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Associate Service Owner

Government Digital Service

Apply before 11:55 pm on Sunday 22nd February 2026



Government
Digital Service

Reference number

449159

Salary

£56,070 - £70,219

£61,740 - £70,219 (London) & £56,070 - £61,939 (National) Based on capability. The base salary of this grade is £61,005 for London and £55,403 for other locations. Offers made above this will be made up with a specialist pay allowance.

Job grade

Grade 7

Contract type

Permanent

Business area

GDS - Digital Centre Design

Type of role

Digital

Working pattern

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

Number of jobs available

1

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Location

Bristol, London, 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

Join Government Digital and Cyber Capability, where our mission is to ensure the government possesses the necessary talent to drive digital transformation and overcome the challenges ahead. We're dedicated to enhancing the government's capacity to attract, recruit, nurture, and retain top tier digital and data professionals.

As part of the team, you will help shape the future of digital strategy and capabilities, providing vital insights that support cross departmental policies, standards, and strategies.

We're entrusted with devising strategies and delivering results for a community of 30,000+ digital innovators, aspiring talent, and the broader civil service. Our commitment extends to fostering an inclusive, supportive, and dynamic culture where individuals thrive and excel.

We are responsible for:

Delivering the cross-government [Blueprint for modern digital government](#)

Digital, Data and Technology Strategy and Standards, like the [Technology Code of Practice](#), the [Service Standard](#) and [Open Standards](#)

Cross-government performance and assurance, including [Spend Controls](#)

Government Digital and Data [Capability](#) Framework

This is a rare opportunity to transform the way government delivers services. As an Associate Service Owner in the Capability Frameworks team you will run and continuously improve world-class services based on user needs. You will also work with the Senior User Researcher to gather user requirements and the Senior Content Designer to ensure the frameworks have consistent content, and deliver value through the life cycle.

This role will also have line management responsibilities.

Person specification

We're looking for someone who is experienced in transformational and high-growth service delivery. You'll be someone who is guided by the fundamental

principles of putting user needs first, focusing on positive user experience and outcomes over process, and being open and transparent.

The essential skills for this role are:

- extensive understanding of delivery of services, and product management leadership in successful design, delivery, iteration and operation of high quality products and services which maximise opportunities offered by digital technology
- experience of creating effective, prioritised product descriptions and delivery plans to meet user needs in a cost-effective way. This includes estimating the costs and benefits of items on your roadmap
- adept at translating complex aims and needs into compelling vision statements with clear and manageable plans - communicating these in an open and transparent way through a variety of channels
- confident in managing the expectations of stakeholders with conflicting needs and demands, engaging with senior stakeholders
- experienced in assessing risks, scoping resource requirements and managing budgets and operating costs to ensure value for money and sustainable development of teams and services at scale
- proven ability to lead multi-disciplinary agile delivery teams to deliver excellent new products and iterations to existing products to meet user needs. This will include advocating for your product, and includes line management

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 45 minute video interview which will feature a short presentation. Details of the presentation will be shared with invited candidates in advance of the 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:

extensive understanding of delivery of services, and product management

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](#):

- leadership
- developing self and others
- communicating and influencing
- 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 Service Owner (G7) role:

- Life cycle management (Practitioner)
- Operational management (Practitioner)
- Strategic ownership (Practitioner)
- Adapting to delivery methodologies (Practitioner)
- Applying user-centred insights (Practitioner)

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

Recruitment Timeline

Sift completion: 27th February 2026

Panel interviews: Starting from 6th March 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.

