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Incident Manager

Government Digital Service

Apply before 11:55 pm on Sunday 8th February 2026

Government Digital Service

Reference number

446599

Salary

£42,893 - £45,920

For successful candidates offers will be made as follows £42,893. The base salary of this grade is £42,382 Offers made above this will be made up with a specialist pay allowance.

Job grade

Senior Executive Officer

Contract type

Permanent

Business area

GDS - Digital Identity & One Login

Type of role

Digital
Information Technology

Working pattern

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

Number of jobs available

3

Contents

Location

Manchester

About the job

Job summary

The Government Digital Service (GDS) is the digital centre of government. We are responsible for setting, leading and delivering the vision for a modern digital government.

Our priorities are to drive a modern digital government, by:

1. joining up public sector services

2. harnessing the power of AI for the public good

3. strengthening and extending our digital and data public infrastructure

4. elevating leadership and investing in talent

5. funding for outcomes and procuring for growth and innovation

6. committing to transparency and driving accountability

We are home to the Incubator for Artificial Intelligence (I.AI), the world-leading GOV.UK and at the forefront of coordinating the UK s geospatial strategy and activity. We lead the Government Digital and Data function and champion the work of digital teams across government.

We re part of the Department for Science, Innovation and Technology (DSIT) and employ more than 1,000 people all over the UK, with hubs in Manchester, London and Bristol.

The Government Digital Service is where talent translates into impact. From your first day, you ll be working with some of the world s most highly-skilled digital professionals, all contributing their knowledge to make change on a national scale.

Join us for rewarding work that makes a difference across the UK. You'll solve some of the nation s highest-priority digital challenges, helping millions of people access services they need

Job description

This is an exciting opportunity to be a part of the Technical Service Desk, Incident and Problem Manager team for the One Login programme. Reporting into the Major Incident Manager, the Incident Manager will play a critical role in ensuring that the One Login service is operating as intended having responsibility for keeping reliant parties and the One Login for Government Technical Service Desk informed of events, actions and opportunities that are likely to impact their day-to-day activities, providing an essential interface with IT operational staff and other supporting referral groups.

As an Incident Manager you ll:

- act as the routine escalation contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution

- support the Technical Service Desk Analysts providing investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues

- identifies and engages with users / stakeholders to collate evidence, and understands and defines research which fits user needs. Working with Supplier Management, manages and monitors Service Desk service level agreements (SLAs/SLOs) and performance

- initiate and monitor actions to investigate patterns and trends to resolve problems. Effectively consult specialists where required, determine the appropriate resolution and assist with its implementation

- be able to translate user stories and propose design approaches or services to meet these needs, and engage in meaningful interactions and relationships with users. Puts users first and can manage competing priorities

- drives the analysis, identification, prioritisation and implementation of service improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services. Uses data analytics skills to make decisions that enhance business performance

- use results of customer satisfaction measurements to improve services and has successful relationships with the customer;

take ownership of problems, and proactively resolve technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made

deputise for the Major Incident Manager (MIM) as and when required

participate in an on-call rotation to provide after hours support as needed

Person specification

We are interested in people who:

have a proven track record of working in a Critical National Infrastructure (or comparable scale, profile, risk, complexity etc) live service environment

have experience of working on a technical service desk, preferably on a service that is comparable (i.e. scale, profile, risk, etc) to One Login. Have a demonstrable track record of co-ordinating the response to major incidents, ensuring relevant prioritisation, focus on restoring the service and effective stakeholder engagement

are able to own an issue until a new owner has been found or the problem has been mitigated or resolved. Have excellent communication skills with a proven ability to build and maintain relationships with stakeholders at all levels

can show an awareness of developing process efficiency and common ways in which processes are optimised, supporting specific activities to improve development processes. Spot or identify obvious deficiencies

take inputs and establish coherent frameworks that work. A familiarity with common service reliability problems, an ability to engage with technical concepts provided through written documentation, an awareness of cloud computing and key components on which we build modern digital services

show an awareness of Incident and Problem management and a high level understanding of what it involves

Benefits

There are many benefits of working at GDS, including:

