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Director of Technology and Operations

FCDO Services

Apply before 11:55 pm on Wednesday 25th February 2026



FCDO Services

Reference number

447049

Salary

£81,000 - £98,000

Plus £1,750 location allowance

A Civil Service Pension with an employer contribution of 28.97%

Job grade

SCS Pay Band 1

Contract type

Permanent

Business area

FCDO Services - Technology and Operations

Type of role

Commercial
Information Technology
Senior leadership

Working pattern

Full-time

Number of jobs available

1

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Location

Hanslope, South East England, MK19 7BH

About the job

Job summary

Providing innovation to government partners.

Delivering best-in-class solutions.

Working at the cutting-edge of technology

It all matters.

A meaningful purpose. A one-of-a-kind role. The chance to bring your vision to life as Director of Technology and Operations. You'll reshape our teams and strategies, expand our reach and reputation, and make your mark in our purpose led organisation

Our Technology and Operations team is at the forefront of digital solutions and services for FCDO and Government. They provide best in-class solutions for our customers, helping to shape and support a data driven future for UK government. Join them in this leadership role and you'll have the opportunity to lead them on the next stage of our exciting journey.

Job description

Make a real difference in this one-of-a kind leadership role

As our Director, you'll transform our ways of working to ensure we're in the best position possible to keep the UK protected. You'll hit the ground

running, taking the lead from day one. You'll be able to see the potential in our work and talented teams, you'll see what needs to be done to make us even better. You'll inspire, motivate, build our incredible teams into a strong future.

With a commitment to the values of the Civil Service and our business priorities, you'll lead on the delivery of mission critical data, service solutions and cyber security solutions to the FCDO and its partners in the UK and overseas.

This isn't business as usual – your role will be all about putting your own stamp on things, finding ways to completely transform the way we work so we can fulfil our meaningful purpose for years to come.

Use your innovative IT skills as you help to lead our global mission

We have agreed growth targets, and with this in mind you'll be accountable for a significant budget and help us to navigate a period of change, transition and transformation. We'll also expect you to recognise opportunities, align these to our overall corporate strategy, and take responsibility for the definition, governance and implementation of the technology strategy. Focused on optimising delivery to our customers, you'll also exploit the very latest technologies as you work to modernise and improve our internal IT systems.

You'll already have an innovative and strategic mindset and the skills to enable customer-focused, process-driven technology solutions that enhance our efficiency and the value of our global business. Bringing your track record of mobilising and leading operational and strategic teams to deliver commercial and IT operational support and services you'll be able to demonstrate how you exceed your customer's expectations, your superb financial management skills and exceptional commercial acumen.

You'll be a natural at working at a senior level, You'll be inspiring in your leadership, motivating others to see your vision and be comfortable and confident working with your peers as well as the members of your team as the Technology and Digital expert providing advice and taking accountability for delivery. You will be capable in seeing the bigger picture and are ready to factor this into your decision making.

You'll be great at building relationships, internally and with stakeholders. And you'll have a passion for our work, and you will be the Senior Technology representative for FCDO Services within Government ensuring alignment, collaboration, and influence across cross-government IT and technology initiatives.

Person specification

A degree in Computer Science, Information Technology, or related technical subject, or demonstrable experience in this field (such as IT management, software development, or IT Service Delivery and Operations)

Significant experience of successfully leading a business and multidisciplinary teams at a strategic and operational level including large budget responsibility.

Exceptional commercial acumen and financial management skills with a pragmatic approach and drive for outstanding customer service.

Track record of transforming organisations to become commercially focused and customer oriented, delivering major process and service improvement initiatives.

Successfully delivered commercial and IT operational support & services preferably on a 24/7 consistently meeting and striving to exceed customer expectations.

Track record of converting business opportunities into efficient and sustainable products and services.

Personal impact and credibility to operate at senior level internally and externally with the ability to foster long term relationships.

Behaviours

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

Leadership

Changing and Improving

Managing a Quality Service

Benefits

Alongside your salary of £81,000, FCDO Services contributes £23,465 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

Learning and development tailored to your role

An environment with flexible working options

A culture encouraging inclusion and diversity

A Civil Service pension

A leave allowance of 25 days per annum

9 days per annum public and privilege days

Things you need to know

Artificial intelligence

Artificial intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and internal candidates may be subject to disciplinary action. Please see our [candidate guidance \(opens in a new window\)](#) for more information on appropriate and inappropriate use.

Selection process details

This vacancy is using [Success Profiles \(opens in a new window\)](#), and will assess your Behaviours and Experience.

Applicants should complete the online application form where they are asked to provide a personal statement and a current CV. Applicants should pay particular attention to outlining their interest in the role, relevant experience and how they meet the criteria as defined in the person specification.

Depending on the volume of applications the recruitment team may undertake a longlist exercise where they will score CV s and personal statements against the person specification on a 3 point scale.

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 highlight areas for the panel to explore and support and inform the panel s decision making at interview.

Shortlisted candidates will have the opportunity to speak with a representative of FCDO Services prior to the formal interview to find out more about the opportunity and the organisation. This will not form part of the formal assessment process.

Shortlisted candidates will be asked to attend a panel interview, to have an in-depth discussion of previous experiences and professional competencies in relation to the criteria set out in the Person specification . It is likely that a presentation will also be required at the interview. Full information will be provided to those invited.

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

This role has a minimum assignment duration of 3 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.

Security

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [developed vetting \(opens in a new window\)](#).

[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.

Medical

Successful candidates will be expected to have a medical.

Nationality requirements

Open to UK nationals only.

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.

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

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