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# Private Secretary - Products and Services (P&S)

Government Digital Service

**Apply before 11:55 pm on Monday 3rd February 2025**

GDS

### Reference number

387670

### Salary

£55,403 - £66,400

£61,005 - £66,400 for London and £55,403 - £61,939 for other location, based on capability. The base salary of this grade is £61,005 for London and £55,403 for other locations. Offers made above this will be made up with a specialist pay allowance, Terms and Conditions apply for Civil Servant applicants.

**Job grade**

Grade 7

**Contract type**

Permanent

**Business area**

GDS - Product and Technology

**Type of role**

Administration / Corporate Support

**Working pattern**

Flexible working, Full-time, Job share, Compressed hours

**Number of jobs available**

1

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# Location

Bristol, London, Manchester

# About the job

## Job summary

The Government Digital Service (GDS) exists to help government make brilliant public services that empower people in the UK. We work at the very centre of government to drive digital transformation, focused on users. We build and maintain common capabilities, products and tools for others to use and create great public services that are accessible, inclusive and easy to use.

The Product & Services Directorate (P&S) within GDS is responsible for the GOV.UK AI enabled app and common component products that provide shared systems, technology and processes, making it quicker and cheaper to build great public services that are consistent for users:

GOV.UK AI-enabled App: building a personalised and proactive relationship with users, making it easier to interact with government

GOV.UK Pay: enabling public bodies to take online payment

GOV.UK Notify: allowing public sector organisations to easily send high volume emails, text messages and letters to users

GOV.UK Forms: a digital form builder which allows anyone in government to easily create accessible online forms in minutes, without technical knowledge.

## Job description

We are looking for a highly-organised, proactive, and dedicated individual to provide exceptional support to the Director of Products and Services within the Government Digital Service. The role is a challenging one with a high level of exposure and responsibility - you will be exposed to decision-making from the most senior leaders in the civil service, and government.

You will form an integral part of a friendly and high-performing private office team and join a wider community of private office professionals across GDS, the Cabinet Office and beyond, who work together to support the digital transformation agenda in government.

The ideal candidate is an experienced executive assistant or similar professional with a background in a corporate environment. You will have excellent communication and multitasking skills, and thrive in a fast-paced environment. Your ability to anticipate the Director's needs, adapt to changing priorities, and work well under pressure will be key to your success in this role.

You will be responsible for keeping the Director's day on track, ensuring they are well prepared with context to meetings, and have insight from a range of topics to hand. You will also support their SMT to identify the priorities for the Director, and make sure they are delivered.

**As a Private Secretary, you will:**

Manage the Director's calendar, schedule meetings and appointments, ensuring efficient time management and prioritisation of commitments.

Prepare and edit correspondence, presentations, and reports on behalf of the Director, ensuring accuracy and adherence to company guidelines.

Manage incoming mailbox communications and other correspondence, and prioritise matters that require the Director's attention.

Liaise effectively and work in partnership across a range of internal and external stakeholders, including senior leaders, executives and partners, maintaining professionalism and discretion at all times.

Build and maintain effective working relationships with other Private Offices.

Maintain the strictest confidentiality regarding sensitive information

Ensure the office adheres to proprietary guidelines by managing transparency returns and by tracking and archiving expenses.

Assist in the preparation and organisation of team meetings, including the distribution of materials and meeting minutes.

Work with the Director to identify opportunities to continuously improve the function of the office.

Coordinate logistics for meetings, conferences, and events, including preparing agendas, gathering materials, and making necessary arrangements.

Organise domestic and international travel arrangements, including flights, accommodations, transportation, and itinerary planning.

## **Person specification**

Previous experience supporting SCS preferably, or C-level executives within a digital context.

A proactive, solution-oriented mindset, with the ability to anticipate the Directors needs and take initiative

Excellent verbal and written communication skills, with expert attention to detail

Excellent interpersonal skills and the ability to build and maintain productive relationships with range of senior internal and external stakeholders

Exceptional organisation skills and a great multitasker who can manage multiple priorities and meet tight deadlines.

Good judgement and strategic thinking, especially in anticipating risks and opportunities providing mitigation where necessary

Hold a Bachelor's degree or equivalent in Business Administration or a related field.

Expert in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) and other relevant office software - G-Suite would be an advantage.

Adaptability and flexibility, with the ability to work well under pressure and adapt to changing priorities.

