



Civil Service Commissioners' Mark of Excellence 2023-24

March 2024

Introduction

- What is the Civil Service Commission and the Commissioners' Mark of Excellence?
- What is 'External by Default' and why is it important to establish in Government and across the public sector?
- Why is the Civil Service Commission promoting this approach across in Government?
- What are the challenges of implementing this approach to recruitment across Government?

Case study #1: Ministry of Justice

Overall Winner,
Commissioners' Mark of Excellence 2023/24



Advance into Justice

The Challenge

- Support White Paper commitment
- Reduce fallout through the recruitment process
- Boost operational staffing numbers
- Make HMPPS the destination of choice for service leavers

The Solutions

- Raise awareness of the scheme
- Develop incentives to attract applicants
- Reduce anxiety/stress from applicants

The Successes

- Pathways into several operational roles across His Majesty's Prison & Probation Service
- Opportunities for service leavers, veterans and military spouses/partners
- Delivered the Veteran Ally network



HM Prison & Probation Service



ADVANCE INTO JUSTICE

Join us for a rewarding second career

An opportunity for Armed Forces service leavers, veterans and their civil partners or spouses to play a vital role in the criminal justice system.

Case study #2: Intellectual Property Office

Agenda:

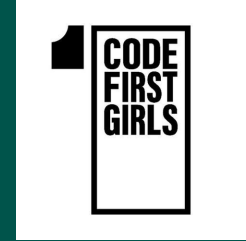
- External outreach programmes
- Reaching a wider, and more inclusive audience
- Finding & supporting candidates

Charlotte Buckley (Resourcing Manager)

Dominic Read (Talent Acquisition Specialist)

IPO: External outreach programmes

- Code First Girls opportunities sponsored by the IPO
- Graduate opportunities in Digital, Data and Technology
- Patents Degree Apprenticeship



[Work with CFCG | Build a Tech Talent Pipeline
\[codefirstgirls.com\]](https://codefirstgirls.com)



IPO: Reaching a wider audience

- Using a job description analysis tool
- Using html code to enhance job adverts and get the most out of CSJ

Job grade
Grade 7
C2

Contract type
Permanent

Business area
IPO - Digital, Data and Technology
Directorate

Type of role
Digital
Information Technology

Working pattern
Flexible working, Full-time, Part-time

Number of jobs available
1

About the job

Job summary

Please note: Applicants should review all aspects of this advert to ensure a thorough understanding. If reviewing via a screen reader, please note that the Job Description, Benefits and How to Apply sections have been emphasised

Job description

Overview of the Lead Power Platform Technical Architect role

About this Role

The IPO is a modern organisation which depends on its IT services to operate and innovate effectively. To provide up to date services to our customers, both nationally and internationally, systems need to be architected and maintained to ensure they meet their needs. You will have the opportunity to apply your knowledge to solutions on the latest Azure cloud technologies, use modern delivery processes and work on innovative projects. Working alongside experts in their fields you will have the opportunity to make valuable contributions and drive our technology and services forward.

The role requires the appetite to learn and apply new technologies and methodologies to deliver high quality IT services. In this role you will work with multi-disciplinary team using a variety of technologies specialising in the MS Power platform to build enterprise grade solutions and services as well as using your knowledge to mentor and coach team members and colleagues in applying architectural techniques. You will be expected to be proactive and take accountability for any architectural deliverables in your allocated area. In addition, the Lead Technical Architect role is also expected to contribute to the technical strategy of the organisation.



Person Specification

The advert

Job summary - **(Field visible to candidate)**

Short description of the role - 400 words max (Don't use bullet points, as these count towards the word limit.)

Please note: Applicants should review all aspects of this advert to ensure a thorough understanding. If reviewing via a screen reader, please note that the Job Description, Benefits and How to Apply sections have been emphasised

Job description - **(Field visible to candidate)**

What will the successful candidate be doing?

Overview of the Lead Power Platform Technical Architect role

About this Role

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IT, Tech and Digital roles at the IPO

Person Specification

IPO: Finding & supporting candidates

Talent Acquisition

- Hunting via LinkedIn.
- Keeping candidates warm.
- Utilising previous campaigns.
- External Agencies.