- flexible hybrid working with flexi-time and the option to work part-time or condensed hours

- a Civil Service Pension with an average employer contribution of 28.97%

- 25 days of annual leave, increasing by a day each year up to a maximum of 30 days

- an extra day off for the King s birthday

- an in-year bonus scheme to recognise high performance

- career progression and coaching, including a training budget for personal development

- a focus on wellbeing with access to an employee assistance programme

- job satisfaction from making government services easier to use and more inclusive for people across the UK

- advances on pay, including for travel season tickets

- death in service benefits

- cycle to work scheme and facilities

- access to an employee discounts scheme

- 10 learning days per year

- volunteering opportunities (5 special leave days per year)

- access to a suite of learning activities through Civil Service learning

Any move to Government Digital Service 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 at https://www.childcarechoices.gov.uk

Office attendance
The Department operates a discretionary hybrid working policy, which provides for a combination of working hours from your place of work and from

your home in the UK. The current expectation for staff is to attend the office or non-home based location for 40-60% of the time over the accounting period.

DSIT does not normally offer full home working (i.e. working at home); but we do offer a variety of flexible working options (including occasionally working from home).

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 standard selection process for roles at GDS consists of:

  a simple application screening process - We only ask for a CV and cover letter of up to 750 words. Important tip - please ensure that your cover letter includes how you meet the skills and experience listed in the   person specification   section above

  a 60 minute video interview

Depending on how many applications we get, there might also be an extra stage before the video interview, for example a phone interview or a technical exercise.

In the event we receive a high volume of applications, we will conduct the initial sift against the lead criteria which is:

  have a proven track record of working in a Critical National Infrastructure (or comparable scale, profile, risk, complexity etc) live service environment

In the Civil Service, we use [Success Profiles](#) to evaluate your skills and ability. This gives us the best possible chance of finding the right person for the job, increases performance and improves diversity and inclusivity. We ll be assessing your technical abilities, skills, experience and behaviours that are relevant to this role.

For this role we ll be assessing you against the following [Civil Service Behaviours](#):

- making effective decisions

- changing and improving

- communicating and influencing

- working together

- managing a quality service

We ll also be assessing your experience and specialist technical skills against the following skills defined in the Government Digital and Data Capability Framework for the [Incident Manager](#) role:

Continual service improvement

IT Service Reporting

Ownership and Initiative

Service Focus

Technical Understanding

User Focus

Want to know more about who Government Digital and Data are? [Click Here](#)

Recruitment Timeline

Sift completion: Friday 13th February 2026

Panel interviews: starting week commencing Monday 23rd February 2026

Candidates that do not pass the interview but have demonstrated an acceptable standard may be considered for similar roles at a lower grade.

A reserve list will be held for a period of 12 months, from which further appointments can be made.

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](#) and [the Civil Service D&I Strategy](#).

Please note that this role requires SC clearance, which would normally need 5 years   UK residency in the past 5 years. This is not an absolute requirement, but supplementary checks may be needed where individuals have not lived in the UK for that period. This may mean your security clearance (and therefore your appointment) will take longer or, in some cases, not be possible.

For meaningful checks to be carried out, you will need to have lived in the UK for a sufficient period of time, to enable appropriate checks to be carried out and produce a result which provides the required level of assurance. Whilst a lack of UK residency in itself is not necessarily a bar to a security clearance, and expectation of UK residency may range from 3 to 5 years. Failure to meet the residency requirements needed for the role may result in the withdrawal of provisional jobs offers.

Sponsorship

DSIT cannot offer Visa sponsorship to candidates through this campaign. DSIT holds a Visa sponsorship licence but this can only be used for certain roles and this campaign does not qualify.

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.

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 :   gdsrecruitment@dsit.gov.uk

Email :   gdsrecruitment@dsit.gov.uk

Recruitment team

Email :   gdsrecruitment@dsit.gov.uk

Further information

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 gds-complaints@dsit.gov.uk in the first instance.

If you are not satisfied with the response you receive you can contact the Civil Service Commission by email: info@csc.gov.uk Or in writing: Civil Service Commission, Room G/8 1 Horse Guards Road, London, SW1A 2HQ.