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# ServiceNow Developer

Department for Work and Pensions

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

**Reference number**

444222

**Salary**

£44,447 - £52,442

Existing Civil Servants who gain promotion will move to the bottom of the grade pay scale or receive a 10% increase in salary, whichever is greater.

A Civil Service Pension with an employer contribution of 28.97%

**Job grade**

Senior Executive Officer

**Contract type**

Permanent

**Business area**

DWP - Digital

**Type of role**

Digital

Engineering

Information Technology

**Working pattern**

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

**Number of jobs available**

1

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## Location

This role may be located in one of the following locations; Birmingham, Blackpool, Leeds, Manchester, Newcastle or Sheffield.

Please find further information on the [Corporate hub locations here](#).

Please note that for candidates requesting to work in Newcastle, this role will be based at Benton Park View from September 2025, and then at 1 Pilgrim Place in Newcastle city centre by the end of 2027.

## About the job

### Job summary

**Please note this role requires you to pass [Security Check](#) clearance. For further information, please see 'Selection process details'**

You will join a team within DWP working on one of the largest Government installations of ServiceNow within Europe. Our product delivery unit is driven by the desire to enable our colleague's interactions with the digital environment to be as seamless and painless as possible, minimising the friction in the primary purpose of the department, supporting 20 million people every day to help them to find work and save for their future.

The ServiceNow platform currently supports circa 120,000 colleagues across DWP in a wide range of functions and enablement activities.

## **Job description**

As a ServiceNow Developer, you will use your knowledge of the platform to further enhance a wide variety of modules in the development of the ServiceNow offering within DWP.

You will work within the overall Software Development Lifecycle Process as part of a delivery team focused on delivering enhancements and new features into the ServiceNow offering of DWP Place.

As a ServiceNow Developer you will be responsible for ensuring the following activities are carried out:

Deliver new configuration and functionality to the ServiceNow Production instance in line with the PDU ways of working framework, DWP Place Software Delivery Lifecycle and the DWP Place roadmap.

Complete assigned stories or escalate blockers to ensure that development is completed to expected standards and are delivered within timescales.

Create and maintain documentation, including technical guidance.

Take a lead within the team and assist and mentor more junior members.

Be a Subject Matter Expert in one or more modules within the DWP ServiceNow space.

Provide technical guidance to other members of the team and offer solutions to complex problems.

Performing Peer reviews of colleague's work.

Undertake various training courses and programs to gain the knowledge and skills required of a ServiceNow developer.

## **Person specification**

When giving details in your employment history and personal statement you should highlight your experience in line with essential criteria below:

Substantial experience of any module within ServiceNow.

Have an excellent track record of delivering value through the implementation of new or enhanced functionality into a large organisation in a ServiceNow context.

Demonstrate ability to be able to work in a fast-paced environment either as part of a team or under their own initiative.

Show leadership and take responsibility for areas of the platform.

Show initiative when tackling issues, providing potential solutions where applicable.

Excellent knowledge and experience of IT methodologies such as Agile.

If you would like to learn more about the role, please contact [oliver.canham1@dwp.gov.uk](mailto:oliver.canham1@dwp.gov.uk).

## Qualifications

ServiceNow Certified System Administrator.

## Benefits

Alongside your salary of £44,447, Department for Work and Pensions contributes £12,876 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

We also have a broad benefits package built around your work-life balance which includes:

Working patterns to support work/life balance such as job sharing, term-time working, flexi-time and compressed hours.

Generous annual leave at least 25 days on entry, increasing up to 30 days over time (pro rata for part time employees), plus 9 days public and privilege leave.

Support for financial wellbeing, including interest-free season ticket loans for travel, a cycle to work scheme and an employee discount scheme.

Health and wellbeing support including our Employee Assistance Programme for specialist advice and counselling and the opportunity to

join HASSRA a first-class programme of competitions, activities and benefits for its members (subscription payable monthly).

Family friendly policies including enhanced maternity and shared parental leave pay after 1 year's continuous service.

Funded learning and development to support progress in your role and career. This includes industry recognised qualifications and accreditations, coaching, mentoring and talent development programmes.

An inclusive and diverse environment with opportunities to join professional and interpersonal networks including Women's Network, National Race Network, National Disability Network (THRIVE) and many more.

## **Hybrid Working**

This role may be suitable for hybrid working, which is where an employee works part of the week in their DWP office and part of the week from home. This is a voluntary, non-contractual arrangement and your office will be your contractual place of work.

If a hybrid working arrangement is suitable for the role and for you, you will normally be required to spend a minimum of 60% of your contracted working hours from your DWP office.

If you have a disability, caring responsibilities, or other circumstances that may affect your ability to meet the minimum office attendance requirement, please discuss this with us using the contact details in this advert.

## **Salary Information**

Pay for this role is from £44447 to £52442.

