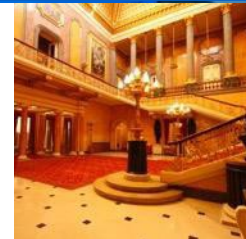
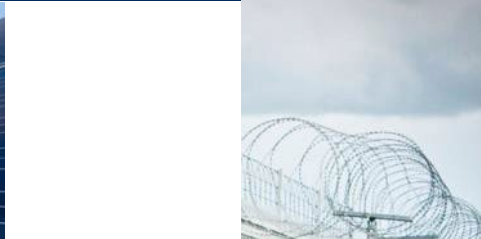




FCDO Services

Chief of Operations

Candidate Pack | January 2024



Saxton Bampfylde



About FCDO Services

As part of the Foreign, Commonwealth and Development Office (FCDO), FCDO Services works with government customers in the UK and overseas, providing a wide range of secure services, including logistics, construction, digital and security solutions. Our work is varied both in content and location: from building and maintaining embassies to hosting secure servers for government customers; from providing logistics support to the UK Government's network of more than 250 diplomatic missions across 168 countries to delivering highly secure radar and communications installations for the Ministry of Defence. It's vital work that supports our nation's interests all over the world.

As a Trading Fund, our main goals are to provide top quality, competitively priced services for our customers while making a financial surplus and ensuring the long-term viability of the business. To achieve this, we aim to be a trusted, agile and global partner, delivering secure technical services primarily to our parent, the FCDO, but also to other relevant arms of government. We have a developing customer base that also includes the Home Office and some friendly foreign governments.

Our Strategy

Our ambition

The organisation of choice for innovation in protecting the people, assets and data of the Government and its partners worldwide.

Our purpose

We provide trusted, secure and resilient services to support diplomacy, defence and development for the UK Government and our global partners.

Our vision

Sustaining secure, global capability for the UK and its partners.

Our Strategic Objectives

Security at the heart

Security is at the heart of our business, and is threaded through everything we do. Through our innovative products and services our operational delivery provides confidence to our customers that their operations are secure. Our security-cleared people have unique security skills and expertise and their work is supported by a modernised secure IT platform.

Ease of doing business

To offer the best customer experience, providing simpler, streamlined processes focused on delivering an efficient, transparent and collaborative service. A focus on continuous improvement to deliver transformative business benefits and efficiencies.

Provider of choice

To be the provider of choice for our key customers, primarily our owner the FCDO. Our focus is on secure digital and infrastructure solutions, and logistics. Through our capacity, capability and track record to deliver multi-year, repeatable programs we aim to instil confidence in our customers.

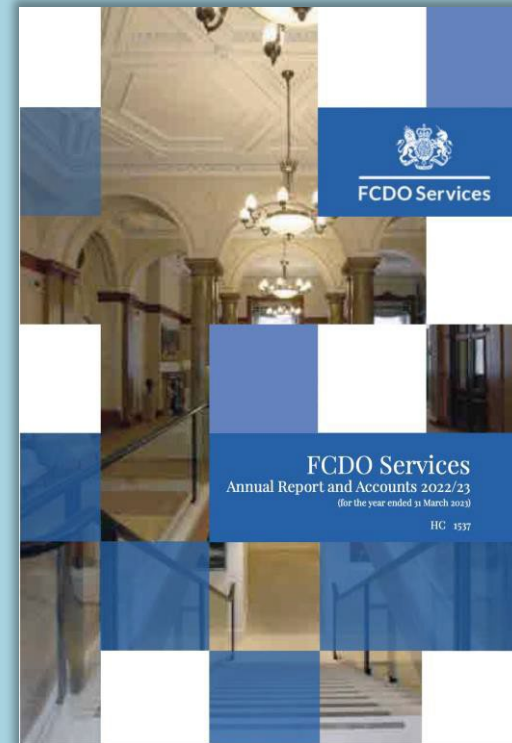
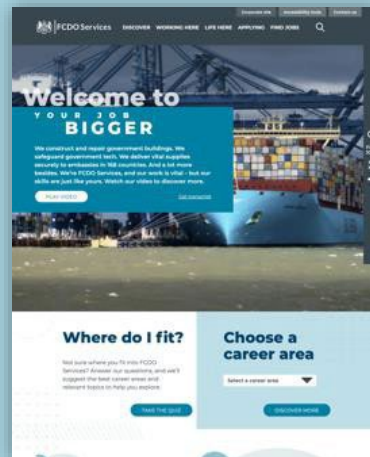
More Information

For more information about FCDO Services, please visit our corporate and careers websites.

Visit our [corporate website](#)



Visit our [careers website](#)




To view or download our most recent Annual Report, please [click here](#)

Equality, Diversity and Inclusion

At FCDO Services we're aiming to create a truly inclusive business, and to play our part in helping change the balance in the industries we're part of too. We are proud of the progress we've made to date, while recognising there is work still to do.

