



Government
Recruitment Service



Government
People Group

Government Recruitment Service Brochure

2024/25





Foreword from Andrew Kean, Director of Recruitment

“It’s a pleasure to be launching the 2024/25 Government Recruitment Service (GRS) brochure. **Technology, Value for Money, Customer Experience and the needs of a changing Civil Service** are the pillars on which we’ve continued to build our service and I’ve been hugely impressed by the innovations and advancements our teams have come up with so far.

Over the next pages you’ll have the opportunity to explore first hand some of our new products and services, innovations for the future and service staples. Our aim is to provide solutions, whether big or small, to meet the needs of our customers. We want to showcase how working with you is helping us move closer to achieving our ambition to be the recruitment partner of choice for departments, agencies and non-departmental public bodies.

2024 to 2026 will be a significant period in GRS’ transformational journey. To reflect this, we’ll be updating our brochure in-year so you won’t have to wait for another year to learn about the changes we’re making to our products and services.

So whether you’re an existing customer looking to grow your current service or a prospective one exploring what GRS has to offer, welcome.



Contents

Foreword	2
Who we are	4
What we do	4
Our services	8
1. Fully managed service - delegated grades	
2. Additional menu services	
3. Pre-employment checking	
4. Fully managed service - Senior Civil Service (SCS1&2) (Includes options for In-house Direct Sourcing)	
Civil Service Careers Website	15
On the horizon	17
New Business and Onboarding Support	19
Contact Us	20

Who we are

Through the platforms and our services we offer innovative solutions that attract, select and recruit talented individuals to deliver transformational outcomes. Our highly professional teams have in-depth knowledge right across the recruitment spectrum; from candidate attraction to assessment and pre-employment checks to onboarding. Many of our people are accredited to UK industry standards, meaning we can offer levels of expertise which exceed those of external providers.

We're passionate about providing excellent customer service. The success we've achieved is largely down to client feedback. For example, we've achieved significant efficiencies and performance outcomes in areas such as pre-employment checking and the overall time taken to hire. Our expansive customer base means we can deliver economies of scale and highly competitive rates. And our not-for-profit status allows us to recover our costs and provide substantial savings.

We're at the heart of major changes that are high on the government's road map, for example Identity Document Verification Technology and the Places for Growth campaign. We have a strong relationship with the Civil Service Commission, which regulates government recruitment to ensure it adheres to the principles of fair and open competition.

And our knowledge of recruitment trends, customer and candidate appetite, combined with our automation agenda, puts us in a prime position to respond to the recruitment questions of tomorrow.

What we do

We recruit for all Civil Service roles and grades up to SCS2. We have the flexibility to support as much or as little of your recruitment as is needed and we can develop bespoke products at your request.

Our specialist checking teams and privileged access to government data and systems enable us to deliver pre-employment checks swiftly and securely. We utilise technology such as digital identity checking and robotics to maximise operational effectiveness and significantly reduce time to hire.

Our close partnership with occupational psychologists means we can offer our customers best in class sifting and selection tools, including online psychometric tests and assessments. All tests comply with Government Digital Service standards, complement Success Profiles and are integrated in the Civil Service Jobs platform.

Diversity and inclusion are at the heart of our approach. We adhere to best practice on diverse interview panels for SCS roles, which has become a benchmark across the Civil Service. So too have the processes we devised to ensure reasonable adjustments are fairly and effectively implemented across all grades.

We apply our extensive knowledge of recruiters' needs to anticipate future requirements. An outstanding example of this is the new in-house Direct Sourcing facility which we initially developed for SCS recruitment and now plan to extend to any hard to fill role.

We harness technology to:

- attract around 600k job seekers a month through our Search Engine Optimised solution
- enable candidates to find, apply for and manage applications through a single portal
- integrate with key vetting services, such as the Disclosure Barring Service (DBS) for criminal record checks
- provide seamless access to automated assessment tools, including the seven Civil Service online tests; this ensures fair and objective decision making and the highest levels of inclusivity
- continuously prioritise innovation, for example by recently automating right-to-work checking; a cheaper, quicker and more accurate solution.