Online Support

- Virtual live webinars to showcase the IPO and our benefits & for candidates to ask the hiring managers job specific questions
- Linking candidates to our Careers site where we provide information on recruitment support and applying for a role

Case study #3: Office for National Statistics

- Advertising Strategy: Improving job descriptions and adverts.
- Accessibility: Encouraging and helping candidates to apply for roles who have not previously considered a job in the Civil Service; preparing external candidates for Civil Service interviews and initiatives to help candidates through the process.
- Outreach, Porosity and Skills Transfer: Helping upskill civil servants through secondments into the private sector and bringing in external expertise and diverse viewpoints.

ONS: Advertising Strategy

- External approaches
- SCS recruitment
- Surveying applicants for feedback and improvement
- "Attract" strategy
- Job design and descriptions

ONS: Accessibility

- Reviewing feedback and data
- "How to apply to ONS" webinars
- Dedicated webinars for candidates with disabilities

ONS: Outreach

- Outreach Programme
- Dedicated Year in Industry Programme leading to permanent roles
- Apprenticeships

Porosity

- Learning Agility
- Diversity into Leadership programme

Skills Transfer

- Deployment
- Mentoring Hub

Thank you - If you have any further questions or you would like to understand more about any of the items we covered please contact paul.cudmore@ons.gov.uk or Natalie.Tooze@ons.gov.uk.

Case Study #4: Government Legal Department

GLD - Who We Are:

- *“Most important government department you’ve never heard of”*
- Providing legal services to government departments
- One of the UKs largest and fastest growing legal practices with c. 2000 lawyers and c. 1000 corporate services staff

Our purpose and vision

Our **purpose** is to help the government to govern well, within the rule of law.

Our **vision** is to be:

an outstanding legal organisation, committed to the highest standards of service and professionalism;

a brilliant place to work, where we can all thrive and fulfil our potential.

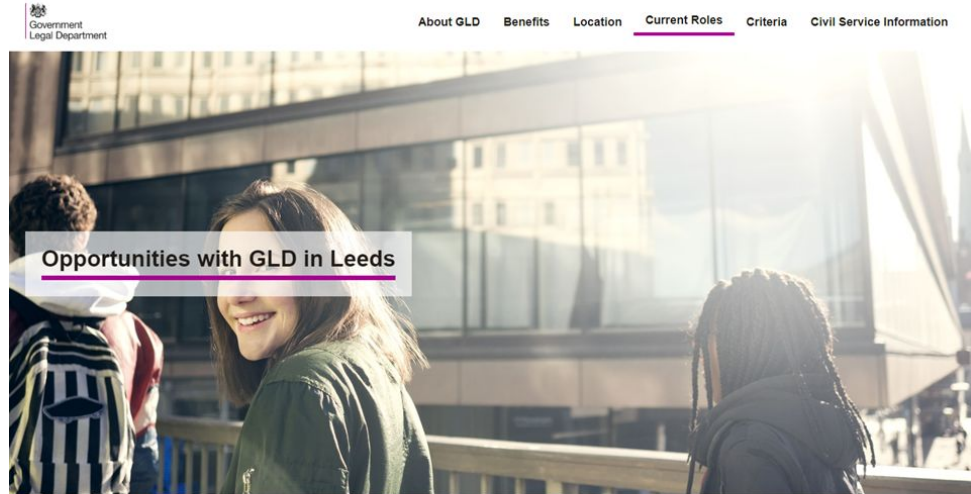
GLD - External Recruitment and Initiatives:

- Nearly **70% of campaigns for 90% of roles external** over last 12 months
- Operating external by default at SCS Grades
- New EVP created recently aimed at attracting more external candidates
- **Outreach and Early Talent initiatives** including **GLP Legal Trainee Scheme** campaign
- Leeds Prototype Campaign

Government Legal Department: Case Study

Leeds Prototype Campaign – What We Did and Why

- **Building up critical mass of Senior Lawyers in our Leeds office** whilst competing against private sector for external candidates
- Careful procurement of a supplier to **headhunt and engage external candidates**
- Microsite to engage and attract
- **Informal conversations** with stakeholders prior to interview
- **Highlighting resources** such as ‘Judge Over Your Shoulder’ (public law resource)
- **Ran recruitment stages concurrently** to compete with pace of private legal sector



Current Roles

Government Legal Department: Case study

Leeds Prototype Campaign – Outcomes

- **Increased Senior Lawyer presence** in our Leeds office by **44%** and **Leeds footprint by c. 9%**
- **Positive feedback** from stakeholders and candidates

