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Associate ServiceNow Software Developer

Home Office

Apply before 11:55 pm on Thursday 16th January 2025

Home Office

Reference number

383870

Salary

£41,300 - £44,191

Recruitment Retention Allowance (RRA): Up to £5000 is available for candidates who demonstrate exceptional skills and experience.

Job grade

Higher Executive Officer

Contract type

Permanent

Business area

HO - Digital Data and Technology

Type of role

Digital
Information Technology

Working pattern

Full-time, Compressed hours

Number of jobs available

2

Contents

Location

Croydon

About the job

Job summary

The Home Office works to build a safe, fair and prosperous UK. We achieve this through our work on counter-terrorism, policing, fire, crime, drugs policy, immigration and passports.

Home Office Digital, Data and Technology Home Office Digital, Data and Technology designs, builds and develops services for the rest of the department and for government. Every year our systems support up to 3 million visa applications, checks on 100 million border crossings, up to 8 million passport applications and deliver 140 million police checks on people, vehicles and property.

The Associate Developer will be paired with an engineering colleague to learn on the job whilst designing, running and improving software components. You can expect to benefit from training, coaching and mentoring to help you develop in this role.

You'll be a developer who is confident developing applications, passionate about making a difference and want to be involved throughout the product lifecycle, from idea generation, design, and prototyping to execution and shipping.

Job description

Our team uses the Scrum methodology which includes attending Daily Stand Ups, collaborating on sprint tasks and delivering user stories. We develop workflows, resolve issues and test our work to ensure out platform improvements align with our sprint goals. You will be learning to work to our technical standards writing clean and secure code. Your work will be relatively procedural and guided by your team.

Your main day to day responsibilities will be:

Completing basic development/test tasks on your own initiative, and more advanced tasks under the supervision of others.

Proposing solutions that fit within the overall models and patterns set by more senior developers.

Identifying and resolving issues with one of our systems, using established methods.

Supporting the definition and delivery of new services.

Learning more advanced software development and delivery skills to advance as an engineer.

All our engineers will be expected to embody an open and positive approach, supporting the Home Office in:

Progressing the Home Office Government Digital and Data Profession, understanding all roles and helping to build our community.

Working and assessing to appropriate standards: for instance, accessibility, the GDS service standard and our own community practices.

Improving our skills and approaches as well as keeping up to speed with the technology landscape.

Working Pattern

Due to the business requirements of this role, it is only available on a full-time basis. However, compressed hours are available.

The team carry out an out of hours release every other Thursday. The successful candidate will be expected to carry out this release on a rota basis.

Person specification

Essential criteria

You will have the following skills or some experience in:

Configuring ServiceNow modules to align with organisational requirements and ensure optimal functionality.

Developing custom applications and workflows using ServiceNow's low-code/no-code capabilities and scripting.

Engaging with stakeholders to gather, analyse, and define requirements for ServiceNow implementations.

Administering the ServiceNow platform, including managing upgrades, patching, and integrations.

Ensuring compliance with best practices and governance frameworks for IT Service Management (ITSM).

Troubleshooting and resolving technical issues within the ServiceNow platform to maintain seamless operations.

Experience of working in a ServiceNow DevOps environment.

The essential skills listed above are reflective of the Home Office Government Digital and Data Profession Career Framework (based on the industry standard SFIA framework - Use the levels of responsibility to understand what would be expected for each technical skill listed). Please see below for the relevant skills for your role:

Development and Implementation

Systems Development

o   Software design (SWDN) - Level 2

o   Programming/software development (PROG) - Level 2

o   Testing (TEST) - Level 2

o   Systems integration and build (SINT) - Level 2

Data and Analytics

o   Data management (DATM) - Level 3

Delivery and Operation

Technology Management

o   Application support (ASUP) - Level 3

Desirable criteria

Ideally you will also have the following skills or some experience in:

Completion of a ServiceNow developer talent scheme.

Optimising platform performance by identifying and implementing improvements in configurations.

Collaborating with cross-functional teams to support DevOps and Agile methodologies.

Technical skills

We'll assess you against these technical skills during the selection process:

Programming/software development (PROG) - Level 2

Data management (DATM) - Level 3

Application support (ASUP) - Level 3

Software design (SWDN) - Level 2

Systems integration and build (SINT) - Level 2

Testing (TEST) - Level 2

We only ask for evidence of these technical skills on your application form:

Programming/software development (PROG) - Level 2

Benefits

In addition to your salary, a career with the Home Office offers a range of benefits, including:

A Civil Service pension with an employer contribution of 28.97%.

In-year reward scheme for one-off or sustained exceptional personal or team achievements.

25 days annual leave on appointment, rising with service to 30 days.

Eight days of public holidays, plus one additional privilege day.

Where business needs allow, some roles may be suitable for a combination of office and home-based working. This is a non-contractual arrangement where all employees will be expected to spend a minimum of 60% of their working time in an office.

This post is eligible for DDaT Recruitment Retention Allowance (RRA) of up to £5000. Successful candidates with exceptional skills and experience may apply for a Recruitment Retention Allowance.

