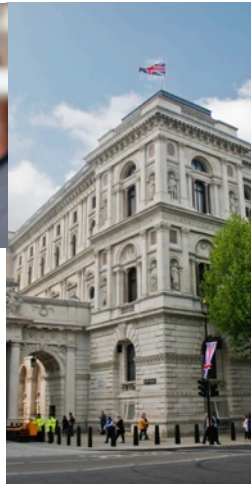
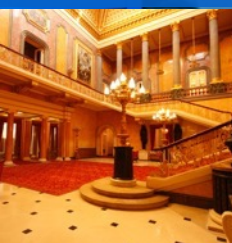
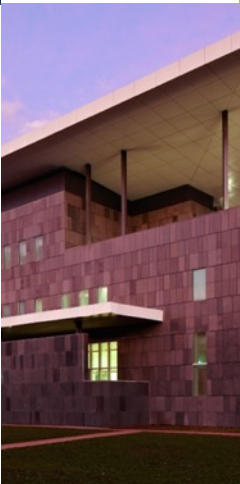


FCDO Services

Director of People

Candidate Pack | September 2022





FCDO Services Overview

We are FCDO Services. As part of the Foreign, Commonwealth and Development Office (FCDO), we work with government customers in the UK and overseas, providing a wide range of secure services, including logistics, construction, digital and security solutions.

Our work is varied both in content and location: from building and maintaining embassies to hosting secure servers for government customers; from providing logistics support to the British Government's network of more than 250 diplomatic missions, across 168 countries, to delivering highly secure radar and communications installations for the Ministry of Defence. It's vital work that supports our nation's interests all over the world.

Our Strategy

Our Mission

We provide trusted, secure and resilient services to support diplomacy, defence and development for the UK Government and our global partners

Our Vision

Sustaining secure, global capability for the UK and its partners

Our People Values



Professional



Innovative



Collaborative



Trusted



Unique

Our Strategy

Being a **Trusted, Agile and Global** organisation of the British Government

Our Strategic Objectives

Grow our revenues and diversify our client base to hedge against the risks to our existing business from COVID-19, the CSR and the recommendations from the integrated review

Save by streamlining the business to increase scalability, agility, collaboration and teamwork, reduce costs and improve our capabilities and competitiveness

Innovate to develop an organisation fit for purpose to meet the needs of our customers, support growth and develop competitive products, services and delivery systems



Our Organisation

FCDO Services is an Executive Agency and Trading Fund, owned by the Foreign, Commonwealth and Development Office (FCDO). Our work supports diplomacy, defence and development for the UK Government and our global partners. As a Trading Fund, our main goals are to provide top quality, competitively priced services for our customers while making a financial surplus and ensuring the long-term viability of the business. To achieve this, we aim to be a trusted, agile and global partner, delivering secure technical services primarily to our parent, the FCDO, but also to other relevant arms of government. We have a developing customer base that also includes the Ministry of Defence, the Home Office and some friendly foreign governments.

Our staff are based where they can offer the best support to customers, in the UK and overseas, including 130 employees who live and work overseas in four regional hubs in the UK, Washington DC, Abu Dhabi and Bangkok and in other posts worldwide. In total we have c1,200 staff with most based at our secure site in Hanslope Park, Milton Keynes and c200 working from the FCDO headquarters in King Charles Street, Whitehall. Our teams work together across a global network to provide secure working environments to protect our customers' people, assets and information.

FCDO Services has been a Trading Fund (a commercially run Government agency) since 2008 and is part of the FCDO. The FCDO is our owner, shareholder and main customer, and our main purpose is to support the rest of the FCDO to deliver the UK's diplomatic aims. However, we have used our commercial status to expand our

customer base and become more accountable, streamlined and efficient, and currently operate with c£200m annual revenue. FCDO Services provides a range of integrated, secure services worldwide to the FCDO, other UK government departments, friendly foreign governments and international organisations closely linked to the UK.

Our products and services include protective security, estates and construction, cloud computing, traditional hosting, communications and monitoring and supply chain and logistics. We are also the UK National Authority for Counter Eavesdropping (UKNACE).