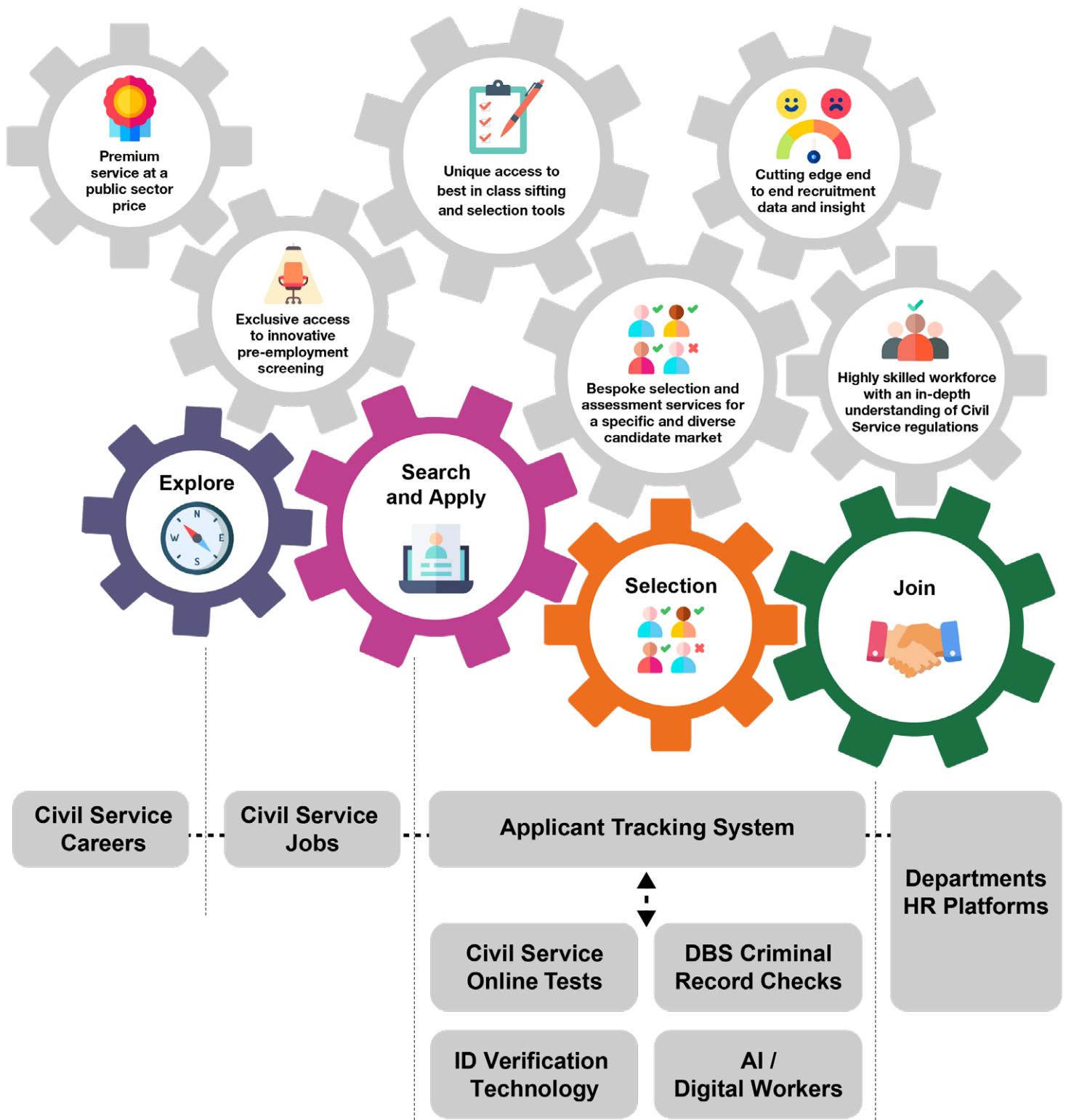
This move to a more automated, self-serve approach will significantly reduce the burden for hiring managers, speed up time to hire, and enable the Civil Service to attract the best talent and skills.

