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Senior Applications Operations Engineer - £42,410 p.a. + benefits

Medicines and Healthcare Products Regulatory Agency

Apply before 10:00 am on Thursday 12th February 2026



Medicines & Healthcare products
Regulatory Agency

Reference number

447014

Salary

£42,410

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Senior Executive Officer

Contract type

Permanent

Business area

MHRA - Digital and Technology Group

Type of role

Digital

Working pattern

Flexible working, Full-time

Number of jobs available

1

Contents

Location

About the job

Benefits

Things you need to know

Apply and further information

Location

Leeds

About the job

Job summary

We are currently looking for a **Senior Applications Operations Engineer** to join our **Technology and Service Operations** Function within the **Digital and Technology** group.

This is a **full-time** opportunity, on a **permanent** basis. The role will be based in 7-8 Wellington Place, Leeds.

Government departments and agencies are working towards implementing a minimum 60% attendance in office sites.

We are currently implementing a flexible, hybrid way of working, with a minimum of 8 days per month working on site to enable the collaboration and contact with partners and stakeholders needed to deliver MHRA business. Attendance on site is driven by business needs so depending on the nature of the role, this can flex up to 12 days a month, with the remainder of time worked either remotely or in the office. Some roles will need to be on site more regularly. Remote working is potentially available for some specific roles. Please discuss this with the recruiting manager before accepting an appointment.

Job description

Who are we?

The Medicines and Healthcare products Regulatory Agency enhance and improve the health of millions of people every day through the effective regulation of medicines and medical devices, underpinned by science and research.

The Digital and Technology Group (D&T) lies at the heart of the Agency and is responsible for delivering an optimised IT infrastructure and maximising the secure use of data to enable our scientists, inspectors, and the rest of the organisation to deliver world class services which can improve outcomes for patients and the general public. The Group was essential in the race to

approve COVID-19 vaccines in 2020 and in supporting the UK to set up its own medicines and devices approvals systems following our exit from the EU. The work we do matters!

We plan to be at the heart of one of the most digitally advanced medical regulators in the world and we need people who can help us deliver that ambition. D&T is a great place to build your career and we are committed to enabling our people to do the best work of their lives.

The Technology & Service Operations function is responsible for managing the existing IT infrastructure including both software and hardware, databases, and other technology platforms; leading the support and maintenance of applications; development and testing of new applications and platforms; and cyber and information security for the Agency.

Key responsibilities:

Incident management and technical problem solving and resolution

System upgrades and patching

Systems administration

Finding and implementing solutions to outdated processes

Remediation work based on results of audit and assessments

Change management - code deployment and control

Who are we looking for?

Our successful candidate will have:

Experience of working on a broad range of application technologies with extensive knowledge of:

Managing COTS applications and integrations,

Troubleshooting application issues from desktop through to server

Experience of working on at least three of the following:

Web development & support

SQL scripting or DBA activities

Monitoring platforms

DevOps tooling, (Github)

SaaS based configuration and management

Cloud based applications

Administration and support of Jira cloud

A degree or graduate qualification in a computing discipline, or equivalent education and experience

Person specification

Method of assessment: A=Application, I=Interview

Behaviour Criteria:

Managing a Quality Service (I)

Working Together (I)

Making Effective Decisions (I)

Experience Criteria:

Experience of working on a broad range of application technologies with extensive knowledge of: **(A, I)**

Managing COTS applications and integrations,

Troubleshooting application issues from desktop through to server

Experience of working on at least three of the following: **(A, I)**

Web development & support

SQL scripting or DBA activities

Monitoring platforms

DevOps tooling, (Github)

SaaS based configuration and management

Cloud based applications

Administration and support of Jira cloud

Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver a Digital, Data and Technology service **(A)**

Lateral thinking capability to dissect a problem into its component parts to identify and diagnose root causes, allowing problem resolution. Able to troubleshoot and identify problems across different technology capabilities including compute, storage, networking, physical infrastructure, software, commercial off the shelf (COTS) and open source packages and solutions, virtual and cloud including IaaS, PaaS, SaaS **(A, I)**

