Government
Recruitment Service

Government Recruitment Service Brochure

2026/27

Foreword from Andrew Kean, Director of Recruitment

"It's a pleasure to share with you the 2026/27 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.

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

What's new 17

New Business and Onboarding Support 18

Contact us 19

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 in-house Selection and Assessment Solutions service, led by Occupational Psychologists, means we can offer our customers tailored selection and assessment tools to identify the optimal candidate for a role. We conduct research and evaluation to understand your bespoke recruiting challenges and opportunities to inform future selection activity. We can provide advice on the Civil Service online tests. All tests comply with Government Digital Service standards and are integrated in the Civil Service Jobs platform.

Diversity and inclusion are at the heart of our approach. Our selection and assessment design standards apply an inclusive by default approach to provide the best opportunity to select from a credible, diverse candidate pool. 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 established in-house Direct Sourcing team which was initially developed for SCS recruitment and has also extended to other hard to fill roles.

We harness technology to:

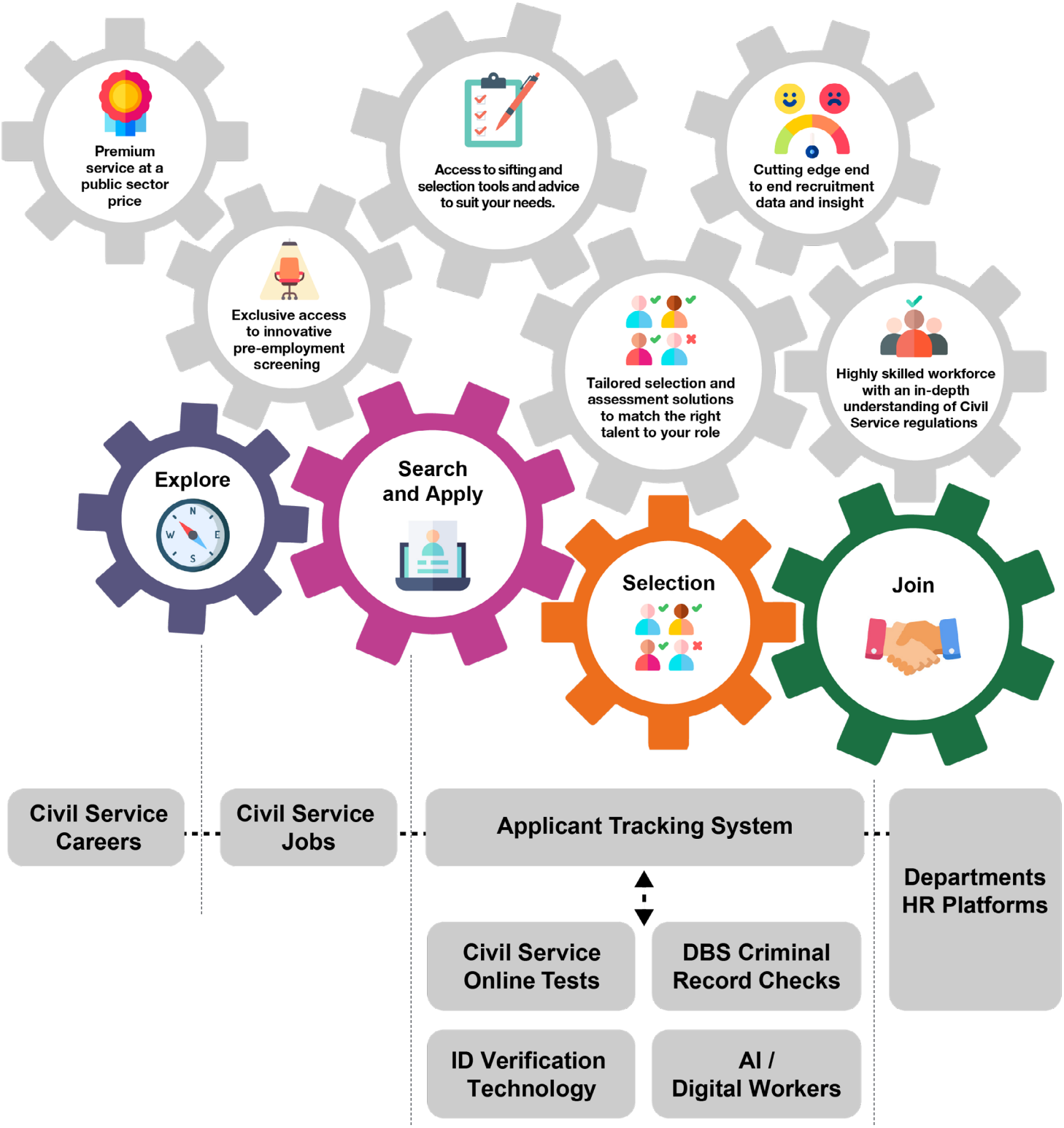
- Attract around 600k job seekers a month through our Search Engine Optimised solution
- Provide an online assessment platform where candidates can complete a pre-recorded interview at a time that suits them. This ensures inclusivity and efficiency in the selection process.
- Enable candidates to find, 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 2026/27, 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
- 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.