Looking ahead to 2024/25, we will:

- collaborate with the Staff Transfers Digital Service to ensure a seamless roll out to more departments via Civil Service Jobs automation
- enhance our identity checking service, offering High-Level of Confidence (HLoC) checks, enabling candidates to undertake higher levels of Criminal Record Checks
- implement our updated Civil Service Judgement Test and implement the new Civil Service Styles Assessment test
- ensure we maintain the integrated Criminal Record Checking service when the provider, Disclosure and Barring Service, moves its service to another platform
- enhance the recruitment user experience, improving both the visual design and search features
- continue our industry leading work to ensure our service is inclusive, working with independent accessibility experts and our suppliers to enable further optimisation
- progress research and development work to innovate and evolve the service we offer to users.

The infographic is set against a dark grey background. On the left, the word 'Locations' is written in white. Below it is a circular diagram with three blue building icons connected by white lines, with the text 'National Coverage' in the center. A vertical white line separates this from the right side. On the right, the text 'GRS works with:' is in large white font. Below this, '50+' is in large green font with a blue building icon, and 'Departments' is in green below it. To the right, '10+' is in large grey font with three icons of people in professional attire (two in white, one in a yellow graduation cap), and 'Professions' is in grey below it.

What we do (continued)





Meet a Senior Account Manager - **Chris Cullen**

“With a background in private sector recruitment as well as operational and project delivery in the Civil Service, I’ve found that GRS is the perfect place for me to make a difference. I have the privilege of managing the accounts for the Home Office, The Department for Digital, Culture, Media & Sport and the UK Space Agency. I am passionate about the services we deliver and the importance of what we do in supporting our customers to deliver government priorities.

My main priorities are to understand the aims and priorities of my client departments and weave them into the ongoing evolution of GRS services and

wider CS recruitment transformation, delivering the best recruitment services we can, as close to cost as possible. We work hand in glove with our client departments who, as fellow civil servants, see us as an extension of their resourcing teams.

Being my customers’ eyes and ears in a centralised recruitment organisation that delivers recruitment to most of the Civil Service brings a wealth of benefits. My customers are the first to know about upcoming changes, and I share best practice and link them into additional support and services to meet their recruitment needs.”



Our Services

We cover all elements of the recruitment journey from Attraction through to Campaign evaluation.

Customer	Account Manager	Attraction	<ul style="list-style-type: none"> Advertising Candidate pack In-house search 	<ul style="list-style-type: none"> Advert drafting Job role design Labour market advice 	
		Recruitment	<ul style="list-style-type: none"> Delegated Grade Recruitment SCS/Executive Recruitment 	<ul style="list-style-type: none"> In-house Direct Sourcing 	
		Sifting	Occupational Psychology Service	<ul style="list-style-type: none"> Fully automated tests Pre-sifting written applications 	<ul style="list-style-type: none"> Full sifting written applications Sifting method design
		Selection and Assessment		<ul style="list-style-type: none"> Full interview service Video interviewing 	<ul style="list-style-type: none"> Staff engagement exercises Leadership Assessments
		Assessment Delivery and Administration	<ul style="list-style-type: none"> On-site candidate handling Identity document processing 	<ul style="list-style-type: none"> Candidate “keep warm” service Pre-event reminders 	
		Pre-employment Checks (PEC) and On-boarding	<ul style="list-style-type: none"> Full Baseline Personnel Security Standards (BPSS) PECs Partial BPSS PECs 	<ul style="list-style-type: none"> On-boarding 	
		Campaign Evaluation and Analysis	<ul style="list-style-type: none"> MI reporting Evaluation and Analysis 	<ul style="list-style-type: none"> Quality Assurance 	

1. Fully managed service - delegated grades

If you have a routine recruitment need, this value for money option delivers a seamless and professional service with GRS teams managing the end-to-end recruitment process on your behalf

	Dedicated resource per campaign.
	Review to ensure the advert conforms to the CSC Recruitment Principles and CS Recruitment policies.
Advert	Launch advert on CS Jobs.
	Apply appropriate tests at the correct stage in the selection process.
Fully Automated Tests	Respond to all candidates enquiries.
	Notify vacancy holders of number of candidates.
Advert Closes	Issue sift materials and guidance in line with 'name blank' policy.
	Notify candidates of sift outcomes.
Shortlist and Formal Interview	Invite successful candidates to select a suitable interview slot on Civil Service Jobs.
	Notify all candidates of the outcome and release feedback.
Provisional Offer	Finalise MI, including diversity and inclusion.
	Undertake all pre-employment checks including right to work, identity, employment history, nationality, criminal record, character/integrity, residency and overseas, health and previous Civil Service employment.
Pre-employment Checking and On-boarding	Notify candidates and vacancy holder of pre-employment check outcome.
	Gather all the correct posting information from vacancy holder.
	Notify candidates of formal offer.
	Notify HR Payroll of new recruit and internal staff changes.