Candidate Journey

Applications Received: 43

Internal Applications: 5

Candidates Interviewed: 29

Successful at Interview: 20

Hires: 18

14 out of 15* external candidates said they found having an informal chat helpful

15 out of 15* said they felt having an external consultant helpful

10 candidates said they were 'Very Likely' to recommend making an application to GLD to family and friends

Smooth and well-run process compared to some other public sector organisations

Time to Hire**

16.11 Working Days

*Who completed the survey

**Application received to offer

Government Legal Department

Thank You and Questions

Much more than law

Join us & apply today



Government
Legal Department

Case study #5: Scottish Government

Focused on new methods to support candidates in order to fill external roles with the best talent

Can best be described through two case studies:

1. Graduate Development Campaign (HEO-level roles)
 2. Social Security Volume Recruitment (AO and EO-level roles)
- Dedicated Website Launch
 - Online Candidate Pack
 - Candidate Workshops – Application, Interview and Feedback
 - Quality local relationships
 - Improved adjustment candidate guidance
 - Bespoke assessment process

Scottish Government: Results and Evidence

Graduate Development Programme (GDP):

- The Scottish Government had record engagement on the GDP dedicated website
- 2,718 applications resulted in 26 offers.
- Our most diverse range of successful candidates for a Scottish Government Development Programme

Social Security Scotland Volume Recruitment

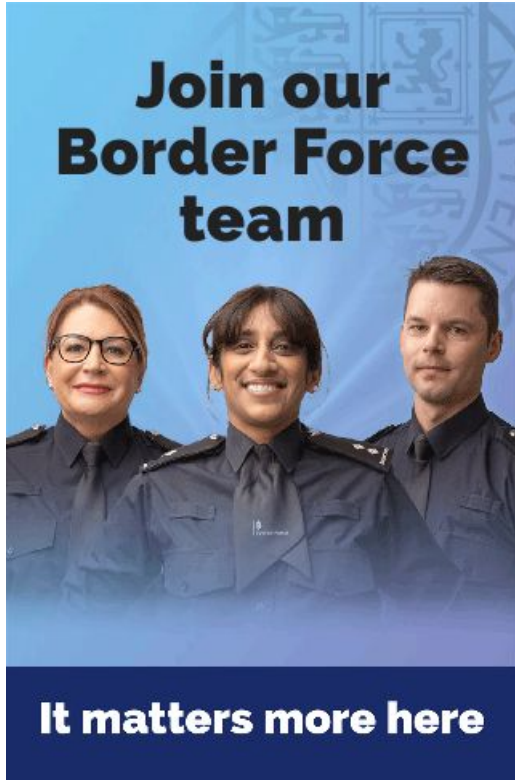
- 2,000 offers made, increasing overall headcount of Department by 30%
- Through local engagement, offers made to diverse range of candidates
- Over 8,000 candidates attended at least one candidate workshop
- Assessment process centred around Department values of Dignity, Fairness and Respect.

Case study #6: The Home Office

The Home Office's external recruitment journey:

- Background and context: business drivers, benchmarks, objectives
- Brand and Employee Value Proposition
- Advertising strategy: brand, channel and campaign management
- Supporting candidates
- Outputs and Outcomes

Home Office Case Study: Border Force



**Join our
Border Force
team**

It matters more here

A recruitment poster featuring three Border Force officers in uniform against a blue background with a faint crest. The text is bold and white.



UK Home Office Careers
48,027 followers

We are recruiting over 150 Border Force Officers and apprentices to join teams across the UK supporting the Home Office in keeping our borders safe and secure 24 hours a day, 365 days a year.

Salaries start from £24,800 for apprentices and £28,000 for Officers, with occasional shift allowances of up to £14,000 per year depending on role and location.

As well as full-time roles, we have part-time and a flexible working pattern across available.

Find out more about this exciting and exciting career: <https://www.gov.uk/joinborderforce>

12 likes · 22 replies

Like Comment Retweet Send

A social media post with a photo of three officers and a text overlay with recruitment details.



Border Force

**Join our Border
Force team**

Salary from £28K
plus up to £14K
allowance

Search Home Office Careers

**It matters
more here**

A recruitment poster displayed on the side of a black van, parked in front of a modern building. The poster features three officers and the slogan 'It matters more here'.



**Join our
Border Force
team**

It matters more here

A recruitment poster featuring three Border Force officers in uniform against a blue background with a faint crest. The text is bold and white.