See more of our benefits on our careers website.

Things you need to know

Selection process details

This vacancy is using Success Profiles (opens in a new window), and will assess your Experience and Technical skills.

This gives us the best possible chance of finding the right person for the job, drives up performance and improves diversity and inclusivity.

We will endeavour to conduct the selection process in line with the dates indicated below, but cannot guarantee that these will not, where necessary, be revised.

1. Application   by **16th January 2025**

As part of the application process, you will be asked to complete:

CV.

Personal Statement (maximum 500 words).

Evidence of the Technical Skills Programming/software development (PROG) - Level 2 that align to the SFIA 8   English

Your CV should consist of your career history and skills/experience, including any key achievements in each role. Your CV will be used to provide further context on your personal statement and scored against the essential criteria.

The Personal Statement should be aligned to and demonstrate how you meet the skills and experience set out in the essential criteria, detailed in the job description.

For guidance and information on how to construct your application (CV and Personal Statement), you are encouraged to visit Civil Service Careers website.

2. Sift   from **21st January 2025**

The sift will be held on the Personal Statement CV and Technical Skill - Programming/software development (PROG) - Level 2.

Should a high volume of applications be received, an initial sift will be conducted on Personal Statement**.** Candidates who pass the initial sift will then be progressed to a full sift that will consist of the CV and Technical Skill - Programming/software development (PROG) - Level 2.

3. Interview   from **5th February 2024**

If you are successful at sift stage, you will be invited to an interview that will be Technical Skills based questions.

The interview will take place on Microsoft Teams.

For guidance on the Technical skills, please refer to the SFIA 8   English.

Reserve List

A reserve list may be held for a period of up to 12 months from which further appointments may be made. There is not guarantee that being held on a reserve list will lead to a job offer. Further information can be found on our website.

Candidates judged to be a near miss at interview may be offered a post at the grade below the one advertised without the need to go through a further selection process, providing the role has the same Success Profiles elements and essential skills. There is no guarantee that further such vacancies will arise.

Standards

All Civil Servants are expected to comply with the Civil Service Code, and its core values of integrity, honesty, objectivity and impartiality.

Additional Security Checks

As well as successfully obtaining UK Security Vetting clearance, candidates will be subject to a range of additional checks. The range of checks carried out will depend on whether you are a current Home Office employee, existing civil servant or an external new entrant as well as the role requirements. Further details are included in the Notes to Candidates.

For guidance and information on what to expect and how to prepare for an interview, you are encouraged to visit Civil Service Careers.

Problems during the application process

If you experience problems accessing this advert, or you think you ve made a mistake on an initial application, please contact hocandidates.grs@cabinetoffice.gov.uk, including the vacancy reference, at least two working days before the vacancy closes. Further information can be found on our website.

Further Information

In order to process applications without delay, we will be sending a Criminal Record Check to Disclosure and Barring Service on your behalf. However, we recognise in exceptional circumstances some candidates will want to send their completed forms direct.

If you will be doing this, please advise Government Recruitment Service of your intention by emailing Pre-EmploymentChecks.grs@cabinetoffice.gov.uk stating the job reference number in the subject heading.

If you are invited to an interview, you will be required to bring documentation for the purposes of establishing your identity.

You will need to meet the nationality requirements for this role and obtain the necessary security clearance to take it up.

For meaningful security checks to be carried out, individuals need to have lived in the UK for a sufficient period of time. Learn more on our website. Security Checks - Home Office Careers

For further information on National Security Vetting please visit the following page https://www.gov.uk/government/publications/demystifying-vetting

Visa sponsorship

We do not sponsor individuals via Skilled Worker Sponsorship / Tier 2 (General) work visas.

Reasonable Adjustments

If a person with disabilities is at a substantial disadvantage compared to a non-disabled person, we have a duty to make reasonable changes to our processes.

If you need a change to be made so that you can make your application, you should:

- Contact Government Recruitment Service via HOrecruitment.grs@cabinetoffice.gov.uk as soon as possible before the closing date to discuss your needs

- Complete the Assistance Required section in the Additional Requirements page of your application form to tell us what changes or help you might need further on in the recruitment process. For instance, you may need wheelchair access at interview, or if you're deaf, a language service professional

If you are experiencing accessibility problems with any attachments on this advert, please contact the email address in the Contact point for applicants section.

Feedback

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

Security

Successful candidates must undergo a criminal record check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is security check (opens in a new window).

See our vetting charter (opens in a new window).

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.

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 :   Home Office Resourcing Centre

Email :   HORCCampaignTeamDDAT@homeoffice.gov.uk

Recruitment team

Email :   HOrecruitment.grs@cabinetoffice.gov.uk

Further information

If you feel that your application has not been treated in accordance with the recruitment principles, and wish to make a complaint, then you should contact in the first instance HORecruitment.GRS@cabinetoffice.gov.uk. If you are not satisfied with the response that you receive, then you can contact the Civil Service Commission.