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Senior Infrastructure Engineer Mobile Device Services

Department for Work and Pensions

Apply before 11:55 pm on Monday 9th February 2026



Reference number

443842

Salary

£57,946 - £73,205

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Grade 7

Contract type

Permanent

Business area

DWP - Digital

Type of role

Digital

Engineering

Information Technology

Working pattern

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

Number of jobs available

1

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Location

This role may be located in one of the following locations; Blackpool, Manchester, Newcastle, Sheffield.

Please find further information on the [Corporate hub locations here](#).

Please note that for candidates requesting to work in Newcastle, this role will

be based at Benton Park View from September 2025 and then at 1 Pilgrim Place in Newcastle city centre by the end of 2027.

About the job

Job summary

Please note this role requires you to pass [Security Check](#) clearance. For further information, please see 'Selection process details'.

We are looking for a highly skilled Senior Mobility Infrastructure Engineer to join our multi-disciplinary Product team as part of our DWP Mobile Products service.

The team is responsible for the deployment, configuration and management of the mobile platform, as well as the deployment of mobile applications.

The overall product team, of which engineering provides a fundamental design and implementation function, is responsible for defining and delivering a mobility strategy looking at how the DWP can support an increasingly more mobile workforce, improving user experience and increasing productivity across a variety of device platforms and sizes. Empowered team defines roadmap and utilises latest technologies and trends like cloud hosting, cloud VPN, collaboration tools and latest device form factors to deliver user focused outcomes.

As a Senior Mobility Infrastructure Engineer, you will be required to maintain and manage all aspects of the service, and be responsible for a diverse design and implementation of Infrastructure services for DWP mobile devices in collaboration with Architecture and Engineering principles.

Some of the services and projects you can expect to help design and build include MDM components and integrations, remote access VPNs, backend services such as bespoke APIs and IIS web applications, write and maintain scripts, and manage Cloud Hosted infrastructure within AWS and Azure via Infrastructure as Code.

If you have the skills, experience and passion to deliver in this senior role, we encourage you to apply and help shape the future of mobility within DWP.

Job description

As a Senior Mobility Infrastructure Engineer, you will play a critical role in designing, developing and maintaining complex infrastructure products that underpin DWP's mobile services. You will be expected to take ownership of all aspects of the service from MDM configuration to the integrations and backend services that support it ensuring solutions are robust, secure and scalable.

You will be accountable for the operational stability and resilience of infrastructure solutions, driving improvements and influencing change to enhance performance and reliability. Working within the Infrastructure Development Lifecycle, you will contribute to strategic design decisions and deliver high-quality solutions as part of a dedicated product team.

Your responsibilities will include providing expert level 3rd line support for incidents, problems and changes while proactively monitoring infrastructure services and responding to alerts to maintain service continuity. You will act as a technical authority, offering guidance and support to ensure consistent service capability for users while administering and optimising infrastructure solutions.

You will proactively lead on creating and maintaining comprehensive documentation for services and solutions, including managing supplier relationships to ensure accurate information for third party products. Additionally, you will oversee requirement tracking, prioritisation of improvements and performance monitoring against KPIs, ensuring continuous service excellence.

This role demands advanced knowledge of designing and implementing EMM and MDM solutions such as Workspace ONE, Intune and Samsung Knox. You will ensure these solutions deliver security, compliance, and functionality to meet the diverse needs of a large and varied user base.

Person specification

When giving details in your employment history and personal statement you should highlight your experience in line with essential criteria below:

Proven ability to communicate clearly and confidently at all levels and to lead, motivate and inspire teams to deliver high quality outcomes in a complex and fast paced environment.

Significant experience designing, building, configuring and administering infrastructure technologies, integrations/solutions for Mobile Devices (iOS/Android) e.g. Workspace One/Intune.

A strong knowledge and understanding of Enterprise Mobility Management software and principles, with experience in deploying, configuring and supporting mobile clients such as Apple iOS and Samsung Knox devices.

Significant experience with Cloud Hosted infrastructure services within AWS and Azure, including knowledge of networking principles in a security conscious environment and an understanding of deploying infrastructure via pipelines using CI/CD tools and methodologies.

Demonstrable experience of Microsoft Azure / Entra ID / Intune configuration and policies, including knowledge of Identity principles, SSO and Certificate Based Authentication.

Proven ability to troubleshoot, own and manage problem records, including perform Root Cause Analysis (RCA). Proven demonstrative working knowledge of Change and Incident management principles working within the ITIL framework.

If you would like to learn more about the role, please contact
Richard.Hanley@dwp.gov.uk

Benefits

Alongside your salary of £57,946, Department for Work and Pensions contributes £16,786 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

We also have a broad benefits package built around your work-life balance which includes:

Working patterns to support work/life balance such as job sharing, term-time working, flexi-time and compressed hours.

Generous annual leave at least 25 days on entry, increasing up to 30 days over time (pro rata for part time employees), plus 9 days public and privilege leave.

Support for financial wellbeing, including interest-free season ticket loans for travel, a cycle to work scheme and an employee discount scheme.

Health and wellbeing support including our Employee Assistance Programme for specialist advice and counselling and the opportunity to join HASSRA a first-class programme of competitions, activities and benefits for its members (subscription payable monthly).