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 Culture, Media & Sport, Department for Transport 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 against government policies.

My main priorities are to understand the aims and challenges of my client departments and weave them into the ongoing evolution of GRS services and wider CS recruitment transformation, delivering the best 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, as well as sharing best practice linking 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	• Advertising • Candidate pack • In-house search	• Advert drafting • Job role design • Labour market advice
Recruitment	• Delegated Grade Recruitment • SCS/Executive Recruitment	• In-house Direct Sourcing
Selection and Assessment	• Selection and Assessment Solutions • Selection and Assessment Delivery	• SCS Assessments • Fully Automated Tests
Assessment Delivery and Administration	• On-site candidate handling • Identity document processing	• Candidate “keep warm” service • Pre-event reminders
Pre-employment Checks (PEC) and On-boarding	• Full Baseline Personnel Security Standards (BPSS) PECs • Partial BPSS PECs	• On-boarding
Campaign Evaluation and Analysis	• MI reporting • Evaluation and Analysis	• Quality Assurance

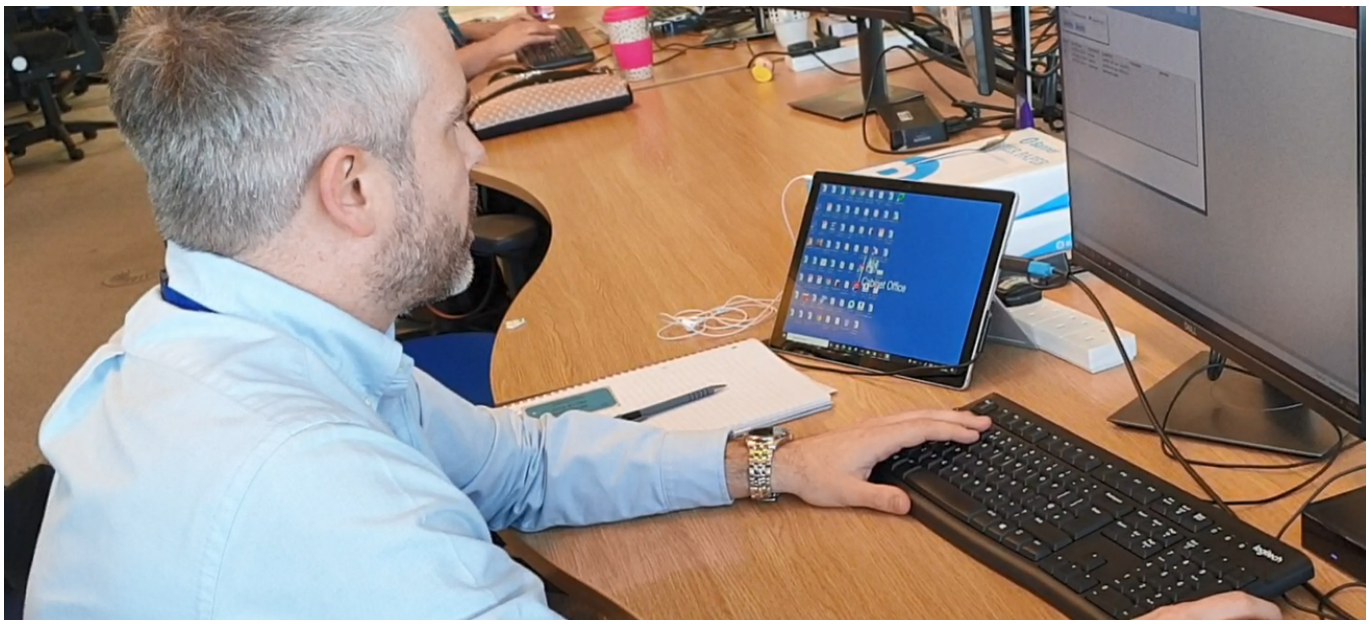
1. Fully managed service - delegated grades

