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# Front End Developer

HM Revenue and Customs

**Apply before 11:55 pm on Thursday 5th March 2026**



**HM Revenue  
& Customs**

**Reference number**

449256

**Salary**

£37,682 - £40,705

External applicants will join on the pay band minimum.

A Civil Service Pension with an employer contribution of 28.97%

**Job grade**

Higher Executive Officer

**Contract type**

Permanent

**Business area**

HMRC - CDIO - Chief Engineering and Platform Office - Enterprise Live Services

**Type of role**

Digital

**Working pattern**

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

**Number of jobs available**

1

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## Location

Bristol Regional Centre - 3 Glass Wharf  
Telford - Plaza 1 and 2  
Newcastle Upon Tyne - Benton Park View

# 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.

This vacancy sits within HMRC's Chief Digital & Information Office (CDIO) who set the technology direction for HMRC and deliver the high-level design for all IT solutions. CDIO is responsible for building and running HMRC IT services along with providing IT change and operational support.

You would join Service Central & Technical Services (SC&TS) within CDIO, a new delivery group created to build on and exploit the ServiceNow platform capability and setting the vision and strategy for service management, ensuring processes are owned and maturing. Now is an exciting time to join as we optimise user experience and build capability across our organisation. We deliver reliable, secure, and supportable solutions to around 76,000 of our colleagues across HMRC and play a critical part in ensuring that HMRC is both efficient and effective.

SC&TS are accountable for the support, management and development of platforms, tools and infrastructure including ServiceNow, SNOW and ServiceNow integrations to AWS/Azure. Our focus is on ensuring consistent, excellent Customer Experience.

We are working closely with the other platform groups and their partners to bring those IT Systems and Services together.

We work with hardworking, upbeat people who grow with the challenge of

delivering transformation on a huge scale, and who have hands-on experience of driving through both technical and business changes.

## **Job description**

We're looking for a Front End Developer with a strong background in enterprise platform development, particularly within environments such as ServiceNow, Salesforce, or SAP. This role blends front-end scripting with platform enhancement, IT operations, and user access management to deliver impactful services across our organisation.

You'll contribute to the design, development, and support of IT operations solutions based on ServiceNow best practices, aligned to organisational KPIs and service excellence standards.

## **Person specification**

Develop and enhance features within the ServiceNow platform.

Support incident and problem management assigned to Platform Support.

Implement service requests and technical change delivery.

Implement patches and upgrades to ensure the platform remains secure, stable, and current.

Collaborate with analysts and architects to design technical solutions.

Manage IT incidents, perform vendor liaison, and ensure timely resolution.

Maintain service level agreements (SLAs) and workflow configurations.

Ensure secure access management using Active Directory.

Work across teams to scope and deliver new tooling requirements.

Provide outstanding customer service and internal communications.

Support quality documentation, internal policy, and platform compliance.

Manage data imports and reporting for supported tools.

Participate actively in Agile ceremonies and team collaboration.

Participate in the evaluation of new tooling within SC&TS, understanding requirements and ensuring alignment throughout.

**Please note:** This role requires NSV checks at Security Clearance (SC) and you must either hold or be willing to obtain this prior to take up duty. See Additional Security Information below.

## Essential Criteria

**Proficiency in platform development** Strong experience in building and customizing applications within enterprise platforms like ServiceNow, Salesforce or SAP.

**Understanding of IT Service Management (ITSM) and ITIL** Familiarity with ITSM frameworks and ITIL best practices for service delivery and process optimization.

**Problem-solving skills** Ability to troubleshoot system issues, optimize workflows, and improve platform efficiency.

**Communication and collaboration** Ability to engage with stakeholders, translate business needs into technical solutions.

**Knowledge of Agile methodologies** Experience working in Agile or DevOps environments.

**Security and compliance awareness** Understanding of data security, governance, and compliance best practices.

**Continuous learning mindset** Willingness to adapt to platform updates, ITIL advancements, and new capabilities.

**User Access Management skills** Knowledge of identity and access control, role-based permissions, and security best practices.

**Active Directory expertise** Experience managing authentication, group policies, single sign-on (SSO), and directory services integration.

## Desirable Criteria

Have achieved ITIL4 Foundation or greater.

Experience & Understanding of ServiceNow platform.

Expertise in JavaScript or PowerShell.

Service Now Accreditation of Certified System Administrator.

## 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.

## 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 CV. Please provide your most recent and relevant experience on how you meet the Job Description in the CV box. Please provide your

Job Titles, type of organisation and dates worked. You will be assessed and scored on this.

A 750-word Personal Statement. Please provide examples of outcomes, impacts and results on how you meet both the Essential Criteria and Person Specification. You will be assessed on this also.

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

Further details around what this will entail are listed on the application form.

## **Sift**

In the event of a large number of applications being received, an initial sift may be held on your CV.

At full sift your CV and your 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. This will consist of:

Experience chat for 20 minutes about the candidate and how they meet the Job Description.

Followed by a 10 min Presentation on their proficiency in platform development Showing how they build and customise applications within enterprise platforms like ServiceNow, Salesforce or SAP.

Followed by Questions and Answers.

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](mailto: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.

## **The HMRC app can help you with your application**

The [HMRC app](#) can provide you with your past 5 years' employment history, making the process of filling in your application quicker and easier.

If successful in your application, you will need your National Insurance number for the onboarding process.

Download the [HMRC app](#) now and save your National Insurance number to your digital phone wallet.

## **How to download the HMRC app and sign up for an account**

Download the free [HMRC app](#) from the App Store or Google Play store.

If you have an HMRC online account already, sign straight in using your ID and password. If not, you can prove your identity by answering some questions or providing your photo ID.

You'll then be able to access the app quickly and easily by signing in using a 6-digit PIN, your fingerprint, or facial recognition.

You can find guidance for technical issues on GOV.UK: [Technical support with HMRC online services](#).

## **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 in line with the set number of roles in each location.

## **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](mailto: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.

## **Additional Security Information**

Please note: in addition to the standard pre-employment checks for appointment into the Civil Service, all candidates must also obtain National Security Vetting at Security Check (SC) clearance level for this vacancy. You will normally need to meet the minimum UK residency period as determined by the level of vetting being undertaken, which for SC is 5 years UK residency prior to your vetting application. If you have any questions about this residency requirement, please speak to the vacancy holder for this post.

From 1 April 2026, applicants will be required to meet updated nationality and residency requirements so that National Security Vetting (NSV) checks can be conducted. If this affects you, we will give you more information at the appropriate time.

## **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.

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 : Rafal Deputat

Email : rafal.deputat@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](mailto: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.

