



The Insolvency
Service

The Insolvency Service Candidate Information Pack



Welcome

Thank you for taking your first step towards joining the Insolvency Service. We are a leading Government agency which plays a crucial role in providing essential services to the public and to business. The work we do is important to the proper functioning of markets and the economy in general, through the delivery of an effective insolvency regime for businesses and citizens and support for thousands of people each year who are in financial difficulty. As well as delivering essential services to support the economy, the Insolvency Service is a great place to work, learn and grow your career.

At the Insolvency Service, we value technical skills and experience and place great emphasis on lifelong development to support our people to undertake the important work we do. For many roles we are flexible in terms of location as well as when and how you work. An inclusive working environment is embedded into everything we do.

You'll be working with highly skilled and capable colleagues and supported by inspiring leaders. Supporting the wellbeing of all colleagues is a priority for the Agency.

In the Insolvency Service you will also be a member of one of the government's professional networks across the Civil Service and beyond, and we'll be encouraging your creativity and innovation to flourish at every step of your journey with us.

Our work is varied, challenging and demanding, yet exciting and rewarding. Each day we make a difference to the lives of people we work with. We are constantly innovating and evolving to ensure the UK's insolvency regime remains effective and can respond to the challenges of changing economic conditions, delivered and underpinned by our brilliant people.

I look forward to receiving your application.



Alec Pybus

Interim Chief Executive Officer



The Insolvency
Service

Delivering economic confidence

- Maximising returns to creditors
- Supporting those in financial distress
- Tackling financial wrongdoing

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Our Mission

The principal role of the Insolvency Service is to deliver economic confidence. We do this by supporting those in financial distress, tackling financial wrongdoing, and maximising returns to creditors. We provide the frameworks that deal with insolvency and the financial misconduct that sometimes accompanies or leads to it.

Our aim is a corporate and personal insolvency regime which is regarded as fair and that gives businesses and investors confidence to take the commercial risks necessary to support economic growth.

Our Structure

We are an executive agency of the Department for Business & Trade (DBT) with headquarters in London.

We have around 1,700 staff operating from locations across Great Britain.

Transforming Workplaces

The Insolvency Service is currently delivering an exciting five-year transformation project that started in April 2022 which will define our future direction supporting a gradual migration to a Regional Centre model combined with smarter ways of working. As part of this, transforming our estate will align us with the government modernisation programmes making The Insolvency Service a great place to work.

We are letting you know about our plans because if you are joining the Insolvency Service and are recruited into an office over the next five years that is not one of the Regional Centres, you will be expected to move to one of the Regional Centres in the future. This move would not attract financial assistance.

The 11 Regional Centres are: West Midlands (Birmingham), Wales (Cardiff), South East (Croydon), Edinburgh, South West (Exeter), Eastern (Ipswich), Yorkshire & Humber (Leeds), North West (Manchester), North East (Newcastle), East Midlands (Nottingham) and Stratford (London).

Fighting Financial Crime: Part of a Growing Team

The Insolvency Service is significantly expanding to tackle economic crime. A successful bid with Companies House (CH) and the Department for Business and Trade (DBT) secured funding to bolster its fight against money laundering in London, a critical issue for the UK's financial centre. Through a major recruitment drive, the agency is building a strengthened team to deliver the government's "prepare, prevent, protect and pursue" strategies. This year, we aim to fill over 300 posts, offering a wealth of opportunities to make a real impact.



Our Values

We constantly grow and develop our technical and personal skills and encourage innovation.

We are able to change what we do as required. Flexible working needs of colleagues are met alongside the needs of the business and our customers.



We inspire and empower our teams. Leadership is a core skill, as important as technical ability.

We trust, support and respect each other, recognising diversity in each other and our customers.

A photograph of two men in an office environment. One man, wearing a grey sweater, is seated in the foreground, facing right. The other man, wearing a blue denim shirt and glasses, is seated behind him, also facing right and looking at a laptop. They are in a modern office with large windows and a potted plant visible in the background.

