

Valuable work, valued people.

Opportunities with HM Revenue & Customs



Trade Sector Advisers

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About the Department

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 £423 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.

We currently have opportunities for Trade Sector Advisers (Banking & Insurance sectors) in London.



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About the Department

Our structure

The Trade Sector Adviser Team provides an advisory and consultancy service to tax and other specialists within HMRC to increase our understanding of business sectors and better target interventions. We are seeking to augment this team by recruiting Trade Sector Advisers in the a) Banking and b) Insurance sectors.

The team works with senior managers in HMRC providing a variety of products tailored to specific needs. These can range from an overview of the current business environment in a sector to a detailed analysis of a specific business or an aspect of that business. Other type of work could include helping colleagues in HMRC or other government departments analyse the yield from a particular tax or duty or develop better targeted policy.

Central to all the work is the need to be focused on the needs of customers tailoring the output accordingly. You will identify and draw on a range of sources to produce accurate and comprehensive reports, presentations and advice.

The team is geographically dispersed and managed at a distance; individual Advisers have considerable autonomy to develop their range of services to best suit the needs of their internal customer base. Effective customer management is a key part of the role.



About the Department

What you will be doing

These are influential positions within HMRC which contributes to the many areas including taxation, legal and policy. The role does not require knowledge of taxation. Whilst the precise work of the Trade Sector Adviser will vary from time to time (and between sectors), it will encompass a wide variety of issues and will address all sizes of businesses but typically will include:

- ✓ Providing input to the effective management of the relationships between HMRC and the Banking and Insurance Industry sectors respectively.
- ✓ Providing commercial technical advice on how businesses operate to assist the tax specialist teams' better target their interventions on individual, typically large cases; on common business behaviours, and on lead cases to establish precedent for wide application.
- ✓ Providing advice into the formulation of operational policy within HMRC and industry understanding to inform the development of taxation policy.
- ✓ Leading and promoting to all parts of HMRC the development of knowledge and expertise of the banking and insurance sectors respectively, especially concerning commercial, regulatory, technical and industry specific influences.
- ✓ Variously contributing to HMRC's understanding of the Banking and Insurance sectors, helping to identify, evaluate and manage risks and provide commentary on sector yield.
- ✓ Working with sector managers to devise and deliver compliance activities which take account of sector issues and concerns and help HMRC manage its external environment.
- ✓ Variously consulting with colleagues on intelligence gathering and statistical evaluation, and helping to form a macro-economic view of the Banking and Insurance sectors and their impact on revenue yield.



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What HMRC can offer you

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

About you

You will have

Qualifications & Experience

- ✓ Experience of working to and with senior management or reporting into Board level.
- ✓ Sound knowledge of the key stakeholders and drivers of commercial behaviour in the relevant sector.
- ✓ The ability to present clear analyses of your sector and the businesses within it to a variety of stakeholders with widely differing levels of commercial experience, through a variety of media.

Professional qualifications of or equivalent to:

For the banking sector role:	For the insurance sector role:
<ul style="list-style-type: none"> ✓ ACIB or FCIB or Aifs or ✓ BSc/Aifs, or ✓ BScCB (Corporate Banking) together with Certified and Diploma awards in other Banking subjects awarded by the IFS or similar first degree qualification, or ✓ MBA or similar 	<ul style="list-style-type: none"> ✓ ACII or ✓ MBA or similar

You will also need to demonstrate clear strength in the following competence areas:

Using Resources, Decisions and Actions to deliver

You identify when evidence is required and know how to obtain, validate and evaluate it. You use evidence to inform decisions, and understand various sources of information, different types of analysis tools and different methods of summarising and presentation.

Works Towards Outcomes

You use a strong customer focus to determine standards, processes for improvement, and as a continuous opportunity to develop the work.

Personal Impact and Influence

You can influence others, for example, by communicating a compelling argument, sharing know-how, challenging and developing them.

Working with and through Others

You use personal presentation skills and styles to suit the occasion and audience. You communicate complex messages in clear and meaningful ways.



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

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 set out in the section titled 'About you'.

Successful candidates will be progressed to a first stage interview with Hays where you will be asked about the extent of your Banking or Insurance sector knowledge and experience and the competencies mentioned in this document. A shortlist meeting attended by Hays and HMRC will then determine the successful candidates for panel interview with HMRC.

As part of the HMRC interview you will give a short presentation for which preparation time will be given on the day. You will be asked questions on your relevant sector knowledge and the skills and abilities in the 'About you' section.

Key Dates:

Closing date: 3rd October 2008.

First interviews from 6th to 13th October 2008.

Final interviews: w/c 20th October 2008.

Application is by CV and covering letter to Hays by uploading documents to www.hays.com/jobs/hmrc, emailing to 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 Ben Vicentuan on 020 7520 5990.

All applications will be acknowledged. Please contact us if you have not received an acknowledgement within 3 days of your application.

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

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 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 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

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.

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.

Salaries

Pay and grading in HMRC is based upon broad pay bands. External candidates will start on the minimum of the pay range as detailed below. Candidates who already work for HMRC and staff from other Government Departments, will be paid in-line with HMRC rules for pay on transfer or promotion.

The starting salary for these roles is London £47,735 (pay award pending).

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.

Salaries and other benefits



Salaries and other benefits

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