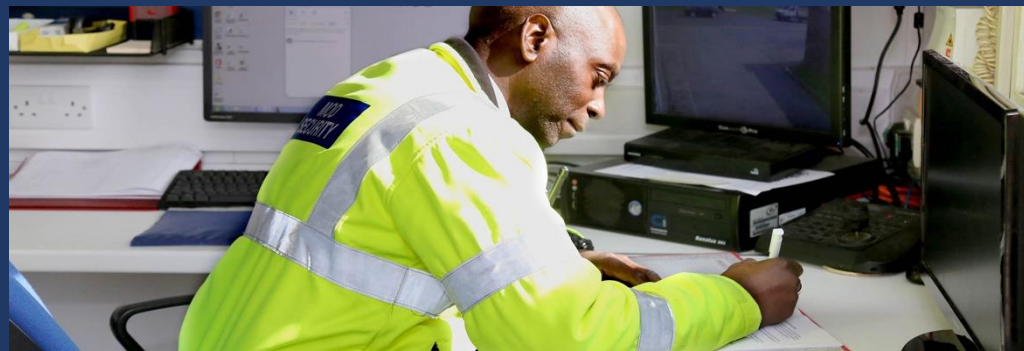




Ministry of Defence
Guard Service

Candidate Pack

The MGS - building for the future, providing security for the present



WELCOME TO THE MGS



Ministry of Defence
Guard Service



Mark Wakeford

Head of the Ministry of Defence
Guard Service

It is my privilege to lead the Ministry of Defence Guard Service (MGS) which protects critical national infrastructure, service personnel and visitors across the defence estate from crime, terrorism and espionage. We provide security services to over 130 sites in England, Scotland and Wales; including high-profile, high-risk locations such as MOD Main Building in London and His Majesty's Naval Bases at Portsmouth, Devonport and on the Clyde. This brochure promotes the varied, interesting and challenging careers available with the premier security services organisation in the UK. We are seeking fit, hardworking, enthusiastic, customer focused and team spirited individuals who are looking to embark on a meaningful and rewarding career protecting Defence people and assets. We welcome all applicants and encourage candidates with great attitudes from all walks of life to apply.

MGS - WHAT WE DO

Building for the future, providing security for the present

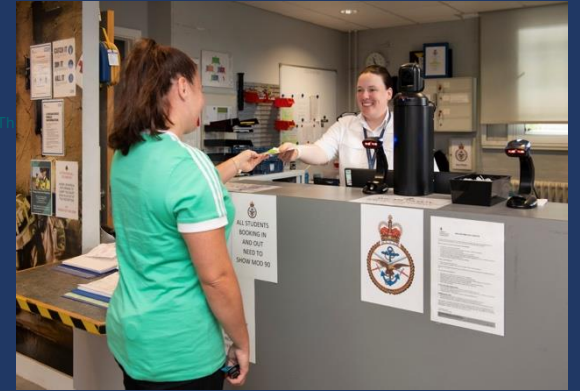
Join the Government's Security Team of The Year and be part of our Gold Standard Security Service.

The MOD Guard Service (MGS) has guarded the Defence Estate since 1992 and has evolved into a dynamic, award-winning organisation that takes great pride in the services we deliver. We strive to ensure our standards are maintained through external accreditation, holding the National Security Inspectorate (NSI) Gold standard.

MGS officers are very often the first point of contact with the MOD for employees, visitors and contractors, and we pride ourselves on a customer-focused culture, working to our core values of honesty, integrity, professionalism and efficiency.

Our people lie at the heart of our organisation. We aspire to be a truly inclusive employer and welcome applications which represent the people we serve. We have a culture and ethos where everyone feels valued and respected while being themselves and everyone has a role to play Within a more inclusive workplace.

Our vision is to become the security provider of choice by providing high quality services to our customers



MGS ROLES



Operational Roles

- Security Officer
- Dog Handler
- Security Supervisor
- Operational Manager
- Area Operational Managers
- Regional Managers

Head Office Roles

- Operational Delivery
- Corporate Services
- Workforce Development Team
- Recruitment & Apprenticeships
- Comms and Engagement
- Secretariat
- Business Support Officer
- Data Analyst

BENEFITS

What's in it for you

As a Civil Service employee, you will enjoy a range of great benefits together with an interesting and rewarding working environment.

Just to name a few, we have strong and pro-active staff networks, special leave, flexible working, workplace adjustments and talent programmes to support people achieve their potential and thrive.



We enable our people to work at the right place, with the right people, at the right time. We believe that if we look after our people, they will be passionate about delivering great things for our customers.