The benefits of using our managed service include:

- **Senior Account Managers (SAM)** - we offer a single point of contact with a dedicated SAM to deliver your recruitment needs. Skilled in Civil Service recruitment, they are experts in all aspects of our end-to-end service offer. Their job is to represent the needs of your department, using their in-depth knowledge of Government to progress your campaign.
- **Flexible and efficient recruitment processes** - these are designed to meet your campaign needs, whether large scale or for a single or limited number of vacancies.
- **Applicant Tracking System (ATS)** - we work predominantly with the centralised CS Jobs Applicant Tracking System. This contains all the stages of recruitment on one platform, giving us the flexibility to employ a range of assessment tools. Automated pre-employment, vetting and Disclosure and Barring Service (DBS) checks using simple and accessible online forms are all available on this system.
- **Attraction** - we design and deliver original and fresh attraction strategies for candidates, using our innovative approach to digital and social media to help you with advert drafting and job role design. We can also create and deliver attractive and professional candidate packs.
- **Candidate management** - we can draw on our in-depth understanding of the target labour market to deliver the results you need. For example, when you are recruiting for scarce skills we can offer a higher level of informal engagement with candidates prior to selection.
- **Streamlined application processes** - we ensure our application processes are consistent with the Civil Service Commissioners' principles of fair and open competition.
- **Professions** - we can work with professional areas such as HR, Digital, and Programme and Project Management (PPM) to deliver high impact recruitment campaigns.
- **Administration of recruitment campaigns** - we can support you by issuing pre-event reminders to maintain candidate engagement.



2. Additional menu services

If you wish to take advantage of any of our additional options you will have a dedicated Senior Account Manager who will discuss and price your requirements.

	<p>We carry out market analysis of available candidate pools and expectations and advise on the best marketing channels.</p>
Attraction	<p>Our expert recruiters can deliver professionally designed candidate packs, case study materials, and advertising materials.</p> <p>A review of your employer presence online with advice on quick wins and longer term changes.</p>
	<p>This would cover: Full search including detailed brief, talent pool research and mapping, candidate approach and qualification, shortlisting and selection.</p>
In-house search	<p>Approaching potential candidates to ascertain interest in the role where the vacancy holder has particular people in mind.</p>
	<p>Without running a full competition on your behalf, we are still able to support: Advert copywriting/editing as required.</p>
External advertising handling	<p>Completion of brief for additional external media buying.</p> <p>Production of an interactive candidate pack.</p> <p>Handling and negotiation of external media quotes – with recommendations on best selection of channels within client budget.</p> <p>Access to diverse job boards through our media supplier.</p>
	<p>Your account manager can advise you on the most appropriate sifting methodology to reduce your candidate pool in a fair and open way.</p>
Sifting	<p>We have a suite of on-line sifting tools designed to measure numerical reasoning, verbal reasoning and situational judgement.</p> <p>We can advise and design other sifting methods to provide a higher quality candidate pool.</p> <p>Where time/resources are an issue we can take the sifting away from the hiring manager and either pre-sift or fully sift written applications.</p>
	<p>Our expert recruiters and occupational psychology team can help with all elements of your interview and assessment process. This may include: Designing interview questions/scoring keys.</p>
Selection and Assessment	<p>Delivering interviewer training to minimise conscious or unconscious bias.</p> <p>Designing behavioural work sample assessments that give a real insight into whether candidates can 'walk the walk'.</p>
	<p>We provide full PECs which are fully compliant with the Baseline Personnel Security Standards (BPSS) as part of the recruitment service.</p>
Pre-employment checks (PEC) and Onboarding	<p>Full or partial BPSS PECs and onboarding can also be provided outside of the recruitment service when this is required.</p> <p>'Soft onboarding' activities such as corresponding with candidates prior to take up duty can also be done on your behalf.</p>
	<p>We can provide a 'high touch' service to keep candidates 'warm' throughout their recruitment journey to ensure they are engaged and remain interested throughout.</p>
Assessment Delivery	<p>To ensure attendance rates at interview/assessment days are high we can arrange for pre-event reminders to be issued.</p>

3. Pre-employment checking

The GRS Pre-Employment Checking (PEC) Team is made up of specialists with deep expertise in the delivery of all elements of the Baseline Personnel Security Standard (BPSS) on behalf of Government.

