

# Digital Recruitment Campaign

## Candidate Information Pack

create a better place



Job titles: Delivery Manager  
User Interface Designer  
Digital Tester  
Digital Developer  
Web Ops Engineer  
User Researcher

Job location: Bristol, Warrington and Weybridge.

Date: May 2016

Reference: TBC

Please consider the environment and only print this document if you really need to.

<http://www.gov.uk/environment-agency>

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# 1. Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do. We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation. We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations. We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our staff. We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

<https://www.gov.uk/government/organisations/environment-agency>

You'll be working with Defra group colleagues and on Defra group projects as part of your role. Defra is our parent UK government department, and is responsible for safeguarding our natural environment, supporting our world-leading food and farming industry, and sustaining a thriving rural economy. Our broad remit means we play a major role in people's day-to-day life, from the food we eat, and the air we breathe, to the water we drink. For more information on Defra and what we do, please visit:

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>



## 2. The Digital Future

We're building a digital future for Defra and our customers. That means making big changes to how our services and technologies are designed and delivered from within the Environment Agency and across the Defra group. As a Digital expert, you'll be at the heart of that change.

Our digital services are important. They allow our customers to manage their businesses, track their livestock, apply for licenses and monitor their local flood risk. They enable our staff to work flexibly, collaborate with others and record data from sites across England.

Working with Environment Agency and Defra group staff at all levels, you'll apply your skills and experience to define user requirements, design digital solutions and deliver real transformation and change for an organisation that makes a difference.

In return, you'll benefit from being part of a supportive, diverse and customer-focused team. We'll invest in your professional development and work with you to design your future. Our flexible working arrangements mean that you can maintain a healthy work-life balance. And, you'll have the satisfaction of knowing that your work helps create a better environment and place to live.

To give you an insight into what we've already done, Government Digital Service (GDS) have posted a great video, for 'I want to fish,' a new online service being developed by the Environment Agency.

<http://www.youtube.com/watch?v=t3MqLXrLLhI&sns=em>

So, come and work with us as we build a digital future for Defra. We have a number of exciting opportunities that are each dynamic, challenging and rewarding.

# 3. The roles

## Delivery Manager

We're looking for enthusiastic, experienced, motivated and confident Delivery Managers to lead the delivery of exciting and innovative digital services for the Defra group.

As a Delivery Manager, you'll provide leadership for our digital service teams, maintaining and communicating a clear direction based on user needs and a service vision.

It's a role that's not just about introducing new services, it's also about changing how Defra conducts its business and embedding a new 'digital by default' culture.

As a leader, you'll bring customers and colleagues with you as we transform our services to meet their requirements. By leading collaborative scoping and planning exercises with senior figures from across Defra and key customers, you'll be a visible and critical member of the team.

As a manager you will be responsible for prioritising workloads and managing the capacity and capability of your team. You'll ensure that services are delivered to GDS Standards and through the correct methodologies and processes.

This is an exciting, challenging and rewarding opportunity to build on your portfolio of delivering services in an agile, dynamic environment. By applying your thorough understanding of GDS principles and processes to deliver innovative digital services, you'll play a central role in how Defra creates a better place to live.

The bullet points below summarise some of the skills we are looking for.

### Essential Skills

- Extensive experience of delivering digital projects using agile frameworks, tools and techniques.
- Proven capability of solving issues quickly and effectively, identifying themes and helping the team learn from experience.
- Experience of coaching and mentoring both teams and senior stakeholders in agile delivery.
- Adept at managing difficult relationships and helping teams overcome conflicts.

### Desirable Skills

- Experience of delivering digital services to the GDS Standard.
- Proven history of balancing quality delivery with prudent budget management.
- Experience of working within a public sector or large organisation.

## User Interface Designer

As a User Interface Designer in the Environment Agency, you'll define and design the interface and structure for some uniquely important digital services.

Our customers across industry and the public rely on our digital services for a variety of purposes – from applying for a fishing rod license to monitoring local river levels and flood warnings. They rely on us to provide user interfaces that are engaging, accessible, easy to navigate and responsive.

That's where you come in...