Our Organisation

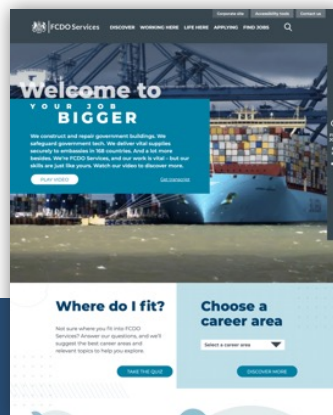
Our business continues to evolve, having recently created a unified operating model which will drive sharper customer focus, bring together parts of our business that need to be closely aligned, and strengthen our focus on digital technology and innovation. The new 'One FCDO Services' operating model is designed, to enable us to become a leaner and more agile organisation, embracing a future of enhanced digital, data driven decision-making, and improving our ability to deliver for our customers, investing in science, technology, and digital innovation for the future.

For more information about FCDO Services, please visit our corporate and careers websites.

Visit our [corporate website](#)



Visit our [careers website](#)



To view or download our most recent Annual Report please [click here](#)

Equality, Diversity and Inclusion

At FCDO Services we're aiming to create a truly inclusive business, and to play our part in helping change the balance in the industries we're part of too. We are proud of the progress we've made to date, while recognising there is work still to do.

But what does a truly inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make. It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns. That's the environment we want for everyone at FCDO Services – and as our new Director of People, you'll be instrumental in helping us achieve it.

You'll take the lead in ensuring we're fully inclusive in all aspects of our work. Put equality front and centre, so all our people are treated with fairness and respect. Find ways to attract a diverse workforce, and make sure our recruitment processes are fully accessible for everyone. Equality, Diversity and Inclusion will form some of the most important pillars of your people strategy, which will above all else, be focused on creating an environment which allows everyone, from every background, to thrive.

You can find more information about our approach to diversity and inclusion [here](#).

The screenshot shows the FCDO Services website with a dark header containing navigation links: Corporate site, Accessibility tools, Contact us, DISCOVER, WORKING HERE, LIFE HERE, APPLYING, and FIND JOBS. The main heading is 'Diversity and Inclusion' in large blue text. Below it is a photograph of three diverse professionals in an office setting. To the right of the photo is a quote: 'We're aiming to create a truly diverse and inclusive business here at FCDO Services – and we recognise our part to play in helping change in the technology and construction industries too.' Below this are three bullet points, each preceded by a blue circular icon, describing the goals of the initiative. At the bottom left is a circular inset image of a group of people collaborating around a table. At the bottom right is a section titled 'Our vision' with a paragraph about the organization's commitment to diversity and inclusion, followed by a list of four focus areas: Inclusion, Respect at Work, Attracting and Promoting Talent, and Wellbeing. The page also features a vertical sidebar on the right with a search icon and the text 'FIND JOBS', 'FIT ME', and 'CONTACT US'.

Corporate site Accessibility tools Contact us

FCDO Services DISCOVER WORKING HERE LIFE HERE APPLYING FIND JOBS

Diversity and Inclusion

We're aiming to create a truly diverse and inclusive business here at FCDO Services – and we recognise our part to play in helping change in the technology and construction industries too.

What does a truly diverse and inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make.

It's where the whole team makes a conscious effort to understand and support each other's cultures, backgrounds, experiences. Where training is given across the business to help us all do that better.

It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns.

That's the environment we want for everyone at FCDO Services – and we work hard every day to achieve it.

Our vision

Our vision is to be a diverse and inclusive organisation that looks after the wellbeing of all of our people.

To enable us to achieve this we are focused on four areas: Inclusion, Respect at Work, Attracting and Promoting Talent, and Wellbeing.

Each area is championed by a member of our Executive board.

The Role

Purpose of the Role

As Director of People, you will play a pivotal role, working as a member of the Senior Executive team, enabling FCDO Services to achieve. The role will entail the development and delivery of clear, business-focussed people and organisational development strategies that align to Corporate Plans and support our agenda for growth, innovation and efficiency. You will therefore be instrumental to ensuring FCDO Services' continued success and that it becomes an increasingly inclusive place to work and builds the right capabilities for the future. We are looking for someone who is passionate about making a positive difference, open to challenge and is keen to seek and embrace ideas and opportunities to refresh and transform the way we work. You will provide strategic and inspiring leadership to the HR Team, and to the organisation as a whole. Leading a team delivering all aspects of HR, encompassing both strategic and operational responsibilities, you will ensure FCDO Services is supported by highly capable and professional HR functions, which deliver customer-focused, effective and efficient services.