Technical Criteria:

You will hold a degree or graduate qualification in a computing discipline, or equivalent education and experience **(A)**

Formal training including professional courses in areas such as ITIL Service Management is desirable **(A)**

Strengths Criteria

Catalyst (I)

Problem Solver (I)

Challenger (I)

If you would like to find out more about this fantastic opportunity, [**please click here for further details.**](#)

Benefits

Alongside your salary of £42,410, Medicines and Healthcare Products Regulatory Agency contributes £12,286 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

Annual Leave: 25 days annual leave on entry, rising by one day for each completed year of service to a maximum of 30 days and pro-rata for part-time staff. PLUS 8 bank holidays

Privilege Leave: 1 day

Hours of Work: 37 hours (net) per week for full time staff in all geographical locations, including London and pro rata for part-time staff

Occupational Sick Pay (OSP): One month full pay/one month half pay on entry, rising by one month for each completed year of service to a maximum of five months full pay/five months half pay

Mobility: Mobility clause in contracts allowing staff to be mobile across the Civil Service

Civil Service Pension Scheme. Please see the link for further information <http://www.civilservicepensionscheme.org.uk/> For enquiries relating to the Civil Service Pension Schemes please contact MyCSP's Pension Service Centre directly on 0300 123 6666

Flexible working to ensure staff maintain a healthy work-life balance

Interest free season ticket loan or bike loan

Employee Assistance Services and access to the Civil Service Benevolent Fund

Eligibility to join the Civil Service Motoring Association (CSMA)

Variety of staff and Civil Service clubs

On-going learning and development

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

The selection process:

We use the Civil Service Success Profiles to assess our candidates, [find out more here](#).

Online application form, including questions based on the Behaviour, Experience and Technical Success Profiles. Please ensure all application questions are completed in full; your application may not be considered if any responses are left blank. Our applications are CV blind, and our Hiring Managers will not be able to access your CV when reviewing your application.

Interview, which can include questions based on the Behaviour, Experience, Technical and Strengths Success Profiles.

If you need assistance applying for this role or have any other questions, please contact careers@mhra.gov.uk

Candidates will be subject to UK immigration requirements as well as Civil Service nationality rules. Further information on whether you are able to apply is available [here](#).

Successful candidates must pass a disclosure and barring security check as well as animal rights and pro-life activism checks. People working with government assets must complete [basic personnel security standard checks](#).

Certain roles within the MHRA will require post holders to have vaccinations, and in some circumstances, routine health surveillance. These roles include:

Laboratory-based roles working directly with known pathogens

Maintenance roles, particularly those required to work in laboratory settings

Roles that involve visiting other establishments where vaccination is required

Roles required to travel overseas where specific vaccination may be required.

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.

Any move to the MHRA 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 [here](#).

Individuals appointed on level transfer will retain their existing salary and are responsible for ensuring they fully understand the financial implications of any potential move and the impact (if any) on their terms. If an individual is in any doubt, they should seek clarification before accepting a job offer.

Staff joining on promotion will receive up to a 10% increase of their current basic salary, or the pay band minimum, whichever is the greater.

The individual will not retain any allowances paid by the former department/ Agency, unless there are special circumstances, such as a reserved right to those allowances on transfer.

Successful candidates may be subject to annual Occupational Health reviews dependent on role requirements. If you have any queries, please contact careers@mhra.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

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 : The Resourcing Team

Email : Careers@mhra.gov.uk

Recruitment team

Email : Careers@mhra.gov.uk

Further information

In accordance with the Civil Service Commissioners' Recruitment Principles our recruitment and selection processes are underpinned by the requirement of selection for appointment on the basis of merit by a fair and open competition. 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 the Resourcing Team at Careers@mhra.gov.uk, in the first instance. If you are not satisfied with the response you receive you can contact the Civil Service Commission at:

civilservicecommission.independent.gov.uk - info@csc.gov.uk - Civil Service Commission Room G/81 Horse Guards Road London SW1A 2HQ