You'll apply your knowledge of standards such as the GDS design manual and WCAG 2.0 to ensure that our digital services meet user needs. You'll build your understanding of those user needs by working alongside a cross-section of our business colleagues and key customers.

This is an exciting opportunity for someone with a track-record of using interactive design to create a user interface that is fundamentally easy to use and understand, engaging graphical design, unpacking a complex workflow and creating wireframe mock-ups to communicate User Interfaces.

To succeed, you'll need to be a strong communicator, enjoy working with a diverse team and maintain a clear focus on customers. If that sounds like you, apply to join the team and help create a better place to live.

### Essential Skills

- Extensive experience of working with customers to design digital service interfaces for web and mobile.
- Solid experience of web and mobile application interface design. Core skills: hand-coded HTML (including HTML5), CSS, Javascript, sketching, design production, rapid prototyping.
- Experience working within an agile, multi-disciplinary team environment, and ability to deliver iterative design components (including user journeys) to the development team.

### Desirable Skills

- Experience of designing interfaces to the GDS design manual
- Working within a team using behavioural driven development, including the use of automated testing tools such as Cucumber.
- Proven ability to effectively capture, utilise and share customer insight and views from a diverse range of stakeholders to ensure better policy and delivery.

## **Digital Tester**

As a Digital Tester you'll apply your strong customer focus and technical expertise throughout the service lifecycle. You'll ensure that our digital services are robust, reliable, accessible, and usable on a range of devices. You'll work within a diverse agile team, designing and executing tests and sharing your observations, so strong communications skills are vital.

This is an exciting opportunity for someone with a background in digital testing to apply their skills and help improve our valued service to our customers.

### **Essential Skills**

- Experience of designing test approaches for digital services, embedding quality in the delivery and influencing team culture.
- Experience of configuring automated test scripts and management of tests using software such as Browserstack and Saucelab
- Experience of working within a team using behavioural driven development including the use of automation tools such as Cucumber.

### **Desirable Skills**

- Proven experience of working in an agile environment in multi-disciplined teams of developers and designers to create new digital services.
- Experience of delivering digital services in line with the appropriate GDS Standard.

## **Digital Developer**

Our customers across industry and the public rely on our digital services for a variety of purposes – from applying for a fishing rod license to registering cattle movements, from monitoring local river levels to receiving flood warnings.

Developing our digital online services in an agile way and with the customer in mind is vital to providing services that are readily accessible and always reliable.

As a Digital Developer, you'll help us provide those important services by writing, adapting, maintaining and enhancing code that's flexible, reusable and device agnostic. You'll be a key player on our multi-disciplinary team, designing, creating and improving digital services, products and transactions to improve our environment.

To succeed, you'll need to enjoy working as part of a diverse team and enjoy a technical challenge. If that sounds like you, apply to join our team and help us to create a better place to live.

### **Essential Skills**

- Extensive experience of digital services and APIs with detailed knowledge of at least one programming language (we use a range of languages including ruby and node.js)
- An ability to communicate technical concepts to a non-technical audience
- Experience working within multi-disciplinary teams delivering using agile methods and behavioural driven development
- Being involved in the wider web development community, identifying good practices we can adopt and sharing our experiences

### **Desirable Skills**

- Experience of developing solutions that comply with the GDS Standard and design manual
- Experience of integrating solutions with SAAS offerings
- Experience in establishing and driving intra- and inter-team discussions to learn from experience and adapt organisational processes and plans.

## **Web-Ops Engineer**

We're looking for experienced and confident Web-Ops Engineers to lead our day-to-day digital operations as we transform our digital services for Defra group and our customers.

As a Web-Ops Engineer, you'll work with colleagues across Defra group to keep our services online, supported and continually meeting customer needs. You'll maintain strong partnerships with technical specialists and business leaders to provision servers based on user and service requirements.

By applying your demonstrable knowledge of building cloud-hosting environments and your understanding of the Government's 'Cloud First' policy, you'll define the best systems, networks and platform configurations to achieve a diverse range of business objectives.

If you are confident communicator and leader with a solid record of monitoring and improving performance, apply to join the team and help create a better place to live.