Our team delivers with a high level of accuracy, consistency, speed and efficiency, utilising Identity Document Verification Technology (IDVT) and with bespoke access to government systems to view data, our results are incomparable and invaluable in reducing your time to hire.

Working closely with our delivery partners in Civil Service Policy, Home Office and National Security Vetting, our complex case teams can assess and support decision making in all circumstances.

Alongside BPSS checking, we also carry out additional pre-employment checks such as Government Internal Fraud Database, health screening, pension enrolment and sponsoring applications for National Security Vetting, via a number of vetting authorities to avoid delays.

We offer full or partial BPSS checking covering all the essential elements including:




- **Right to Work** - Our PEC teams perform a vital role in ensuring candidates are eligible to work not just in the UK, but for the Civil Service. Through IDVT we deliver an efficient, consistent and secure digital identity checking route for our customers, improving the candidate and hiring manager experience whilst saving both time and cost. This is supported by our complex case team who can examine documents such as visas, residency permits and recent requirements regarding candidates' confirmation of 'settled' or 'pre settled' status under the EU Settlement Scheme.
- **Candidate Employment History** - we have bespoke access to government systems, enabling rapid analysis of a candidate's

previous employment without the need for referencing in most cases.

- **Criminal Record Checks** - as an accountable body for the Disclosure and Barring Service (DBS), Disclosure Scotland (DS) and Access Northern Ireland (Access NI), we are able to conduct Criminal Record Checks at the basic, standard and enhanced level.
- **Internal Fraud Database Checks (IFD)** - with access to the IFD database we ensure individuals previously dismissed from the civil service due to fraudulent activity are not re-hired.
- **Overseas Checks** - where there is a lack of UK residency, we assess a candidate's time abroad.
- **Self Employment Checks** - if candidates declare self employment we assess any associations or risks and refer to the onboarding department where necessary.
- **Pension Checks** - we can check a candidate's previous contributions and issue the relevant pension choices pack.
- **Health Check** - we can conduct a Fit for Work assessment with workplace adjustment requirements sent to your business for consideration.

Underpinning the service we provide is our Applicant Tracking System (ATS), which can automatically advance candidates through pre-employment checking. The built-in Identification Verification Technology provides a swift and secure digital collection of identification documents. Criminal Record Checking administration is also available via the ATS system, providing a seamless online experience for candidates and positively impacting clearance turnaround times. Using this system, we can give your recruitment teams access to instant real-time data on the status of any checks in progress - a powerful solution for your checking needs.

4. Fully managed service - Senior Civil Servants (SCS1 & 2)

 Resource	<p>Dedicated resource per campaign.</p>
 Campaign Initiation / Planning	<p>Request CS Commissioner (SCS2 only)</p> <p>Attend planning meeting and advise on campaign process including advertising options</p> <p>Prepare draft campaign materials for publishing including Candidate Information Pack</p> <p>Commission/involve In-House Direct Sourcing Team (IDST) if requested by Hiring Manager</p>
 Advert Stage	<p>Review to ensure compliance with CSC Recruitment Principles and other relevant policies</p> <p>Arrange for launch advert on CS Jobs, LinkedIn and any external jobs boards (if applicable)</p> <p>Manage candidate queries including providing advice on any reasonable adjustments required</p> <p>Targeted search activity (by IDST if required)</p>
 Shortlisting	<p>Provide a comprehensive 'pre-sift' of eligible applicants</p> <p>Attend sift meeting to record panel decisions</p> <p>Notify candidates of sift outcomes</p> <p>Additional Longlisting stage (by IDST if required) and production of search report</p>
 Assessment and Final Interview	<p>Liaise with supplier over arrangements for leadership assessments</p> <p>Schedule candidates for assessment and interview</p> <p>Prepare interview pack for panels</p> <p>Attend post-selection event wash up meetings to record final decisions</p> <p>Notify all candidates (successful and unsuccessful) of final outcomes</p> <p>Offer conversation / support to interview candidates (by IDST if required)</p>
 Campaign Closure	<p>Prepare draft panel report</p> <p>Provide campaign MI, including diversity and inclusion information</p> <p>Where search is engaged on a campaign, IDST will attend a post campaign wash up meeting</p>

