



Ministry  
of Defence

de&s



CANDIDATE INFORMATION PACK

# Head of Human Resources Service Delivery

Closing date:  
16<sup>th</sup> October 2022 at 2359 hours



**YOUR AMBITION  
LEADS HERE**



I am so pleased that you are interested in this exciting, challenging but important role.

We have a compelling agenda to meet the needs of our armed forces now and into the future; ultimately, we in DE&S play a vital part in the security of the UK. Delivering this agenda, we have approximately 11,500 people in a variety of roles from project managers and engineers to finance professionals and our critical industrial workforce.

It was a combination of the organisation's purpose and its commitment to the people agenda that attracted me to join DE&S. Our People Strategy sets out our organisational ambition to *"create an inclusive environment where skilled people are engaged, empowered and inspired to be the best they can be to deliver the DE&S vision and mission"*. I'm looking for a Head of HR Service Delivery to be part of the HR Senior Management Team to make that ambition a reality.

The Head of HR Service Delivery is responsible for customer focussed delivery of HR services. This includes: Talent Acquisition, Casework, HR Enquiry Centre, Entry Talent scheme management alongside the Reasonable Adjustments team and the HR management system and future technology solutions.

To be successful, you will be a HR professional with experience of operating at a strategic level in a large, complex organisation. You'll be able to demonstrate your ability to deliver HR service improvements and performance against a backdrop of keeping our customers at the forefront of what we do.

You'll also know that you can't do that on your own, so demonstration of senior management experience in coaching and developing high performing teams and effective stakeholder and supplier management will also be key.

You will be joining an HR team that is friendly, pragmatic and committed, focussed on delivering high value professional HR services and advice.

This is an exciting time for DE&S and our HR team, I hope the prospect of being part of that excites you, and I look forward to your application.



**- Jill Hatcher, Director HR**

## INSIDE YOU'LL FIND...

- ▶ About us..... p4
- ▶ About the role..... p7
- ▶ About you..... p9
- ▶ The application process..... p10
- ▶ Contact us ..... p13



“

**THIS IS AN EXCEPTIONAL OPPORTUNITY  
FOR A DYNAMIC, COMMITTED AND  
INCLUSIVE LEADER TO JOIN US AND  
MAKE A LASTING IMPACT”**

**- DR JILL HATCHER, HR DIRECTOR**

## OUR ORGANISATION

### Equipping and supporting the UK's Armed Forces

We're a highly specialised part of the Ministry of Defence. From the procurement of aircraft carriers, food, clothing, tanks to fighter jets, we ensure our UK Armed Forces – the Royal Navy, the British Army and the Royal Air Force – have the equipment and support they need to carry out their duties effectively, as they represent UK interests at home and overseas.



Headquarters, Abbey Wood, Bristol



We employ over **11,500** talented civil servants, military personnel and private contractors across more than **150** locations around the world



Every year we deliver a programme of work worth over **£10 billion**



We deliver over **80%** of the MOD's largest and most complex equipment projects



We spend over **£8 billion** every year on UK contracts which supports over **88,000** jobs

Check out the [DE&S 2025 Strategy](#) for more on how we're "delivering the edge through people, technology and innovation".

## OUR VALUES

Our four values are woven through everything we do. We use these values to define the high standards we aspire to, and the successes that we celebrate:



**Excellence.** We constantly seek new and innovative ways to be better. We deliver on our promises.



**Inclusivity.** Everyone matters. We feel and offer respect, value and acceptance. We seek out diversity of thought and perspective.