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

Resource	Dedicated resource per campaign.
Advert	Review to ensure the advert conforms to the CSC Recruitment Principles and CS Recruitment policies.
	Launch advert on CS Jobs.
	Respond to all candidate enquiries.
Fully Automated Tests	Apply appropriate tests at the correct stage in the selection process.
	Respond to all candidates enquiries.
	Support candidates who require reasonable adjustments.
Advert Closes	Notify vacancy holders of number of candidates.
	Issue sift materials and guidance in line with 'name blank' policy.
	Advise on any reasonable adjustments needed by candidates.
Shortlist and Formal Interview	Notify candidates of sift outcomes.
	Invite successful candidates to select a suitable interview slot on Civil Service Jobs.
Provisional Offer	Notify all candidates of the outcome and release feedback.
	Finalise MI, including diversity and inclusion.
	Provide candidates with pre-employment checking information.
Pre-employment Checking and On-boarding	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.
	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.

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

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

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.

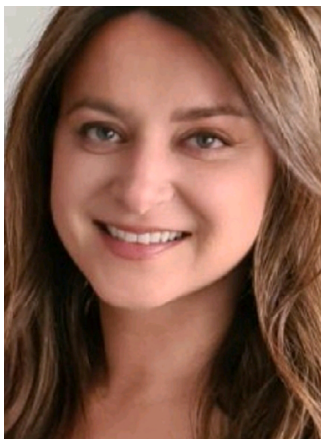
The benefits of using our SCS managed service include:

- 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.

What's new

Vacancy Holder auto notifications

This service aims to reduce time to hire, while providing a real time view of your current hiring position in a comprehensive dashboard. We do this by sending out reminders to vacancy holders, highlighting actions required to move their campaign along using means-tested hiring targets. The personalised dashboard provides a time to hire overview of each business area, giving reasoning for longer times and average department performance. In six months, our pilot department reduced their time to hire from an average of 44 days to 25 days as of September 2024.

Video Interviewing platform

Our new pre-recorded video interview platform, Vidcruiter, provides a cost-effective, customisable and data-driven way to interview candidates. With a 24/7 direct support team, customisable, bankable questions and detailed insights, departments can easily collect candidate interviews for high volume campaigns any time and anywhere at the candidate and the assessors convenience.

Reserve List Dashboard:

The purpose of the reserve list dashboard is to reduce time & cost per hire through effectively utilising existing reserve lists. By using these reserve lists, they aid workforce planners, to help understand their pipeline of available candidates. Another benefit is cost reduction and time saved creating new adverts, the reserve list will also help save on resource by removing the interview stage. The aim of the reserve list dashboard is to help you to get the right people into roles in a timely manner.

What's new: Selection and Assessment Solutions

We know our professional expertise supports you to get the right outcome in your recruitment campaigns so we have introduced the Selection and Assessment Solutions team. Led by Occupational Psychologists, the team works alongside our expert recruiters to provide selection and assessment advice to help you make evidence-based decisions, using inclusive methods, to get the right match between the person and the role. The team offers research, design and evaluation services providing you with bespoke products and processes tailored to your recruitment strategies. Services may include:

Selection & Assessment design:

- Job advert, Success Profile and assessment criteria
- Sift and interview design
- Work samples (such as role plays, oral briefings, data analysis and written exercises) and assessment centres
- Assessment training and delivery

Insights Research & Evaluation

- Fair and effective cut-off score setting
- Problem and needs analysis
- End-of-campaign evaluation reporting
- Diversity audits

Consultancy & Advice

- Selection and assessment best practice
- Psychometric test advice

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, 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

Contact details

newbusiness.grs@cabinetoffice.gov.uk

Design work, Chris Comber
GRS / GBS.