SCS recruitment service options:

- Direct Sourcing and Campaign Management - A comprehensive solution providing all aspects of our campaign management and in-house search service including talent market insight and analysis, media planning, application pre-sifting, candidate outreach, engagement and feedback.
- Campaign Management - Our end-to-end campaign management service, taking your initial commission and planning, developing and delivering all elements of a successful and effective campaign with you from initial concept right through to candidate offer.
- Light touch or bespoke search service - Tailored for customers who may want some but not all elements of our search offer or require a search solution which works to a specific brief and adds value to your recruitment campaign.

The benefits of using our SCS managed service include:

- We are uniquely placed to deliver for the whole of Government and have developed a wealth of experience in delivering successful, senior level (SCS1 and SCS2) recruitment campaigns and appointments. Through our end-to-end campaign management offer we take care of all the elements that lead to a successful experience and outcome. This includes, but is not limited to, senior stakeholder engagement, recruitment policy compliance and expertise, advice on best practice and media planning and our pre-sifting expertise.
- Through our Direct Sourcing service offer we engage with the most relevant candidates from the internal and external market and attract applications to your campaign from 'passive' candidates. Our key focus is to provide your campaign with high quality, diverse candidates and support your Places for Growth ambitions.



Civil Service Careers website

- The Civil Service Careers website provides a unified portal for candidates to find out more about ministerial departments, professions and the work they do.
 - The site achieves over 400k page views per month, with over 75k users transferred from the Civil Service Careers site to Civil Service Jobs to look for specific roles.
 - Civil Service Careers is the #1 search result in google for over 500,000 monthly searches relating to careers or jobs in the Civil Service.
 - The location mapping and job feed features demonstrate the breadth of opportunities available nationwide to boost our attraction and help support the Places for Growth agenda.
 - Departments can create a suite of pages to highlight their career offer and employer value proposition to prospective candidates. Page designs are flexible and built with a series of blocks that can be made to conform to the department's brand colours
 - The website was refreshed with a new and modern design scheme in 2024 based on extensive user research to improve user engagement and experience.
- If you want to find out more please visit <https://www.civil-service-careers.gov.uk/>





Meet a Senior Account Manager - **Steph Malloy**

I feel very privileged to be part of a team who strive for new, innovative and efficient ways to conduct recruitment for the many government departments that GRS services. Sitting in the heart of the civil service, GRS finds the right people, for the right job, while ensuring fairness and equality throughout.

As a Senior Account Manager, I'm head of a 30-strong recruitment team which works directly with customers to progress their campaigns. Between us we manage accounts for the Department for Transport and its subsidiaries, the Trade Remedies Authority and the Charity Commission. We cover the end-to-end recruitment process, from careful work on the candidate attraction strategy through to placing the advert, sifting, interview and releasing results. Another GRS team will take our customers through their pre-employment checking (PEC) journey but we're always on hand to help. I also manage the slightly smaller Central Operations Team, which supports other teams when they're overloaded so that everything can continue to run smoothly.

I joined the Civil Service five years ago, having previously managed an operational delivery team in a utility firm for nine years. That meant I knew how the OpDel profession works, although the Civil Service is very different from the private sector. You have to get used to the terminology for one thing! But I work with a terrific bunch of people and one of the beauties of government recruitment is that you get a unique overview of the Civil Service.

You also have the opportunity to make a difference. Three years ago I came up with the idea of creating a work allocation tool which assigns staff to tasks electronically. At that point the job of assigning tasks was laborious and time-consuming, and I thought this tool would really speed things up. My brilliant technology colleagues devised a way of making my idea a reality and the work allocation tool is now used by colleagues across GRS, making things quicker for customers as well as staff.



