RPI).
- **Partnership Pension Account:** a stakeholder pension with an employer contribution based on your age. You do not have to contribute but if you do, we, as your employer, will match your contributions up to 3% of your pensionable earnings. The employer matching-contribution is in addition to the age-related element.
- **Premium:** In certain circumstances re-joiners may have the option to join the Premium pension scheme, a final salary occupational pension scheme with a 3.5% member contribution rate and a pension age of 60. The Premium scheme is only open to re-joiners who have at least two years previous service and whose pension is not yet in payment.

Your starter-pack will explain more about the options open to you.

**Important note:** If your contract is expected to last for less than 12 months you need to be aware that you'll **not** automatically be enrolled into the pension scheme and will need to take some action yourself if you wish to join. More information about this can be found in the starter-pack you'll receive, or you could contact our pension scheme administrators: HMRC Pension Services, South Block, Barrington Road, Worthing, West Sussex BN12 4XH or telephone 01903 705500 Option 4.

More information about the Civil Service pension arrangements can be found on the Civil Service Pensions website: [www.civilservice-pensions.gov.uk](http://www.civilservice-pensions.gov.uk)

### Leave

You'll have an annual leave allowance of 22 days increasing to 25 days after one year and 30 days after 10 years qualifying service. In addition, you'll receive public and privilege holidays depending on the location of your office. We also provide a range of family-friendly leave so you can balance your work with home life.