### **Essential Skills**

- Extensive experience of configuring and operational management of cloud hosted services.
- Experience of scripting of automated deployment and configuration management, using tools such as Puppet, Chef and Ansible
- Experience of working very closely with developers and designers using agile methods and continuous delivery practices

### **Desirable Skills**

- Experience of designing infrastructure and managing operations based on the GDS Standard
- Experience of debugging complex multi-server services
- Ability to install and configure monitoring software

## **User Researcher**

Our customers across industry and the public rely on our digital services for a variety of purposes.

As a User Researcher in the Environment Agency and Defra group, you'll work with a core delivery team of digital experts, internal colleagues and external customers to gain a deep understanding of user and business needs.

You'll bring your experience of using a range of research and analysis techniques to capture, represent and articulate user needs. You'll then work as a key part of our teams to deliver services designed to meet those needs. Your specialist advice will also play a pivotal role throughout the service lifecycle to maintain a focus on user needs and outcomes, iterating services based on user feedback.

To succeed, you'll need to be a strong communicator, have excellent analytical and problem solving skills, enjoy working as part of a diverse team and have a passion for user-centred design practices. If that sounds like you, apply to join our team and help us to create a better place to live.

### **Essential Skills**

- Experience of planning, designing, and conducting user research to elicit needs, both in early stage concept and later service delivery.
- Experience of working with designers and developers to turn user data into actionable service needs that feed into service delivery.
- Proven experience of working in an agile environment in multi-disciplined teams of developers and designers to create new digital services.

### **Desirable Skills**

- Experience of delivering to the GDS Standard.
- Experience in web content, tools and transactional services, especially those with complex user journeys.

## 4. Salary and benefits

Join us in this role and you will enjoy the following benefits:

**Salary:** £42,915 – £53,995 per annum

**Digital Recruitment and Retention Allowance:** Some roles may be eligible for a Digital Recruitment and Retention Allowance of up to £15,000 dependant on skills and experience. This is an addition to the basic rate of pay for an individual fulfilling a specific role. The allowance will be applied in exceptional circumstances only, assessed on a case-by-case basis. Once applied, it is treated in the same way as basic pay - so is pensionable as well as taxable and subject to National Insurance. This allowance will only apply to specific digital roles, and if awarded, the value will be reviewed on an annual basis and may be withdrawn or changed, depending on current market conditions.

**Location:** Bristol, Warrington or Weybridge

Some travel across other Environment Agency, Defra group and customer sites may be required to work in an Agile way.

**Hours of work:** 37 hours, Permanent contract

**Leave entitlement:** Your leave allowance in this role will be 27 days plus bank holidays (pro-rata for part-time employees).

We also offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.

**Pension:** We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.

We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. The pension contribution rates currently range between 5.5% to 12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 17.5%, so this is a very generous scheme.

**Work/life balance:**

We support flexible working hours and a range of flexible working options, including flexi-time - these depend on business needs, but our aim is to help you achieve a positive work-life balance. We will also encourage you to keep developing your skills and professional knowledge throughout your career. We provide maternity, paternity and adoption leave schemes.

**Diversity:**

We are committed to diversity and inclusion. We want all our staff to feel valued and respected and to see this as a great place to work.

Diversity: it's in our nature.

**Enhanced Benefits:**

These include:

- Maternity, paternity and adoption leave scheme
- Leave for examinations, approved studies, public duties, special / reserve forces, environmental work, trade union representatives and health and safety representatives

**Health and Wellbeing:**

We offer:

- Occupational health benefits, including counselling and advisory service, eye care service and access to Help (our employee assistance service)
- Interest free loans for season tickets and / or bicycles and safety equipment
- Childcare vouchers scheme
- Subsidised sports and social clubs
- Many other rewards, including shopping, leisure, fitness, finance and travel benefits and discounts



## 5. Further information

If you have a specific question on these roles please email [Digital.Recruitment@environment-agency.gov.uk](mailto:Digital.Recruitment@environment-agency.gov.uk)

Closing date for applications: 26 June 2016

The Environment Agency is fully committed to having an inclusive workforce to reflect the communities we serve. For more information refer to the Equality and Diversity section on page 15.