On the horizon

- **Vacancy Holder auto notifications**

Across the Civil Service time to hire remains a topic of interest; the recently introduced Metric Project is testament to this. Vacancy holder experience and navigating recruitment guidance are a few of the hurdles to realising and sustaining the needed improvements in this area. Currently in the pilot phase, GRS' Vacancy Holder Auto Notification service could aid departments to respond to some of these challenges.

The tool is designed to help reduce the time to hire by utilising the Government Resources Insight Database (GRID) platform to send prompts to hiring manager intended to guide them through the recruitment journey. The prompts also signpost vacancy holders to the relevant part of their department's recruiting guidance whilst also regularly reminding them of deadlines, set by the department. This encouragement supports vacancy holders to expedite the recruitment process and contribute to a downward trend in their department's hiring time.

- **Vacancy Holder auto notifications overview dashboard**

In conjunction with our vacancy holder auto-notifications service, this product provides visual representation of how vacancy holders are performing against agreed departmental recruiting timelines. The dashboard is delivered via the Government Resources Insight Database (GRID) platform and the

views available allow users to drill down, identify and understand the barriers to realising an improved time to hire.

- **Criminal Record Check renewals**

With basic, standard and enhanced checks available via the Application Tracking System and access to digital services for candidates in Northern Ireland and Scotland, it's never been easier to use our criminal record checking services. Our seamless online process can significantly improve clearance times whilst providing a positive candidate experience.

GRS are now planning to expand this service to conduct criminal record check renewals for existing members of staff. This will be a highly sought after service by departments saving them time and in house resources.

- **Video Interviewing platform**

GRS have secured the services of a new provider to meet departmental demand for asynchronous video interview provision. The platform is a cost effective way for departments to hire at speed. Its scalability and automated scheduling allows it to accommodate large numbers of candidates simultaneously and makes it ideal for volume campaigns. Candidates can complete their interview at their convenience - reducing the need for travel expenses and opening up the playing field for those with caring responsibilities or with additional needs.

- **Assessment Design**

In order to place professional expertise at the heart of our service offer, we are introducing an occupational psychology team who will work alongside our expert recruiters to provide selection and assessment advice to help you make evidence-based decisions and get the right match between the person and the role. The team will be able to research, design and evaluate bespoke assessment products and processes aligned to your recruitment strategies. Assessment products may include: role plays, presentation topics, written exercises, media exercises or a multidisciplinary assessment centre. All of our assessment products will be designed to provide you with real insights into how candidates might actually perform in the role.

- **Direct Sourcing (SCS/Delegated grades/hard to fill posts)**

The In-House Direct Sourcing (IDS) team sits in GRS at the heart of Government in the Cabinet Office To date, our service has

been exclusively tailored to the needs of SCS recruitment. From 2024, we are expanding our reach to include hard to fill posts at any grade. Run by experienced recruiters with wide ranging search expertise, we have an unparalleled understanding of government including the specialist Professions, and access to the widest range of internal and external candidates to enhance the chances of a successful recruitment campaign. For more information on our service, please see our service brochure.

- **Reserve List Dashboard:**

Achieving value for money continues to be a strategic driver across government so finding efficiencies in recruitment couldn't come at a better time. The Reserve List Dashboard allows users to interrogate live departmental reserve lists based on selected key criteria (e.g. locations, grade, profession, behaviours), to ensure they maximise the use of suitable appointable candidates. Work is also underway to add additional functionality to support regular reserve list 'refreshes', to ensure candidates information is kept updated.



New Business and Onboarding Support

If you're already using our Fully Managed Services, simply contact your Senior Account Manager (SAM) if you're interested in adding to or enhancing your service from our range of 'bolt-on' menu options.

For all other enquiries, and to find out if you meet the eligibility criteria to onboard to our Fully Managed Service, please contact newbusiness.grs@cabinetoffice.gov.uk. We'll be happy to discuss your requirements, value for money considerations (see our summary of indicative costs), timescales and provide advice on how to proceed.

If you do decide to onboard, we have a multidisciplinary team providing onboarding support which is built on many years of experience and meets the needs of a broad spectrum of organisations with differing sizes, complexities and organisational structures.





Government
Recruitment Service



Government
People Group

Contact details

newbusiness.grs@cabinetoffice.gov.uk



Design work, Chris Comber
GRS / GBS.