The MOD Discover My Benefits page lists the full set of benefits. Some of the many benefits you will receive include:

- A Civil Service pension with an average employer contribution of 27%.
- A generous annual leave allowance.
- Ability to roll over up to 10 days annual leave per year.
- Minimum of 15 Days Special Leave in a rolling 12-month period to for volunteer military or emergency service reserve commitments.
- Special Paid Leave for volunteering up to 6 days a year.
- Enhanced maternity, paternity, and adoption leave.
- Employee Assistance Programme to support your wellbeing.
- Most sites have good travel links with free car parking; many also have other facilities such as a Sports & Social Club, Gym and Cafeterias and Shops.
- Blue Light and Defence Discount Cards

Learning and Development

- Professional and Personal Development of skills.
- Access to thousands of training courses through Civil Service Learning and Defence Learning Environment.
- Ability to obtain industry recognised qualifications supported by MGS.
- A generous annual leave entitlement
- Free MGS security uniform
- As part of your induction, you will attend a two-week residential Foundation Security Course to support in achieving your objectives to a high standard.



For more information on MOD Benefits, please visit [Civilian Discover My Benefits \(mod.gov.uk\)](https://civilian.mod.gov.uk/discover-my-benefits)

OUR PEOPLE

“ I applied for the Regional Manager position in January 2023 and was thrilled to be accepted by mid-January. Although the clearance process led to a long wait, my line manager, the Assistant Head of Service, and the Head of Service kept me engaged with regular meetings, reassuring me of my importance to the team. I finally began the role in January 2024, and the wait proved to be worth it.

The team I work with, including my fellow Regional Managers, my direct reports, and my line manager, are fantastic. They provided tremendous support throughout my learning period, and I highly recommend this role to anyone. The work-life balance is exceptional, and I feel trusted in my duties. The working environment is very positive and supportive.

While the role does present its challenges, they add excitement and growth opportunities to my job. I am ready and enthusiastic to tackle them. ”



**Farrukh
Siddiqui**
Regional
Manager

The new beginning

“ I come from a background in policing and, before that, a custodian at HMPS establishments. I began my career with the MGS early in 2019 as a CS05 (Security Officer), I spent over 3 contented years in this job, working shifts. This made for a very good work/life balance, enabling me to plan my life around the roster which was flexible and easy to understand and navigate. That flexibility and the generous leave and public holiday entitlement had always been a factor when deciding to work for another Civil Service department.

As an Operational Manager, after a short spell as shift supervisor. I find myself in a very different world. I am not quite ready for the pipe and slippers just yet, as you can still see me mucking in on gate duties when required. I still manage a very healthy work/life balance, enjoying the variety and challenge that each day delivers. My keyboard skills are at best average, my IT is negotiable but my passion and enthusiasm for the job is still as healthy as it's ever been.

The MGS has given me the opportunity to develop on a journey of self-improvement and professional growth. I've acquired new skills and taken the action to achieve them. ”

OUR PEOPLE

“What makes the MGS a great place to work?”

Working for the MGS has allowed me to contribute directly to the safety and security of the UK's defence assets. I often feel a strong sense of purpose and pride in supporting the country's national defence.

As an employee of the MGS, I am also a part of the UK civil service, and this grants me access to a solid pension scheme, and other benefits such as health and wellness programs, discounts and support services.

I can also conclude that the leadership in the MGS is often seen as supportive and focused on the well-being of their staff, thus creating a positive and motivating work atmosphere.

What's great about your role?

The first thing I can spell about my role in the MGS, is the great sense of purpose I preserve of myself and the need to uphold national security, as my role contributes to the security and safety of critical government and military sites, and this provides me with strong sense of purpose and pride.

As it is of importance to note and working with the MOD who is a UK central government body, my job role offers me stable employment with robust job security and benefits, including fantastic pension schemes, paid leave and healthcare..

Working with the MGS also provides me access to various training and development programs, which can assist to advance my career within the civil service or other government sectors.

Finally, my job role in the MGS promotes a healthy work-life balance with flexible working hours which eventually contributes to a more balanced lifestyle and equally supporting the broader goals of the government by contributing to the public good and having a positive impact in my society. ”



Oluwadamilare Akinola

Security Officer

“ I joined the MGS in 2003 as a Security Officer duties involved control of access to the site an MGS in 2003. security searches. Manning the gates, patrolling the site and managing reception are just a few of the roles I undertook every day.

I decided to leave in 2006, but at that time Mgs had a scheme in place called the Local Support Officer, where a unit if dealing with major staff shortages could call upon an officer who had left in recent times, to cover shifts, which I did do, so this kept me up to date with all aspects of what was required for an mgs officer.

Since rejoining the Mgs in 2009, I have worked on a Lone Working Site, been to many other establishments on detached duties to help with staff shortages, which can be quite daunting as each unit is so different but have met many officers who have helped me greatly with training and information about the Mgs.