**Collaboration.** Together we are stronger. We deliver more success through shared goals and mutual support.



**Integrity.** We are trusted. We hold ourselves accountable for outcomes – good and bad.

## OUR LEADERS

Our leaders are committed to:

- ▶ Creating a sense of **purpose** and focusing on **outcomes**
- ▶ Demonstrating passion to **change things for the better**
- ▶ Making **sound, evidence-based decisions**
- ▶ **Empowering** and **developing** individuals and teams
- ▶ **Creating an inclusive culture** where everyone feels comfortable to challenge
- ▶ **Collaborating, making connections** and encouraging **cross-system working**
- ▶ Continually developing self-awareness and **reflecting on leadership style**



You can find out more about DE&S behaviours on pages 11–13 of the [DE&S Success Profile framework](#)



*Diversity and inclusion is fundamental to our growth and success*



*“Together, we’re taking proactive, determined steps to improve diversity across our organisation. Throughout my career I’ve been passionate about inclusion and I’m proud to be a positive advocate for women.”*

- **Jo Osburn**, Gender Champion and Chief Operating Officer (Land)

**We’re championing diversity and inclusion at all levels – so we can all be at our best**

In DE&S, we believe that through true diversity we can build an inclusive and innovative environment, where our employees and our organisation can thrive. We’re home to a wide range of employee networks, from the Women’s Inclusive Network and the Race and Culture network, to the Pride, Neuro Inclusivity, Parents and Social Mobility and the Disability networks. These networks are a great place for people to connect, and have their opinions heard. They run a wide range of activities, ensuring their members are part of key conversations and raising important issues across our community, to advance our inclusion journey and help everyone feel like they belong.

Each of our networks is championed by a member of our senior leadership team. Your role as a leader will be to ensure our people can be the very best they can be, everyday.

## Head of HR Service Delivery

### Location

MOD Abbey Wood, Filton, Bristol BS34 8JH

### Contract

Permanent, full-time

### Salary

£92,000- £108,000 (Senior Civil Servant Pay Band 1)

### Bonus

You will be eligible to earn a non-pensionable, non-consolidated performance-related award. Currently, this is up to 30% for this role and is dependent upon personal and organisational performance, this may be subject to change.

### Vetting

This post is a non reserved position, although you will require Security Check (SC) clearance, which can be obtained once a provisional offer is made.

### Travel

Occasional UK travel will be required.

### Hybrid Working

We're proud to champion hybrid working, to support our people with work-life balance, while ensuring we meet our mission. Working flexibly between your home and the office - together, we'll find a balance that works for us both.

### Summary of the role

Reporting to Director HR, the Head of HR Service Delivery is a senior leadership role that ensures customer focussed delivery of civilian HR services in support of DE&S and the Submarine Delivery Agency, our sister organisation. The Head of HR Service Delivery is responsible for all HR people related services involving, but not limited to: Talent Acquisition (including outreach, external recruitment and internal promotions); Casework and the HR Enquiry Centre, our Entry Talent Centre of Expertise as well as Reasonable Adjustments and the HR management system and future technology solutions.

## Role Responsibilities

### As Head of HR Service Delivery, you will:

- Report to Director HR, and as a senior leader you will ensure a customer focussed delivery of civilian HR services to DE&S and the Submarine Delivery Agency (SDA) in line with our People Strategy.
- Deliver a wide and diverse mix of services ranging from transactional to high profile and business critical HR services. This will be done in-house and with other government departments.
- Be responsible for all operational people related services involving, but not limited to: Talent Acquisition (including outreach, external recruitment and internal promotions); Casework and the HR Enquiry Centre; Entry Talent Centre of Expertise, Reasonable Adjustments service and the HR management system and future technology solutions.
- On behalf of Director HR, lead a diverse and busy portfolio, whilst driving significant transformation of the HR Service Delivery offering.
- Deliver an outstanding service to DE&S (and SDA), its managers and its staff, whilst managing a large 100+ team, and you will display excellent stakeholder engagement and planning characteristics, whilst balancing high profile priorities and managing customer expectations.
- Display significant leadership skills to empower, motivate and inspire your team to deliver outputs and continuous improvement against our People Strategy.
- Display effective decision-making skills, vision and insight to design, deliver and transform HR services through automation, that enable DE&S to become a great organisation, with great people and great delivery.
- Ensure we (DE&S) remain legally compliant throughout the employee lifecycle, by engaging with Civil Service Commission and Government Legal Services where complex employment issues arise.