Our Teams

We employ a wide range of professionals who lead the way with our partners from across the regulatory environment.

- Our **frontline teams** administer bankruptcies and debt relief orders. They are supported by our **specialist examiners** who deal with bankruptcy and debt relief restrictions orders and undertakings.
- Our **investigation teams** investigate insolvent companies that are in liquidation and disqualify unfit. They also wind-up trading companies if there is evidence of misconduct.
- Our **Official Receivers** act as trustee/liquidator for bankrupt or insolvent companies when there is no private sector insolvency practitioner to do this
- Our **redundancy payment team** issues redundancy payments and other insolvency payments, such as arrears of pay, holiday pay, and notice pay from the National Insurance Fund to people who have lost their jobs through company failure. On average we pay out £300m to around 70,000 claimants a year.

Our Teams

- Our **policy and technical specialists** ensure the insolvency regime adapts to changing market conditions and provide advice to ministers and other government departments.
- Our **Legal Services Directorate** consists of both civil and criminal legal teams. Our **criminal team** undertake the prosecution of a wide range of offences concerned with insolvency related fraud and corporate misconduct. As part of our criminal enforcement activity, we pursue confiscation to deprive criminals of the proceeds of their crime in appropriate cases. Our **civil team** undertakes a range of litigation such as disqualifying company directors for their misconduct, winding up companies acting contrary to the public interest, costs litigation, and where appropriate we obtain and pursue compensation orders. Both teams provide operational and policy advice to the Agency.
- Our **customer service helpline** colleagues provide information to debtors, creditors, and members of the public relating to the insolvency process or redundancy payments
- Our **corporate centre** has specialised teams supporting all the above, and consists of HR, Finance and Commercial, Communications, Strategy and Change leading on Project/Programme Management, and Business Services - including Information and Technology





Rewards

At the Insolvency Service, we are committed to recognising and rewarding our employees for their hard work, dedication and achievements. A competitive reward and benefits package is an important part of our commitment to creating a positive and motivating work environment.

The Insolvency Service offers several programs to celebrate your accomplishments:

- **INSSpire Awards:** Cash or voucher awards for demonstrating our values and delivering exceptional results
- **Going the Extra Mile (GEM) Awards:** Annual awards celebrating employees who consistently go above and beyond
- **A Brilliant Civil Service Awards:** External recognition for teams or individuals making significant contributions across the Civil Service

Benefits

We offer a wide range of benefits to support your health, well-being, financial security, and work-life balance. These benefits include:

Civil Service Pension Scheme: A competitive pension plan with an average employer contribution of 28.97%, providing financial security in retirement.

Leave Entitlement: We offer generous annual leave, sick leave, maternity leave, paternity leave, and other leave options to support a healthy work-life balance.

Full-time new entrants and those on modernised terms and conditions receive 25 days of leave, increasing on a sliding scale to 30 days after five years' service. In addition to this, you are entitled to eight public/bank holidays plus an additional day of privilege leave. The allowance is pro-rated for part-time employees.

Work-life Balance: We understand the need for a healthy work-life balance by providing a variety of flexible working options, including part-time work, job sharing, and flexible hours. This empowers you to manage your personal commitments effectively, ensuring your career continues to flourish.

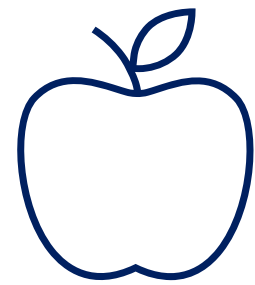
Hybrid Working Policy: The Insolvency Service operates a hybrid working model, subject to business needs. This gives you the flexibility to choose when and where you work, balancing home and office time as needed by your role. You'll be expected to work from one of our regional office locations for collaboration and team interaction. The program allows flexibility to split your working week, with a minimum of 60% spent in the workplace (including office, site visits, court, etc.). We take a supportive approach to work arrangements, allowing you to manage family commitments effectively.