Family friendly policies including enhanced maternity and shared parental leave pay after 1 year's continuous service.

Funded learning and development to support progress in your role and career. This includes industry recognised qualifications and accreditations, coaching, mentoring and talent development programmes.

An inclusive and diverse environment with opportunities to join professional and interpersonal networks including Women's Network, National Race Network, National Disability Network (THRIVE) and many more.

Hybrid Working

This role may be suitable for hybrid working, which is where an employee works part of the week in their DWP office and part of the week from home. This is a voluntary, non-contractual arrangement and your office will be your contractual place of work.

If a hybrid working arrangement is suitable for the role and for you, you will normally be required to spend a minimum of 60% of your contracted working hours from your DWP office.

If you have a disability, caring responsibilities, or other circumstances that may affect your ability to meet the minimum office attendance requirement, please discuss this with us using the contact details in this advert.

Salary Information

Pay for this role is from £57946 to £73205.

The maximum salary for the grade is £68205, however a Digital Allowance of up to £5000 per annum is available for exceptional candidates. Digital Allowance is non-salary, and non-pensionable, and is classed as a temporary allowance. It is reviewed annually where it could be retained, amended, or removed.

Our offer to successful candidates will be based on an assessment of your skills and experience as demonstrated at interview.

Existing Civil Servants who secure a new role on lateral transfer will maintain their current salary.

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

Stage 1: Application

Your application will consist of three parts:

1. A Personal Details application form.
2. Employment history - this should contain your work experience and any skills, qualifications and accomplishments relevant to the jobs you have completed based on the essential criteria.
3. Personal statement - up to 1250 words. This statement should be used to provide examples of how you meet the essential criteria listed in the Person specification.

Ensure that all examples provided in your statement are taken directly from your own experience and that you describe the examples in your own words. If you choose to use gen-AI to support your statement, you must follow the guidelines outlined in the **Artificial intelligence and recruitment guide**.

The sift panel will use the information in your employment history and personal statement to assess your experience, skills and knowledge against the essential criteria.

You will be provided with one combined overall assessment score for both your CV and Personal Statement.

For Hints and Tips on completing your application visit [Applying for jobs at DWP Digital](#).

Important Information

You will be asked to complete your employment history. Any information that you would customarily share on a CV should therefore be entered onto the application form.

Personal details that could be used to identify you including your name, contact details and address must be removed for your application to be considered.

If your employment history/personal statement contains any personal details your application will be withdrawn.

Stage 2: Interview

If you're successful at sift stage you will be invited to a video interview via Microsoft Teams. There, you will be assessed against the experiences listed in

the essential criteria.

You will be asked to do a 5 minute presentation on a specific topic. Further details will be provided to candidates invited to interview.

Interviews will take place from the start of March. Sift and Interview dates to be confirmed.

Further Information:

Find out more about [Working for DWP](#)

For Hints and Tips on completing your application visit [Applying for jobs at DWP Digital.](#)

A reserve list may be held for a period of 6 months from which further appointments can be made.

Reserve list candidates will be posted in merit order by location.

The Civil Service values honesty and integrity and expects all candidates to abide by these principles. Please ensure that all examples provided in your application are taken directly from your own experience and that you describe the examples in your own words. Applications will be screened and if evidence of plagiarism or copying examples/answers from other sources is found, your application will be withdrawn. Internal DWP candidates may also face disciplinary action.

For these vacancies, we strongly recommend that applicants consult with an immigration specialist or qualified advisor to assess their eligibility for Visa Sponsorship before deciding to apply. Please note that while we consider sponsorship requests in accordance with current DWP guidance and Home Office policy, sponsorship cannot be guaranteed.

Reasonable Adjustment

At DWP we value diversity and inclusion and actively encourage and welcome applications from everyone, including those that are underrepresented in our workforce.

We consider visible and non-visible disabilities, neurodiversity or learning differences, chronic medical conditions, or mental ill health. Examples include dyslexia, epilepsy, autism, chronic fatigue, or schizophrenia.

If you need a change to be made so that you can make your application, you should: Contact Government Recruitment Service via DigitalRecruitment.qrs@cabinetoffice.gov.uk as soon as possible before the closing date to discuss your needs.

Complete the **Reasonable Adjustments** 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.

For further information on reasonable adjustments, terms and conditions and how we recruit visit the [How We Recruit, page](#)

Security Clearance Requirement

You must meet the security requirements before you can be appointed. The level of security needed is security check.

Applicants for this post **must** have lived in the UK for 5 years or more during their lifetime for DWP to accept National Security Vetting applications at the Security Check (SC) level. Requests to apply for SC will always be supported where people have lived in the UK for the **last** 5 years but will be subject to a pre-assessment if they have lived outside the UK during this period.

For further information on National Security Vetting please [visit the Demystifying Vetting website](#).

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.

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 : Richard Hanley

Email : Richard.Hanley@dwp.gov.uk

Recruitment team

Email : DigitalRecruitment.grs@cabinetoffice.gov.uk

Further information

Appointment to the Civil Service is governed by the Civil Service Commission Recruitment Principles. If you wish to make a complaint, please find further details here: <https://careers.dwp.gov.uk/how-we-recruit/>.