## **Benefits**

The benefits of working at GDS

There are many benefits of working at GDS, including:

- flexible hybrid working with flexi-time and the option to work part-time or condensed hours

- a Civil Service Pension with an average employer contribution of 27%

- 25 days of annual leave, increasing by a day each year up to a maximum of 30 days

- an extra day off for The King's birthday

- an in-year bonus scheme to recognise high performance

- career progression and coaching, including a training budget for personal development

- paid volunteering leave

- a focus on wellbeing with access to an employee assistance programme

- job satisfaction from making government services easier to use and more inclusive for people across the UK

- advances on pay, including for travel season tickets

- death in service benefits

- cycle to work scheme and facilities

- access to children's holiday play schemes across different locations in central London

- access to an employee discounts scheme

- 10 learning days per year

- volunteering opportunities (5 special leave days per year)

- access to a suite of learning activities through Civil Service learning

GDS offers hybrid working for all employees. This means that everyone does some working from home and also spends some time in their local office. You'll agree to your hybrid working arrangement with your line manager in line with your preferences and business needs.

Any move to Government Digital Service from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may however be eligible for other government

schemes, including Tax Free Childcare. Determine your eligibility at <https://www.childcarechoices.gov.uk>

## Things you need to know

### Selection process details

The standard selection process for roles at GDS consists of:

**Application stage** - CV and two application questions. As part of your application, you will be asked to submit an anonymised CV demonstrating your previous work history. It is essential that your CV meets the skills and experience listed in the person specification above. You will also need to answer two application questions based on the person's specifications. Failure to submit your CV and complete the application questions may result in your application being unsuccessful.

**Video Interview stage** - no more than 60 minutes.

Depending on how many applications we get, there might also be an extra stage before the video interview, for example a phone interview or a technical exercise.

In the event we receive a high volume of applications, we will conduct the initial sift against the lead criteria which is:

**Previous experience supporting SCS preferably, or C-level executives within a digital context.**

In the Civil Service, we use [Success Profiles](#) to evaluate your skills and ability. This gives us the best possible chance of finding the right person for the job, increases performance and improves diversity and inclusivity. We will be assessing your technical abilities, skills, experience and behaviours that are relevant to this role.

For this role we will be assessing you against the following [Civil Service Behaviours](#):

Managing a quality service

Changing and improving

Delivering at pace

Making effective decisions

Candidates that do not pass the interview but have demonstrated an acceptable standard may be considered for similar roles at a lower grade.

A reserve list will be held for a period of 12 months, from which further appointments can be made.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status.

**Other information:** Occasionally, business pressures, priorities or critical delivery may mean that we move you into a different team or work area within GDS. This will always be within the same grade and discipline within which you were hired, but does mean that your focus or objectives may shift in order to deliver GDS business.

You may be aware that there are plans for the Government Digital Service (GDS) & the Central Digital & Data Office (CDDO) to move into the Department of Science, Innovation & Technology (DSIT). This move is to bring together the digital transformation of public services into one core department. The move itself will offer huge opportunities whilst allowing DSIT to lead the way and drive forward the new Government's digital agenda.

As the announcement is relatively new, we are awaiting more detailed information. Therefore, we encourage you to apply for this role, and will keep you informed with updated information throughout the application process.

Feedback will only be provided if you attend an interview or assessment.

## **Security**

Successful candidates must undergo a criminal record check.

People working with government assets must complete [baseline personnel security standard \(opens in new window\)](#) checks.



## Nationality requirements

This job is broadly open to the following groups:

UK nationals

nationals of the Republic of Ireland

nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\) \(opens in a new window\)](#)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

[Further information on nationality requirements \(opens in a new window\)](#)

## Working for the Civil Service

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

The Civil Service also offers a Redeployment Interview Scheme to civil servants who are at risk of redundancy, and who meet the minimum requirements for the advertised vacancy.

## Diversity and Inclusion

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan \(opens in a new window\)](#) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

## Apply and further information

This vacancy is part of the [Great Place to Work for Veterans \(opens in a new window\)](#) initiative.

The Civil Service welcomes applications from people who have recently left prison or have an unspent conviction. [Read more about prison leaver recruitment \(opens in new window\)](#).

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

### Contact point for applicants

Job contact :

Name : gds-recruitment@digital.cabinet-office.gov.uk

Email : gds-recruitment@digital.cabinet-office.gov.uk

Recruitment team

Email : gds-onboarding@digital.cabinet-office.gov.uk

### Further information

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should contact [gds-recruitment-complaints@digital.cabinet-office.gov.uk](mailto:gds-recruitment-complaints@digital.cabinet-office.gov.uk) in the first instance.

If you are not satisfied with the response you receive you can contact the Civil Service Commission by email: [info@csc.gov.uk](mailto:info@csc.gov.uk) Or in writing: Civil Service Commission, Room G/8 1 Horse Guards Road, London, SW1A 2HQ.