Salary Sacrifice Schemes: Save money on your commute with Cycle to Work and manage existing childcare vouchers through Edenred.

Employee Discounts: Access a variety of discounts through Edenred, including shopping, travel, and entertainment.

We are committed to providing a comprehensive package that recognises and rewards your valuable contributions. Explore all the programs and benefits available to you.

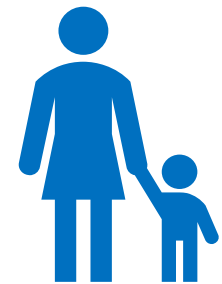




Wellbeing and mental health support



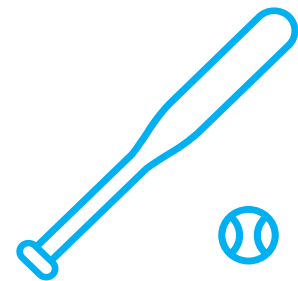
Flexible working and flexi hours



Family friendly policies that go further than statute



Discounts on days out and activities



Civil Service Sports Club



Learning and development opportunities



Recognition of hard work: INSSpire and GEM awards



Relocation schemes, including 'Places for Growth'



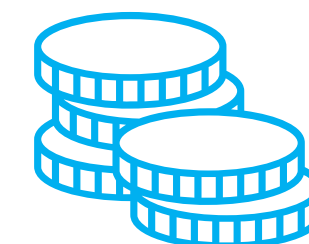
Civil Service Pension



Volunteer days



Salary sacrifice – such as Cycle to Work



Advances on salary – like Excess Fares Allowance (EFA) advances



Health & Wellbeing

At the Insolvency Service, we are committed to fostering a supportive and healthy workplace culture that prioritises the well-being of all our employees. We recognise that personal challenges can arise outside of work, potentially impacting your well-being and ability to perform at your best.

Your well-being is our priority. The Insolvency Service offers a confidential Employee Assistance Programme (EAP) delivered by Health Assured, available 24/7 to provide support and guidance on a variety of personal concerns.

Looking after your overall health and happiness goes beyond immediate work concerns. We offer a range of additional resources to support you, including:

- **Civil Service Sports Council (CSSC):** Discounted membership for a wide range of sports and leisure activities.
- **Mental Health and Wellbeing Support:** Trained Mental Health First Aiders, employee-led Mind Matters Network, and confidential support from Employee Wellbeing Champions.
- **Occupational Health (OH):** Confidential advice and support for health issues impacting your ability to work.
- **Employee Support:** Access to The Charity for Civil Servants and trade union representation.

We are committed to creating a work environment that prioritises your well-being. Explore the resources available and utilise them whenever you need support.

Learning & Development

At the Insolvency Service, we believe in empowering our employees to reach their full potential. That's why we offer a comprehensive range of learning and development opportunities to help you grow your skills, knowledge, and capabilities. Here's how you can take charge of your development journey with us:

Master the Skills Tool: Track your qualifications and identify areas for growth. Discover relevant learning within Civil Service Learning (Government Campus).

Upskill with Civil Service Learning: Access a vast library of courses. Update your expertise and stay ahead of the curve. Choose from flexible learning options.

Leadership College Programs: Develop essential management skills or prepare for future leadership roles. Choose from programs like the Foundation or Practitioner Programme.

Mentorship & Coaching: Gain valuable insights from experienced colleagues. Navigate challenges with confidence through our programs.

Skills Share: Participate in job shadowing. Gain firsthand experience in another role and explore potential career paths.

Government Reform Initiatives: Stay relevant with the latest skills valued across the Civil Service.

Learn from Each Other: Collaborate with Capability Champions who foster a culture of continuous learning.

Developing your skills benefits both you and the Insolvency Service. Take advantage of these opportunities and thrive in your role! Discuss your goals with your manager. We're committed to your growth!





