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Problem Manager

Government Digital Service

Apply before 11:55 pm on Tuesday 11th February 2025

GDS

Reference number

388615

Salary

£37,170 - £41,462

£40,163 - £41,462 (London) / £37,170 - £37,637 (National) Based on capability. The base salary of this grade is £39,684 for London and

£36,728 for other locations. Offers made above this will be made up with a specialist pay allowance

Job grade

Higher Executive Officer

Contract type

Permanent

Business area

Securing Government Services

Type of role

Digital
Information Technology

Working pattern

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

Number of jobs available

2

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Location

Bristol, London, Manchester

About the job

Job summary

The Government Digital Service (GDS) is the digital centre of government - setting, leading and delivering the vision for a modern digital government. GDS is responsible for setting the digital strategy for government.

The Domains Team protects public sector domain name spaces such as .gov.uk , and ensures that they remain stable, trusted, well managed and resistant to compromise. The team also helps protect the infrastructure tools and services associated with these domains.

Job description

As a Problem Manager in the Domains team you will report to the Outreach Service Owner, and be responsible for:

- Identifying problems with the configuration of domains across .gov.uk and other namespaces. You will use in-house and commonly available tools to triage and diagnose potential problems

- Helping stakeholders fix these problems by providing relevant guidance effectively to all levels of seniority and technical competence

- Helping to define guidance for fixing a wide range of domain vulnerabilities

- Excellent working relationships with a large number of stakeholders across the entire UK Public Sector

- Working with the Service Owner to identify and implement service improvements and efficiencies to improve our capability and automation.

Person specification

This role aligns to the following in the [Government Digital and Data Profession Capability Framework](#) - [Problem Manager](#).

In particular, you will have the following skills:

- Problem management**

- Ownership and initiative**

Business analysis (IT operations)

Stakeholder relationship management (IT operations)

Incident management

User focus

You will also have awareness of the following:

The public core of the internet: naming and numbering, cryptographic mechanisms, packet routing and common protocols.

How domains are used to support internet services and their security

The risks originating from poorly managed internet domain names

Engaging successfully with senior technical and business stakeholders at scale across the UK Public Sector to influence action

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 employer contribution of 28.97%

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:

a simple application screening process - We only ask for a CV and cover letter of up to 750 words. Important tip - please ensure that your cover letter includes how you meet the skills and experience listed in the person specification section above

a 60 minute video interview

Whilst we value the use of AI technology to enhance our daily work, we also value the personal touch and urge applicants to write responses without the use of AI to emphasise their own unique experiences.

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:

problem management

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'll be assessing your technical abilities, skills, experience and behaviours that are relevant to this role.

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

Managing a Quality Service

Communicating and Influencing

Working Together

We'll also be assessing your experience and specialist technical skills against the following skills defined in the Government Digital and Data Profession Capability Framework for the [Problem Manager](#) role:

problem management

ownership and initiative

business analysis (IT operations)

Stakeholder relationship management (IT operations)

Incident management

User focus

Recruitment Timeline

Role closes: Tuesday 11th February

Sift completion: Friday 14th February

Panel interviews: Starting 28th February

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.

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](#) and [the Civil Service D&I Strategy](#).

Please note that this role requires SC clearance, which would normally need 5 years UK residency in the past 5 years. This is not an absolute requirement, but supplementary checks may be needed where individuals have not lived in the UK for that period. This may mean your security clearance (and therefore your appointment) will take longer or, in some cases, not be possible.

You may be aware that there are plans for the Government Digital Service (GDS) 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.

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.

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-recruitment@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 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 Or in writing: Civil Service Commission, Room G/8 1 Horse Guards Road, London, SW1A 2HQ.