We welcome applications from candidates seeking flexible working patterns, including job share. Please highlight any information regarding preferred flexible working arrangements on your cover letter.

Please note that Environment Agency employees are not civil servants so you may wish to check your eligibility for continuity of employment by contacting your HR department. All eligible bodies are listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999.

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

To find out more about what it's like to work at the Environment Agency, please visit: <https://www.gov.uk/government/organisations/environment-agency/about/recruitment>

Please note all successful applicants must undergo Baseline Personnel Security Standard (BPSS) checks prior to commencement of employment. This includes a basic criminal records check.

Successful applicants must have the right to work and live in the UK.

# 6. How to apply

When it comes to applying, you need to email the following to [digital.recruitment@environment-agency.gov.uk](mailto:digital.recruitment@environment-agency.gov.uk)

- A copy of your CV
- Cover letter
- Equality and Diversity Form

Our selection process is based on skills, experience and capabilities. We're keen to know what makes you right for the job you're applying for and why we should ask you in for an interview. Your cover letter is your chance to convince us! You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the candidate pack). And instead of simply telling us, show us in no more than one page; use real life examples of where you've used a certain skill or how you've practically applied your experience. You should also use your cover letter to indicate which roles you are interested in and your preferred work locations.

You can confirm your right to live and work in the UK and if you are eligible for the Guaranteed Interview Policy by completing the Equality and Diversity form. You can download a copy of the Equality and Diversity form on the advert.

All applications that meet the required standard will be invited to a telephone interview and if successful may be invited to the assessment centre. Assessment centres will be run at regular intervals throughout July.

When you apply to the Environment Agency for a job we will ask you to provide your personal data. We need this information so that we can establish your identity and your right to work in the UK.

You can read our Data Protection Statement on the application process page of our recruitment system.

## Equality and Diversity

We are fully committed to having a diverse and inclusive workforce to reflect the communities we serve. We welcome flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

We also have a Guaranteed Interview Policy to support those with a disability who are seeking employment. We have committed to guaranteeing an interview to anyone with a disability whose application meets the minimum criteria for the post.

### What do we mean by disability?

To be eligible for the Guaranteed Interview Policy you must have a disability or a long-term health condition that puts you at a significant disadvantage in either obtaining or keeping a job. The Equality Act 2010 defines a person as having a disability if they have a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities.

This definition can be broken down to help explain the meaning of disability.

- Physical Impairment - examples would be blindness, deafness, paralysis of a leg, heart disease and progressive conditions.
- Mental Impairment - includes an impairment resulting from or consisting of a clinically well recognised mental illness
- Substantial Impairment - put simply, this means the effect of the impairment on ability to carry out normal day to day activities is more than minor or trivial.
- Long Term Impairment - has, or is likely to last at least 12 months (there are special rules covering recurring or fluctuating conditions).
- Normal day to day activities - for example normal for most people, and carried out on a regular basis, such as washing, eating, catching a bus or turning on a television.

People who have a disability in the past that meets this definition are also protected by the Act.

### How do I qualify for the Guaranteed Interview Policy?

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the post. By 'minimum criteria' we mean that you must provide us with evidence in your application form which demonstrates that you generally meet the level of competence required for each element of the role profile, as well as meeting any of the qualifications, skills or experience defined as essential.

Please note that the Guaranteed Interview Policy does not give you an automatic right to be interviewed. If you do not provide the written evidence within your application of meeting the minimum criteria for the post you will not be offered an interview.

### What support can I expect at interview?

To ensure that we do not create any barriers in our selection process and to help us implement our diversity policy effectively, if you are invited to interview, please let us know as soon as possible what particular assistance you would like us to provide. The earlier you are able to let us know, the more effective our arrangements will be.

If you have any questions or would like to talk to someone about your specific requirements at the interview, please contact the HR Service Centre on 0845 602 6099.

### If my application is successful what support can I expect at work?

Before you start work you will be contacted to discuss any particular requirements you may have such as access adapted workstation, etc. You will be consulted about which colleagues will be

made aware of your disability, in order to ensure your safety. We will respect your judgement and wishes with respect to other colleagues and details of information passed to them.