Inclusion & Diversity

At the Insolvency Service, we're committed to creating a workplace where everyone feels safe, respected, and valued for who they are. We believe a diverse and inclusive workforce fosters innovation, high-quality work, and a positive working environment.

We Champion Inclusion:

We celebrate a culture of belonging, where everyone can bring their authentic selves to work.

We will not tolerate bullying, harassment or other unfair discrimination of any employees on grounds of age, working-pattern, disability or long-term health conditions, sex, sexual orientation, pregnancy and maternity, race, religion or belief, gender identity, expression or reassignment, or relationship status; marriage (including equal/same sex marriage) and civil partnership.

We actively encourage applications from neurodiverse individuals, recognising the value of diverse perspectives.

Membership and Networks:

Our membership in the Business Disability Forum demonstrates our commitment to embedding diversity and inclusion throughout our agency.

We offer nine active employee network groups, these include LGBT+, Women's, Mind Matters, FACE, Disability & Health, The Shed, Carers, No Limits and Part Time Workers. These groups drive positive change, contribute to policy development, and provide invaluable support to our staff. Their work helps us create a safe and welcoming environment where everyone feels they belong.

Empowering Our People

We encourage staff engagement, both within the agency through our network groups and in their communities through volunteering opportunities.

We value lifelong learning and development, offering various opportunities to help our employees grow their skills and capabilities.

Inclusive Leadership

Our senior leaders are passionate about diversity and inclusion. They openly discuss their personal commitment to fostering a fair and inclusive workplace.

Flexible Working

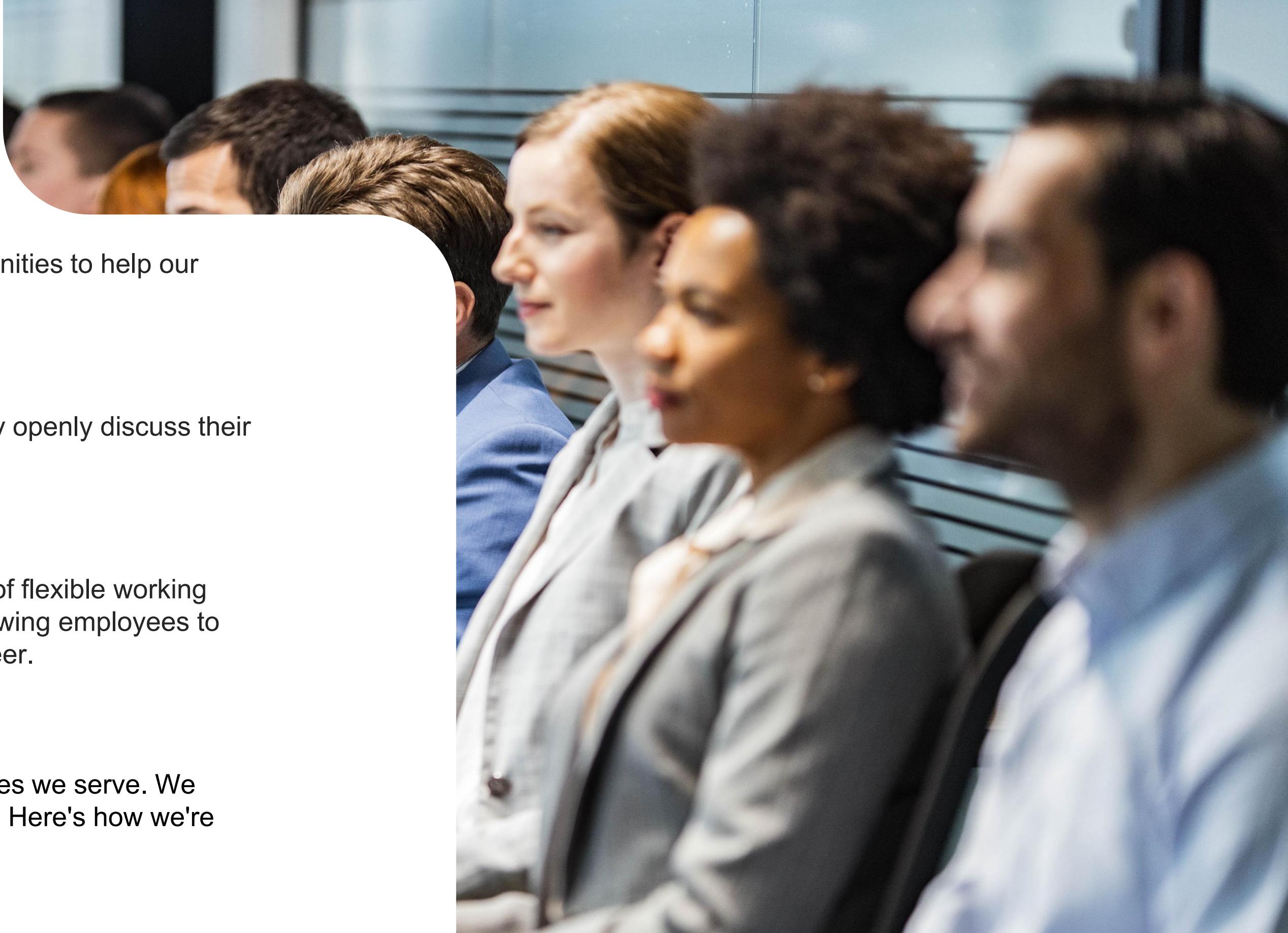
We recognise the importance of work-life balance. We offer a range of flexible working options, including part-time work, job sharing, and flexible hours, allowing employees to manage their personal commitments without compromising their career.

