Ignite Your Spark
Join the Operational Delivery Apprenticeship Scheme
This apprenticeship means you can earn, learn and develop professionally all at the same time.

Are you...
- passionate about delivering excellent customer service?
- motivated to combine working and studying?
- flexible and adaptable?

Do you...
- enjoy problem solving, logical reasoning, working to deadlines?
- enjoy working in a fast-paced and busy environment?
- have a passion for a rewarding career and development in the largest public sector profession?

Did you know...
- the apprenticeship is open to anyone aged 16 or over?
- the Operational Delivery Apprenticeship Scheme is open to existing public sector employees as well as new entrants?
- the apprenticeship is a real alternative to full-time education?
- you may be eligible for an NUS apprentice extra card?

“Wanted to develop my existing skills such as organisation and time management as well as wanting to look more into the role of an Operational Delivery Officer. At first, I believed this would not apply to me due to my age as I thought it was just for younger people.

My managers have been very supportive with the apprenticeship. I have enjoyed the fact it has pushed me to think more about my role but also that I am learning as I am completing it.”

- Lisa Jennings, ODP Apprentice

The Apprenticeship

The Operational Delivery Apprenticeship Scheme offers a great opportunity to earn and learn.

Completing the scheme successfully will give you:
- significant work experience
- development opportunities to equip you to be an internationally recognised professional
- English and Maths if you don’t already have them
- recognised and transferable qualifications

You’ll be working in Operational Delivery and
- have the important job of keeping the country running
- making sure that millions of UK citizens and businesses get the services and protection they need
- have a real impact and make a difference to people’s lives every day
- be on a recognised career path within the Operational Delivery Profession

Entry Routes

New entrant to the Public Sector
Visit the jobs site and apply for an apprenticeship within the public sector department that you are interested in, complete any online assessments required and await decision, attend an assessment centre and/or interview and if successful join us as an Apprentice in the largest public sector profession!

Existing Public Sector Employee
If you’ve just joined the Public Sector, moving to a new role or learning new skills to progress your career you can apply for the apprenticeship. Firstly consult your line manager and departmental intranet for details or any qualifying criteria, contact the relevant team for any further guidance and submit your application for a brilliant development opportunity in the Operational Delivery Profession!

If you have any enquiries please email: learningandaccreditationteam.centralodp@hmrc.gsi.gov.uk
This apprenticeship scheme is an exciting way to develop your knowledge and skills within the Operational Delivery Profession.

Eligibility Criteria

- be 16 or over
- not be in full time education
- have the right to live and work in the UK

“At the time of working in customer services I wanted to get an overview of what the Operational Delivery Profession was and in what ways it could help me develop myself and further my career.

Before starting my apprenticeship, I didn’t understand or recognise which areas were my strengths; or what my weaknesses were.

My apprenticeship has helped me understand the importance of working independently as well as part of a team.”

- Nicholas Dudman, ODP Apprentice