The Role

Key responsibilities

As a member of the FCDO Services Executive team, the responsibilities of your role are to:

- Adopt a key role in the strategic deliberations and direction-setting of the Executive team, helping to shape thinking and advising on people and culture matters to ensure our people are placed at the heart of decisions, recognising that excellent customer service and a strong health and safety ethos are key values.
- Act as a trusted adviser, providing expert, authoritative, HR advice to the Chief Executive Officer and Executive Directors, and insightful solutions to complex people and workforce challenges.
- Establish strong, positive relationships with key stakeholders, especially the wider Executive team, to ensure a collaborate approach in understanding the People issues to be addressed.
- Ensure change management is delivered at pace to enable increased efficiency and improved outcomes
- Provide creative and insightful solutions to critical people and workforce planning issues.
- Advise the Executive team on organisational development solutions.
- Increase productivity through people management tools, policies and operating models.

The Role

As Director of People, you will:

- Develop, deliver and evaluate mid to long-term People and Organisational Development strategies that continue our transformation journey and ensure FCDO Services continues to be focused on being an inclusive place to work while meeting the needs of a commercially-minded public sector organisation.
- Develop and implement a strategic workforce plan to ensure FCDO Services recruits, develops and retains the right skills and capabilities to secure the organisation's long-term success. Working with the business units and utilising effective, strategic workforce planning systems and tools. This entails ensuring robust assessment of skills needs and gaps, establishing fit for purpose skills-based resource planning models and the development of plans to ensure critical skills gaps are successfully filled.
- Within financial and civil service policy freedoms, optimise employee benefits and terms and conditions of service, ensuring FCDO Services' 'people offer' is competitive, compelling and enables FCDO Services to attract, appoint, retain and engage a talented, expert and diverse workforce that can thrive within the organisation.
- Ensure on-going development, embedding continuous improvement of our new Organisational Design and ways of working.
- Refresh and transform our HR policies and procedures to ensure they make best use of technology to empower managers and drive efficient and effective ways of working, whilst meeting legal requirements and the specific needs of FCDO Services.

The Role

- Provide inspiring and empowering leadership of the HR Team, ensuring effective delivery of operational HR functions and HR services, including recruitment, learning and development, and casework in a way that enables the wider organisation to be effective in fulfilling its strategic objectives.
- Take a key role in enabling learning at all levels within the organisation to build organisational capability, skills and the future talent pipeline, with a focus on our technical and engineering roles and career pathways, as well as excellence in leadership and management. Drive long-term talent management and succession planning for all employees.
- Lead work to develop, strengthen and maintain our organisational culture and values that support employee wellbeing, health and welfare across FCDO Services.
- Ensure the delivery of FCDO Services' Equality, Diversity and Inclusion (EDI) strategy and priorities, including embedding EDI across the organisation and ensuring its ongoing development.
- Maintain current knowledge and understanding of HR industry and profession trends, and also employment legislation to ensure regulatory compliance. Identify trends that could impact FCDO Services' ability to meet its objectives.
- Actively manage effective relationships with FCDO HR and with the wider professional HR community.
- Lead and maintain positive working relationships with the recognised Trades Unions (PCS, Prospect and ADD) and staff networks, consulting and negotiating on key people issues as required.

Person Specification

Essential Criteria:

- Chartered Fellow of the CIPD, or other relevant HR qualification.
- Experience of developing and implementing people and workforce strategies.
- Proven track record of skills development to meet future organisation demands and requirements.
- Experience of implementing and embedding organisational and cultural change and managing employee relations.
- Demonstrable knowledge and understanding of the technical aspects of HR practice and employment law.
- Experience in senior leadership and leading operational HR functions representing the end-to-end employee lifecycle and experience.
- Experience of working with and influencing senior leaders and in particular board members.
- Experience of building and leading an engaged, capable and high performing HR team.

Desirable Criteria:

- Excellent knowledge of career pathway programmes, people management tools/systems.
- Some knowledge of Civil Service HR practice and rules.
- Experience in managing senior HR relationships.
- Experience of senior executive coaching and development.
- Proven leadership experience at Executive board or Director level.
- Experience in the commercial and public sectors.
- Past exposure to developing culture change/ Organisational Design and Development programmes.
- Previous demonstrable experience of accountability for managing diversity and inclusion and staff engagement initiatives.