Building an Inclusive Workplace

We are committed to building a workforce that reflects the communities we serve. We welcome applications from everyone, regardless of their background. Here's how we're working to create an inclusive workplace:

Disability Confident Leader

We are a Disability Confident Leader. This is a government-backed scheme that recognises our commitment to recruiting, retaining, and developing disabled people. As a Disability Confident Leader, we actively welcome applications from disabled people. We are committed to making reasonable workplace adjustments to ensure equal opportunities throughout the recruitment process and employment. Our line managers will work with you to identify any adjustments needed to facilitate your success in the role.





Business in the Community Race Charter for Work

We are also a signatory to the Business in the Community (BITC) Race Charter for Work. This initiative reflects our commitment to fostering a workplace that is free from discrimination and where everyone has the opportunity to thrive, regardless of their race or ethnicity. By signing the Race at Work Charter, we pledge to take specific actions to improve racial equality, inclusion, and diversity within our organisation.

Great Place to Work for Veterans (GPTW)

The Insolvency Service values veterans and their skills. We participate in the Great Place to Work for Veterans (GPTW) Initiative. Veterans with at least 1 years' service (Regular or Reserve) are encouraged to apply.

Redeployment Interview Scheme (RIS)

Civil servants at risk of redundancy may be eligible for our vacancies under RIS. This scheme prioritises interviews for qualified civil servants facing redundancy.

We are committed to building a workforce that reflects the communities we serve.

We welcome applications from everyone, regardless of their background.



**RACE AT WORK
CHARTER**



Apply Today



The Insolvency
Service

The Insolvency Service is always seeking talented individuals to join our team.

Whether you're a pro in the field or looking for an exciting new career path, we encourage you to explore our current vacancies and apply!

Ready to join us? It's easy!

Scan the QR code on this page. Search for vacancies by keyword, location, or department (Insolvency Service) using the search bar and advanced search function.

Alternatively, head to the [Civil Service Jobs website](#).

We're excited to hear from you!

Applications submitted through other channels won't be considered, so stick to applying via Civil Service Jobs.

Check out the job advert for all the details about a specific role and how to apply. We also include our "Applying for a Job - Candidate Guide" to help you through the process as an attachment to our adverts.

For further information about the Insolvency Service, visit: www.gov.uk/insolvency-service or follow us on X or LinkedIn:



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