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IT Service Manager

HM Revenue and Customs

Apply before 11:55 pm on Thursday 12th February 2026



**HM Revenue
& Customs**

Reference number

446596

Salary

£37,682 - £46,077

National min £37,682 - max £40,705

London min £42,631 - max £46,077

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Higher Executive Officer

Contract type

Permanent

Business area

HMRC - CDIO - CIO Borders and Trade

Type of role

Digital

Information Technology

Working pattern

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

Number of jobs available

4

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Location

Bristol Regional Centre - 3 Glass Wharf

Edinburgh Regional Centre - Queen Elizabeth House

Leeds Regional Centre - Wellington Place

Liverpool Regional Centre - Water Street

Manchester Regional Centre - Three New Bailey

Telford - Plaza 1 and 2
Worthing - Teville Gate House
Nottingham Regional Centre - Unity Square
Stratford Regional Centre - Westfield Avenue
Newcastle Upon Tyne - Benton Park View

Please note that due to workforce controls, Nottingham, Newcastle-upon-Tyne and Stratford are only available to existing HMRC staff already based in this location.

However, HMRC staff based in Reading can also apply to move to Stratford in line with Migration path. HMRC staff based in 100PS can also apply to move to Stratford.

About the job

Job summary

Discover a career in your hands at HMRC. Whether you're seeking purpose, growth, or a workplace that gives you a true sense of belonging, hear from some of our employees as they share their story about what it's really like to work at HMRC.



Visit our [YouTube channel](#) to watch the full series and come and discover your potential.

HMRC is transforming the UK's tax system through cutting-edge digital innovation and the Chief Digital and Information Officer (CDIO) Group is at the heart of that mission.

We are building high-quality digital services that will enhance the customer experience, enable real-time interactions, and make tax simpler and more intuitive for everyone. By equipping our colleagues with modern tools and technologies, we are also reshaping how we work – allowing HMRC to focus its resources where they can deliver the greatest impact.

CDIO Borders and Trade supports the HMRC Borders and Trade group

delivering IT projects that enable HMRC's wider customs strategy and policies. We design, manage and maintain the IT services that support customs and international trade activities.

Our team is made up of specialists in delivery, business analysis, engineering, and live service support. We work closely with stakeholders across HMRC to ensure our IT systems meet their needs.

Job description

An IT Service Manager in Borders & Trade is responsible for service management across platforms and multiple channels to ensure availability, performance and process maturity across this landscape.

You will work in partnership with teams across IT service operations, HMRC partners and external Trade customers, to deliver a service seeking for operational excellence.

You will be responsible for defining service level agreements (SLAs) and operational level agreements (OLAs) across all relevant business functions. Managing a fully functioning multi-sourced service support team with a customer-centric support approach. These activities will be across multiple locations, focussed on service availability and performance.

You will make sure:

All service and support functions remain responsive to HMRC business and external traders needs

The service catalogue and wider IT service operations knowledge library is maintained

Adequate reporting and service standards are met for their specific service

All technical change is communicated and managed, with appropriate governance

That a programme of continual service improvement is put in place across the wider service delivery function

Person specification

Be responsible for making sure that business relations within the organisation are managed to enable delivery of B&T services.

Lead and direct teams to make sure that service level agreements (SLAs) and operational level agreements (OLAs) are in place with both external and internal teams.

Make sure all contractors carry out processes to ITIL standards.

Liaise with all other IT service functions to make sure that services are maintained.

Manage the day-to-day delivery of the product.

Make sure that service asset and configuration items are properly controlled, and that accurate and reliable information about these assets is available when needed.

Work with Service Owners and projects to ensure projects transition into live service is effective and timely.

Essential Criteria

Demonstrable experience of delivering Customer satisfaction and focussed delivery of excellent Customer Service.

Proven track record of delivering strong KPI performance and managing delivery towards defined SLAs.

Clear understanding of Stakeholder management and the development of strong stakeholder relationships.

Good communication skills with an aptitude for dealing with users, colleagues and suppliers from both a technical and non-technical background.

Understanding of IT concepts and architectures, and the principles and processes of implementing and delivering IT services

Ability to identify process optimisation opportunities and contribute to the implementation of proposed solutions.

Must show an aptitude for analysing and managing problems arising from incidents in the operation of information systems. understanding the significance of service level agreements and the customer environment.

Desirable Criteria

Experience in budgeting, with strong spreadsheet skills to analyse financial data and produce clear, accurate reports.

Transitional Sites

For more information on where you might be working, [review this information on our locations](#).

If your location preference is for one of the following sites, it's important to note that these are not long-term sites for HMRC and we will require you to move to a new building in the future, subject to our location strategy and the applicable employee policies at that time.

These sites are:

Benton Park View, Newcastle - moving to Pilgrims Quarter, Newcastle

Telford Plaza, Telford - moving to Parkside Court, Telford

You will be given more information about what this means at the job offer stage.

Leeds Locations

Moves Adjustment Payment will be available for this role, provided the successful applicant is a current HMRC colleague in Bradford and meets the eligibility requirements outlined in the HMRC's Moves Adjustment Payment guidance.

Benefits

Alongside your salary of £37,682, HM Revenue and Customs contributes £10,916 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides](#).

HMRC operates both Flexible and Hybrid Working policies, allowing you to balance your work and personal commitments. We welcome applications from those who need to work a more flexible arrangement and will agree to

requests where possible, considering our operational and customer service needs.