Person Specification

Civil Service Behaviours:

The Civil Service Behaviour definitions outline the expected type of behaviour or competence within a role. This role is a **Level 5**, more information on the behaviours can be found by reading the online Success Profiles document [here](#).



For this specific role, the focus will be on;

Leadership

Changing and Improving

Seeing the Big Picture

Making Effective Decisions

Terms of Appointment

Duration

This opportunity is available on a permanent or fixed term contract basis. Applications made on the basis of a permanent transfer or a loan from existing Civil Servants are welcomed too.

If you are appointed on a permanent basis this role has a minimum assignment duration of three years. An assignment duration is the period of time a Senior Civil Servant is expected to remain in the same post to enable them to deliver on the agreed key business outcomes. The assignment duration also supports your career through building your depth of expertise.

As part of accepting this role you will be agreeing to the expected assignment duration set out above. This will not result in a contractual change to your terms and conditions.

Please note this is an expectation only, it is not something which is written into your terms and conditions or indeed which the employing organisation or you are bound by. It will depend on your personal circumstances at a particular time and business needs, for example, would not preclude any absence like family friendly leave. It is nonetheless an important expectation, which is why we ask you to confirm you agree to the assignment duration set out above.

Contract type

This is a full-time role. However, some flexible working arrangements (including job share partnerships, and/or commencing the role while holding a non-executive directorship) may be considered. We also operate a Hybrid Working Policy to allow some homeworking, depending on role and business need.

Vetting

Appointment will be subject to successful completion of Developed Vetting (DV). More information about the vetting process can be found [here](#).

Location

This role is based at Hanslope Park, Milton Keynes with the opportunity to work flexibly in other locations for some of the time.

Terms of Appointment

Remuneration

Salary: up to £95,000

There is a base salary per annum plus an attractive pension and other benefits including flexible working. Future pay awards will normally be made in line with the prevailing Senior Civil Servant (SCS) performance-related pay arrangements. Increases depend on individual circumstances including your current salary level at the award time.

There is potential for a non-consolidated performance-related bonus in line with SCS remuneration policies.

Where a post is advertised externally, and an existing civil servant is successfully recruited to the post, there is no increase in salary if on level transfer. For those being promoted, you will receive a 10% increase on your current salary or the higher grade minimum, whichever is the greater. Where existing civil servants are already paid more than the maximum advertised, this may mean that the individual does not receive a pay rise.

The successful candidate will be appointed on the modernised SCS terms and conditions. Existing civil servants will retain their existing rights if accepting this post on level transfer.

Recruitment Process

How to apply

Applicants should complete the online application form and attach a current CV. Your application should pay particular attention to outlining your interest in the role, the relevant experience that you could bring and how you meet the essential criteria as defined in the person specification.

Failure to submit both a CV and an application will mean the panel only have limited information on which to assess your application against the criteria. If you require a point of contact, then please email melissa.scott@fcdo.gov.uk in the first instance.

Closing date for applications is 9 October 2022 at midnight

Reasonable Adjustments

We are committed to equality in the recruitment process. We would like to make your experience as positive and comfortable as possible. We believe that you are the best person to tell us what you need so please let us know of any reasonable adjustments we can make and any barriers that you face in the working environment.

If you would prefer to discuss your requirements in more detail, please contact: melissa.scott@fcdo.gov.uk in the first instance.



Recruitment Process

Shortlist

The panel will assess and score your application in order to select those demonstrating the best fit with the role by considering both the evidence you have provided against the essential criteria set out in the 'Person Specification' section and the detail within your CV. Failure to address any or all of these may affect your application.

If you are shortlisted, you will be asked to take part in a series of assessments which may include psychometric tests and staff engagement assessments. Full details will be provided at the time. These assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

Shortlisted candidates will have the opportunity to speak with Ann Tourle, Non-Executive Director, FCDO Services prior to the formal interview to find out more about the role and organisation. This will not form part of the formal assessment process.

Shortlisted candidates will be invited to attend a final panel interview, full details will be provided to those invited.