## What are we looking for?

To be successful with your application, you'll need to be able to demonstrate the following **essential** criteria:

- Significant HR service delivery experience across a wide and diverse portfolio of HR services; specifically, Talent Acquisition, Entry Talent and Casework.
- Breadth of generalist HR knowledge having worked at a senior level within a complex and unionised environment.
- Evidence of successfully driving HR services, with process improvements along with team performance, whilst keeping the customer in mind.
- Proven senior management experience in coaching and developing high performing HR service delivery teams.
- Demonstrable commitment to diversity and inclusion.

It would be **beneficial** to your application if you are a Chartered Fellow of the CIPD.



## Key Information

### How to Apply

To apply, please complete the application at the link below. As part of the application you will be required to submit your CV and a separate supporting statement of no more than two pages in a Word document, providing clear evidence of how you meet the essential criteria (see p9).

Applications must be submitted at the following link

[https://emvz.fa.em1.ukg.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX/job/567/?utm\\_medium=jobshare](https://emvz.fa.em1.ukg.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX/job/567/?utm_medium=jobshare) by **23:55 16<sup>th</sup> October 2022**.

This is an external competition open to candidates with a background in either the public or private sector.

### Diversity Monitoring Questionnaire

We'd like you to complete a Diversity Monitoring questionnaire. If you do not wish to provide a declaration on any of the characteristics, you have the option to select 'Prefer not to say' but please be aware that completion of the form is a mandatory part of the process, and your application will not be considered complete without it. The information you provide in submitting your application will help us monitor our progress towards the Civil Service becoming the most inclusive employer. For more information, see the **Civil Service Diversity and Inclusion Strategy**.

### Selection and Interview

All applications will be reviewed by the selection panel with the strongest candidates being invited to interview in Abbey Wood, Bristol. Full details of the selection and assessment process will be made available to shortlisted candidates.

DE&S reserves the right to make any offer of appointment conditional upon references and satisfactory conclusion of security enquiries. In the event that you meet the requirements for the role but you are not offered the position, we will be pleased to retain your application for a 12-month period in case another suitable role arises.

### Further Information

Further information - including pay guidance for existing civil servants - can be found **here**.

## *After you've applied*

### **▶ Shortlist**

You will receive an email acknowledgment of your application. The panel will consider the evidence you have provided against the essential criteria set out at page 9 of this candidate pack. The full timeline on the next page 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.

### **▶ Assessment**

If you are shortlisted for interview, you will be asked to complete an online Leadership Assessment. This assessment is designed to provide more insight into you as a leader and support the panel's decision on who to appoint after interview.

### **▶ Interview**

Shortlisted candidates will be asked to attend a panel interview for an in-depth discussion of your previous experience and professional competence in relation to the essential criteria set at page 9 of this candidate pack. Candidates will also be required to deliver a presentation at the interview stage. Full details of the assessment process will be made available to shortlisted candidates.

### **▶ Offer**

We'll notify all candidates of their outcome, as soon as possible after the final interview.

## Application timelines

### How long does the process take?

Please find an indicative timeline below. We will try and offer as much flexibility as possible, however it may not always be possible to offer alternative dates for assessments or interviews. Please note these dates may be subject to change.

Stage	Indicative timelines
Closing Date	Sunday 16 <sup>th</sup> October 2022 at 23:59
Shortlist	19 <sup>th</sup> October 2022
Leadership Assessment	W/C 24 <sup>th</sup> October 2022
Panel Interview	9 <sup>th</sup> & 10 <sup>th</sup> November 2022





**ANY**

**QUESTIONS?**

Thank you for your interest in joining DE&S. If you'd like to discuss the role in more detail before submitting your application, please contact **Jenny Ellis** on [Jennifer.Ellis158@mod.gov.uk](mailto:Jennifer.Ellis158@mod.gov.uk).