We offer a generous leave allowance, starting at 25 days and increasing by a day for every year of qualifying service up to a maximum of 30 days.

Pension - We make contributions to our colleagues Alpha pension equal to at least 28.97% of their salary.

Family friendly policies.

Personal support.

Coaching and development.

To find out more about HMRC [benefits](#) and find out what it's really like to work for HMRC [hear from our insiders](#) or visit [Thinking of joining the Civil Service](#)

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

How to Apply

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

A name-blind, tailored CV (200 words max) including a brief description of your last three roles.

A 750-word Personal Statement demonstrating your suitability for the role.

Please complete a separate statement (Max 250 words) for any Desirable Criteria you have, where applicable. This is not essential for the role but may be considered by the vacancy-holder where candidates have the same scores at interview.

Sift

In the event of a large number of applications being received, an initial sift may be carried out against the CV.

At full sift, your CV and Personal Statement will be assessed, with the successful candidates being invited to interview.

We may also raise the score required at any stage of the process if we receive a high number of applications.

Interview

During the panel interview you will be assessed on Experience focus on skills, knowledge, experience and the essential criteria required.

Interviews will take place via video link. Sift and interview dates to be confirmed.

Eligibility

Please take extra care to tick the correct boxes in the eligibility sections of your application form. We understand mistakes sometimes happen but if you contact us later than two working days (Monday-Friday) before the vacancy closes, we will not be able to reopen your application for you. If you do make a mistake with your eligibility form, or have withdrawn yourself in error and need your application reinstated whilst the campaign is still live, please contact us via: unitybusinessservicesrecruitmentresults@hmrc.gov.uk Use the subject line to insert appropriate wording for example Please re-open my application **[insert vacancy ref]** & vacancy closing date **[insert date]** .

To check that you are eligible to apply for this role, please review the eligibility information before submitting your application.

Reserve List

A reserve list may be held for up to 12 months from which further appointments may be made for the same or similar roles if this applies to you, we'll let you know via your Civil Service Jobs account.

Merit List

After interview, a single merit list will be created, and you will only be considered for posts in locations you have expressed a preference for. Appointments will be made in strict merit order.

Criminal Record Check

Applications received from candidates with a criminal record are considered fairly in accordance with the DBS Code of Practice and the Recruitment of ex-offenders Policy.

Hybrid working at HMRC

HMRC is an office-based organisation, and colleagues are expected to spend 60% of their working time in the office. Our offices provide opportunity for interaction, collaboration which aids learning and development and a sense of community. Where the role allows it, and where the home environment is suitable, colleagues can work from home for up to 2 days a week, averaged over a calendar month (or a proportionate amount of time for colleagues who work less than full time).

Reasonable Adjustments

We want to make sure no one is put at a disadvantage during our recruitment process. To assist you with this, we will reduce or remove any barriers where possible and provide additional support where appropriate.

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

Contact the UBS Recruitment team via
unitybusinessservicesrecruitmentresults@hmrc.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.

Important information for existing HMRC Contractual Homeworkers

This role may be suitable for existing HMRC employees who are contractual homeworkers. Occasional attendance to the office will be required where there is a business need. Please consider the advertised office locations for this role when applying and only select locations from the 'location preferences' section that you can travel to.

Terms and Conditions

Customer facing roles in HMRC require the ability to converse at ease with members of the public and provide advice in accurate spoken English and/or Welsh where required. Where this is an essential requirement, this will be tested as part of the selection process.

HMRC has a presence in every region of the UK. For more information on where you might be working, [review this information on our locations](#).

The Civil Service values honesty and integrity and expects all candidates to abide by these principles. The evidence you provide in your application must relate to your own experiences.

Any instances of plagiarism or other forms of cheating will be investigated and, if proven, the relevant application(s) will be withdrawn from the process.

Recording of interviews is prohibited unless explicit agreement is sought in line with the UK General Data Protection Regulations.

Questions relating to an individual application must be emailed as detailed later in this advert.

Applicants who are successful at interview will be, as part of pre-employment screening, subject to a check on the Internal Fraud Database (IFD). This check will provide information about employees who have been dismissed for fraud or dishonesty offences. This check also applies to employees who resign or otherwise leave before being dismissed for fraud or dishonesty had

their employment continued. Any applicant's details held on the IFD will be refused employment.

A candidate is not eligible to apply for a role within the Civil Service if the application is made within a 5 year period following a dismissal for carrying out internal fraud against government.

New entrants will join on the minimum of the pay band.

Please note that, if you are applying for roles on a part-time basis, the salary agreed will be pro-rata, reflective of the working hours agreed within your contract.

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

For more information for people applying for, or thinking of applying for, roles at HM Revenue and Customs, please see link: [Working for HMRC: information for applicants - GOV.UK.](#)

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.

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 : Stephen Andrews

Email : stephen.andrews1@hmrc.gov.uk

Recruitment team

Email : unitybusinessservicesrecruitmentresults@hmrc.gov.uk

Further information

Appointment to the Civil Service is governed by the Civil Service Commission's Recruitment Principles. You have the right to complain if you feel there has been a breach of the Recruitment Principles.

In the first instance, you should raise the matter directly via ubsrecruitmentcomplaints@hmrc.gov.uk. Please note that we do not accept complaints or appeals regarding scoring of outcomes of campaigns, unless candidates can provide clear evidence that the campaign did not follow the Recruitment Principles. If you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission please visit their website.