Selection Process

The Panel:

Mike Astell, CEO, FCDO Services

Ann Tourle, Non-Executive Director, FCDO Services

Nasrin Cobb, Customer Relationship Director, FCDO Services

Mervyn Thomas, Chief People Officer, Foreign, Commonwealth & Development Office (FCDO)

Guaranteed Interviews

Disability Confident Scheme

The Civil Service embraces diversity and promotes equal opportunities. As such, we participate in a Disability Confident Scheme (DCS).

Disabled applicants who meet the minimum selection criteria as set out in the essential criteria of the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

Civil Service 'Great Place to Work for Veterans' scheme

We are part of 'The Great to Place to Work for Veterans' scheme so if you have completed at least one year in Her Majesty's Armed Forces (as a Regular or Reserve) and are in transition from the Armed Forces, or no longer a member, please notify us when prompted as part of the online application process. You can find out more about the scheme by clicking [here](#).

Redeployment Interview Scheme

Civil Service employees (including Senior Civil Servants and Crown Arms Length Bodies) who are at risk of redundancy and who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit and at-risk candidates will be able to self-identify during the application stage.

For all guaranteed interview schemes, there may be exceptions made on reasons of time or resource for high-volume recruitment where the vacancy manager may decide to select the candidates who best meet the minimum criteria, rather than all of those who meet the minimum criteria.

Indicative Timetable

We will endeavour to offer flexibility, but it may not be possible to offer alternative dates for assessments or interviews. Please note that these dates may be subject to change and at this stage are indicative.

Stage	Timescale
Applications close	9 October at midnight
Shortlisting	W/c 10 October
Stakeholder Discussion	Between 17 October and 11 November
Assessments	Between 17 October and 11 November
Formal Panel Interviews	W/c 21 November

Additional Information

Official Secrets Act

This post is covered by the Official Secrets Act.

Eligibility – Nationality and Security Clearance

This role is a reserved post and therefore applicants must be a British Citizen.

To be eligible for DV clearance applicants must have lived in the UK for at least five out of the past ten years, at least one of which must be for a period of 12 consecutive months, unless you have served overseas with HM Forces or in another official capacity as a representative of Her Majesty's Government, or have lived overseas as a result of your parent's or partner's Government employment.

Conflicts of Interest

Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of FCDO/FCDO Services. They are required to declare any relevant business interests, share holdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners. The successful candidate will be required to give up any conflicting interests and their other business and financial interests may be published.

Civil Service Code

The Civil Service Code sets out the standards of behaviour expected of you and other civil servants. These are based on the core values which are set out in legislation. As a civil servant, you are expected to carry out your role with dedication and a commitment to the Civil Service and its core values integrity, honesty, objectivity and impartiality.

More information on the Civil Service Code can be found [here](#).

Additional Information

Civil Service Commission

This appointment is regulated by the Civil Service Commission. The Civil Service Commission has two primary functions:

- Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel.
- Hearing and determining appeals made by civil servants under the Civil Service Code, which sets out the Civil Service values – Impartiality, Objectivity, Integrity and Honesty - and forms part of the relationship between civil servants and their employer.

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the Civil Service Commission's Recruitment Principles.

For more information, visit:

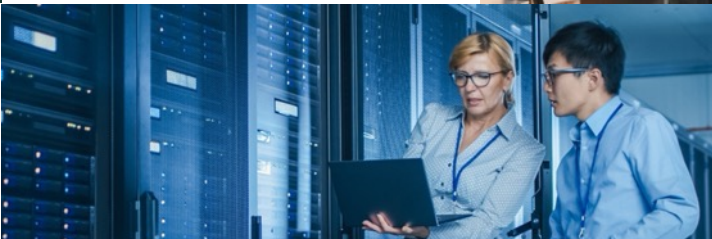
<https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/>

Complaints

FCDO Services recruitment is regulated and underpinned by the Civil Service Commission Recruitment Principles. The principles explain the legal requirement that selection for appointment to the Civil Service must be on merit and on the basis of fair and open competition.

If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact melissa.scott@fcdo.gov.uk in the first instance.

If you are not satisfied with the response you receive from FCDO Services, you can contact the Civil Service Commission. For more information, please visit their [website](#).



FCDO Services

For more information about us at:
fcdoservicescareers.co.uk