Two years ago, at the age 56, I felt working shifts were coming to an end for me, so wanting a new challenge, I went for promotion to the Area 12 Supervisor day working role , this supervisory role covers working with 26 officers at three different sites, maintaining rosters, welfare , working closely with my manager, and even deputising for that role when required,

I have enjoyed all my roles I have done as an Mgs Officer even when the weather is against you! I would recommend becoming an officer and use all opportunities to gain experience in your career. ”



Wendy Barnett

Security Supervisor

DIVERSITY AND INCLUSION

Our Networks

- ✓Mental Health and Wellbeing Network
- ✓Gender Network
- ✓Race Network
- ✓LGBT+ Network
- ✓Faith & Belief Network
- ✓Disability Network
- ✓Wellbeing Committee

"As highlighted in the Strategic Defence Review, we are committed to a 'Whole of Society Approach' - creating a workplace where everyone can be themselves" - **Samantha des Forges, Director of Conduct, Equity & Justice, MOD.**

"I encourage you to explore, engage, and contribute as we work towards a more diverse and inclusive Defence." Our people are our most valuable asset, and unlocking the full potential of our workforce is vital to our success. To achieve this, it is crucial that we continue to build a more diverse and inclusive organisation - one that is stronger, healthier, and more resilient.

Diversity and Inclusion are not just matters of principle; they are fundamental to our operational effectiveness, embracing these values ensures we are better equipped to protect the security, stability, and prosperity of our nation.

Defence is increasingly challenging itself to become a more diverse and inclusive organisation. It recognises that recruitment and inclusion of individuals with diverse skills, perspectives and backgrounds will bring real strength to the organisation, the wider Civil Service and to society.

The D&I Strategy: A Force for Inclusion 2018 to 2030 is focused on the delivery of a set of strategic goals and objectives that clearly set out what sort of organisation we want to be in the future: inclusive; appropriately representative of UK society; and a force for inclusion in wider society.

We are also fortunate to have a variety of thriving staff Networks across the MoD, and subsidiaries, that support and drive forward our work in building an inclusive and diverse workforce.

Our networks make sure that everyone across Defence can have their voice heard. They contribute to supporting all under-represented and disadvantaged groups and individuals within our organisation, providing our people with a safe space to speak up, share experiences and facilitate learning and development.

"Whether you are a member of the Armed Forces or the Civilian workforce, your role is crucial to our mission," - **Air Commodore Wendy Rothery, Head of Diversity and Inclusion.**

"Together, we can create an atmosphere where each person is valued and empowered to showcase their full potential."



DEVELOPMENT

Opportunities we offer our staff

Apprenticeships

Earn as you learn even up to a Masters level qualification. Apprenticeships which are available within the MGS and are grade-related, with an added incentive of 20% 'off the job' training:



Customer Service

- ☐ Customer Service Practitioner (L2)
- ☐ Customer Service Framework (L3)

Human Resources

- ☐ HR Consultant / Partner (L5)
- ☐ HR Support (L3)

Leadership and Management

- ☐ Team Leader (L3)
- ☐ Operations / Departmental Manager (L5)

Higher Level Leadership and Management

- ☐ Chartered Manager Degree Apprenticeship (L6)
- ☐ Senior Leader Master's Degree Apprenticeship (L7)

Operational Delivery

- ☐ Operational Delivery (L3)

Business and Administration

- ☐ Business Administration (L2)
- ☐ Business Administration (L3)
- ☐ Business Administration Higher Apprenticeship (L4)

Project Management

- ☐ Associate Project Manager (L4)

DEVELOPMENT

Apprenticeships

Apprenticeships are vital in developing the capability of our workforce and bring immense value to the learner, the team and the wider organisation providing opportunities for individuals from a diverse set of backgrounds to gain work-related skills and nationally recognised qualifications through structured, work-based training programmes.

We are focused on ensuring you gain the most from your apprenticeship. Earn whilst you learn, gain industry recognised professional qualifications with a minimum of 6 hours per week off the job training are just a few benefits that will enable you to be the best you can be.

Am I eligible to join?

Anyone can start an apprenticeship regardless of age or when you last studied. All we ask is that the apprenticeship aligns to your job role as the majority of your learning is completed whilst on the job. You need to be able to evidence and put your learning into practice. For example, if you applied for the Level 3 Security First Line Manager apprenticeship you will need to be in a role that has Management/supervisory responsibilities to be able to gain the relevant exposure.

Available Apprenticeships

Depending on your role, there are a selection of apprenticeships available to you. More details of all available apprenticeships can be found in the **MOD Civil Service Apprenticeships (sharepoint.com)** along with breakdowns of the learning, case studies and application forms.