The maximum salary for the grade is £46547, however a Digital Allowance of up to £5895 per annum is available for exceptional candidates. Digital Allowance is non-salary, and non-pensionable, and is classed as a temporary allowance. It is reviewed annually where it could be retained, amended, or removed.

Our offer to successful candidates will be based on an assessment of your skills and experience as demonstrated at interview.

Existing Civil Servants who secure a new role on lateral transfer will maintain their current salary.

## 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

#### Stage 1: Application

Your application will consist of three parts:

1. A Personal Details application form.
2. Employment history - this should contain your work experience and any skills, qualifications and accomplishments relevant to the jobs you have completed based on the essential criteria.
3. Personal statement - up to 1250 words. This statement should be used to provide examples of how you meet the essential criteria listed in the Person specification.

Ensure that all examples provided in your statement are taken directly from your own experience and that you describe the examples in your own words. If you choose to use gen-AI to support your statement, you must follow the guidelines outlined in the [Artificial intelligence and recruitment guide](#).

The sift panel will use the information in your employment history and personal statement to assess your experience, skills and knowledge against the essential criteria.

You will be provided with one combined overall assessment score for both your CV and Personal Statement.

For Hints and Tips on completing your application visit [Applying for jobs at DWP Digital](#).

### **Important Information**

You will be asked to complete your employment history. Any information that you would customarily share on a CV should therefore be entered onto the application form.

Personal details that could be used to identify you including your name, contact details and address must be removed for your application to be considered.

**If your employment history/personal statement contains any personal details your application will be withdrawn.**

### **Stage 2: Interview**

If you're successful at sift stage you will be invited to a video interview via Microsoft Teams. There, you will be assessed against the experiences listed in the **essential criteria**.

The first part of the interview, candidates will participate in a short set of questions designed to evaluate their ServiceNow skills and knowledge. This will be assessed on a scale from 1 to 7, ensuring that the experience outlined in your CV is verified. There will then be a series of further questions related to the essential criterial again assessed on a scale from 1 to 7.

Interviews will take place from Mid March 2026. Sift and Interview dates to be confirmed.

### **Other information:**

If high application volumes are received, the benchmark for candidates to proceed to the next stage may be raised. In line with our commitment to the

Disability Confident Scheme (DCS), we aim to advance all candidates applying under the DCS who meet the minimum standard. However, we may only progress those candidates who best meet the required standards.

All successful candidates and those placed on reserve will be posted in merit list order by location.

For these vacancies, we strongly recommend that applicants consult with an immigration specialist or qualified advisor to assess their eligibility for Visa Sponsorship before deciding to apply. Please note that while we consider sponsorship requests in accordance with current DWP guidance and Home Office policy, sponsorship cannot be guaranteed.

## **Security Clearance Requirement**

You must meet the security requirements before you can be appointed. The level of security needed is security check.

Applicants for this post **must** have lived in the UK for 5 years or more during their lifetime for DWP to accept National Security Vetting applications at the Security Check (SC) level. Requests to apply for SC will always be supported where people have lived in the UK for the **last** 5 years but will be subject to a pre-assessment if they have lived outside the UK during this period.

For further information on National Security Vetting please [visit the Demystifying Vetting website.](#)

## **Further Information**

Find out more about [Working for DWP](#)

For Hints and Tips on completing your application visit [Applying for jobs at DWP Digital.](#)

A reserve list may be held for a period of 6 months from which further appointments can be made.

Reserve list candidates will be posted in merit order by location.

The Civil Service values honesty and integrity and expects all candidates to abide by these principles. Please ensure that all examples provided in your

application are taken directly from your own experience and that you describe the examples in your own words. Applications will be screened and if evidence of plagiarism or copying examples/answers from other sources is found, your application will be withdrawn. Internal DWP candidates may also face disciplinary action.

## **Reasonable Adjustment**

At DWP we value diversity and inclusion and actively encourage and welcome applications from everyone, including those that are underrepresented in our workforce.

We consider visible and non-visible disabilities, neurodiversity or learning differences, chronic medical conditions, or mental ill health. Examples include dyslexia, epilepsy, autism, chronic fatigue, or schizophrenia.

If you need a change to be made so that you can make your application, you should: Contact Government Recruitment Service via [DigitalRecruitment.grs@cabinetoffice.gov.uk](mailto:DigitalRecruitment.grs@cabinetoffice.gov.uk) as soon as possible before the closing date to discuss your needs.

Complete the **Reasonable Adjustments** 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.

For further information on reasonable adjustments, terms and conditions and how we recruit visit the [How We Recruit, page](#)

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.

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 : Oliver Canham

Email : oliver.canham1@dwp.gov.uk

Recruitment team

Email : [digitalrecruitment.grs@cabinetoffice.gov.uk](mailto:digitalrecruitment.grs@cabinetoffice.gov.uk)

### **Further information**

Appointment to the Civil Service is governed by the Civil Service Commission Recruitment Principles. If you wish to make a complaint, please find further

details here: <https://careers.dwp.gov.uk/how-we-recruit/>.