There is a dedicated **MGS Apprenticeships (sharepoint.com)** page that gives apprenticeship updates on upcoming opportunities, useful links and guides and any MGS specific available apprenticeships. Looking at the wider MGS, there have been some apprenticeships that have been identified as suitable but not just limited to:

- Customer Service Practitioner Level 2
- Customer Service Specialist Level 3
- Business Administrator Level 3
- (Public Service) Operational Delivery Officer Level 3
- Team Leader Level 3
- Security First Line Manager Level 3
- Operations/Departmental Manager Level 5

START YOUR JOURNEY

S.T.A.R

Application

The only official way to apply is online through [Civil Service Jobs](#). All our positions are aligned to the [Civil Service Commissions policy](#) of fair and open competition. This means that our Recruiting Line Managers will sift your anonymised application with no sight of your name, gender, age and other protected characteristics.

We use the [Civil Service Success Profiles](#) recruitment framework which we recommend reading before applying. We may provide you with a technical framework and assess your capabilities against the answer you provide. We recommend being as specific as you can, relating your experience to what is being asked using the STAR method to structure your answer (Situation, Task, Action, Result). Once your anonymous application has been sifted and scored, successful candidates will be invited to the next stage of the process.

For AA MGS officer Day/Shift working positions a CV is only required, stating previous customer services or security experience, no behaviours are required at the application stage.

Our adverts are normally open for 10 working days and list the date we aim to complete the sift and interviews. While we endeavour to follow these timelines, however we may sometimes miss this due to urgent business needs.

We have a dedicated MGS Recruitment Hub; the contact email address is: MGS-RH@mod.gov.uk if you have any enquires regarding the role you are applying for. The hub acts as a conduit between DBS and the Recruiting Line Manager.

Alternatively, there are some useful links below to support your application:

- ☐ [Civil Service Careers](#)
- ☐ [How to Apply](#)
- ☒ [Guidance to Success Profiles](#)



CONTINUING YOUR JOURNEY

The interview

If you are successful at the application stage, congratulations! You are one step closer to landing a fantastic career with the MGS.

The hiring manager of your post may be based in another part of the country, so there are various options to make this easier for everyone.

The MGS offer either virtual or face-to-face interviews. Your interview may be carried out remotely via Microsoft Teams. If you have never conducted an interview via these platforms before, we suggest planning as you may be required to create an account. We will account for any reasonable adjustments required and this can be discussed with either the Recruiting Line Manager or Defence Business Services Recruiter.

Please also have a valid Passport to hand so the panel can verify your ID before the interview commences.

The interview will last approx. 30 minutes and will be conducted by a panel, but don't worry, it isn't as bad as you may think. There will be a hiring manager and an independent to ensure there are no biases.

This is a chance for us to get to know you, for you to tell us how you meet the requirements of the role, for you to get to know us and ask any questions you may have.

Interviewing Options

MS Teams
(Audio Only)



Face-to-Face



NEXT STEPS

Onboarding

To begin your onboarding, your dedicated Defence Business Services (DBS) recruiter will send various forms and documents for you to complete. The quicker these forms are completed, the quicker the onboarding process will be. Please liaise directly with your DBS recruiter if you have any questions about these forms, but they do all need to be completed. Once you complete all these forms, your recruiter will set up all the necessary checks you need.

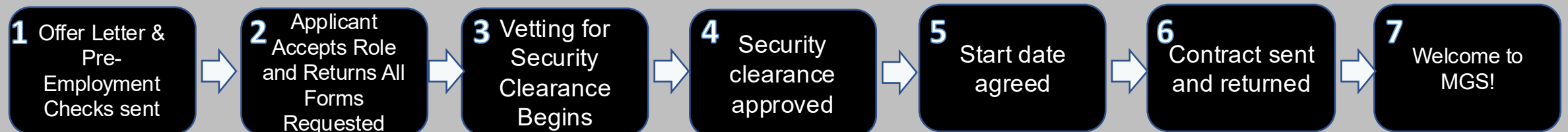
DBS performs its own checks and manages others with third party providers**. This includes employment history, disclosure and barring, occupational health checks and security vetting.

Checks are private and even your Onboarder isn't privy to this sensitive information.

Checks can't be bypassed or rushed, but attempting to do so can delay other important onboarding activities. Once checks are complete, your DBS Onboarder will be in touch and a start date will be arranged.

Please note, timescales can vary due to third party providers.

You will also be sent a uniform form that is required to be completed to ensure when all your checks are complete, and you have an agreed start date, you have uniform ready.



Thank you for your interest in working for the MGS!

Contact us

We hope we have encouraged your application to work for MGS and look forward to you hopefully joining the MGS family.

For any questions relating to the role, please contact the Recruiting Line Manager. Their contact details can be found on the job advert.

For any questions or further information on this pack or general recruitment, please contact: MGS-Careers@mod.gov.uk