But what does a truly inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make. It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns. That's the environment we want for everyone at FCDO Services.

You can find more information about our approach to diversity and inclusion [here](#).



The screenshot shows a website page for FCDO Services with a dark header containing navigation links: 'Corporate site', 'Accessibility tools', and 'Contact us'. The main navigation bar includes 'FCDO Services', 'DISCOVER', 'WORKING HERE', 'LIFE HERE', 'APPLYING', and 'FIND JOBS'. The page title is 'Diversity and Inclusion'. Below the title is a photograph of three diverse professionals in an office setting. To the right of the photo is a quote: 'We're aiming to create a truly diverse and inclusive business here at FCDO Services – and we recognise our part to play in helping change in the technology and construction industries too.' Below this are three bullet points, each with a teal circular icon: 'What does a truly diverse and inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make.', 'It's where the whole team makes a conscious effort to understand and support each other's cultures, backgrounds, experiences. Where training is given across the business to help us all do that better.', and 'It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns.' A fourth paragraph states: 'That's the environment we want for everyone at FCDO Services – and we work hard every day to achieve it.' At the bottom left is a circular image of a diverse group of people in a meeting. At the bottom right is a section titled 'Our vision' with the text: 'Our vision is to be a diverse and inclusive organisation that looks after the wellbeing of all of our people. To enable us to achieve this we are focused on four areas: Inclusion, Respect at Work, Attracting and Promoting Talent; and Wellbeing. Each area is championed by a member of our Executive board.'



Job purpose

This is a vital senior leadership role. As the delivery face of the organisation the role holder is accountable for the effective global delivery and continuous improvement of secure property, technology and security projects and service management. A key element of the role is ensuring coherency and a one team approach to ensure FCDO Services is high performing.

With responsibility for developing an efficient, customer focused and commercial global service delivery organisation, the role holder will ensure FCDO Services is recognised as an expert at providing services as the 'one stop shop' partner of choice for the FCDO and its key partners.

As a Board member and Executive Director, the role holder will contribute to the strategic framework, governance and capability to drive improvements in customer, financial and delivery performance throughout the organisation and is accountable for maximising growth opportunities with the FCDO and wider market customers, expanding FCDO Services' portfolio of products and services.

The Role

Key responsibilities

- Contribute to the **development and ongoing implementation of the strategy** to achieve the goals and priorities of FCDO Services, ensuring appropriate in-year business plans are in place and effectively communicated to support delivery.
- **Act as a role model and inspiring leader in providing** governance and direction to globally based teams, bringing coherence and a one team ethos, ensuring appropriate structures, supporting processes, and behaviours are embedded.
- Seamlessly deliver ‘business as usual’ activities while **driving forward continuous improvement in our processes, systems, products, and services.**
- Ensure appropriate compliance with corporate **policies and guidance**, leading their development to create regimes which deliver the most appropriate balance between control and freedom to deliver. Provide advice and guidance to the Chief Executive and Board on the formation, development and application of policy, strategy and decisions relating to project delivery and service management.
- Accountable for the **development and ownership of successful and productive relationships with key stakeholders** across FCDO Services, the wider FCDO and other customer organisations.
- Ensure that **operations effectively support project and service management delivery** to the FCDO and other customers. Deliver transformation projects and ensure that agreed changes are effectively implemented into operations. Design and implement end-to-end product lifecycle model to better serve our customers based on continuous monitoring of delivery performance and improvement.
- Implement corporate **Health and Safety** policy and processes to promote a safety-first culture. Ensure the safe working environments, including overseas, in accordance with statutory requirements and the employer’s duty of care to manage risks and protect the safety, health and wellbeing of all staff.
- Evaluate **new business opportunities** against FCDO Services risk profile and ensuring they are deliverable and effectively resourced. Collaboratively work with the Executive team and external stakeholders to develop the product and services portfolio and new business opportunities.

Person Specification

Essential criteria

- Significant experience of successfully leading an international business at a strategic and operational level.
- Appropriate professional qualification and/or membership of chartered institution.
- Highly developed leadership, management, interpersonal and communication skills with the ability to influence, develop and empower others and collaborative working.
- Exceptional commercial understanding/acumen with a pragmatic approach and drive for outstanding customer service with evidence of consistently meeting and exceeding customer expectations and improving organisational performance.
- Evidence of delivering major improvement initiatives, demonstrating innovation and long term impact and value to organisation and customer.

Desirable criteria

- Proficiency with significant resources/budgets including hiring, training, resource forecasting and performance.
- Experience working in both public and private sector.

Person Specification

Civil Service Behaviours

As a senior civil servant, you are expected to demonstrate competence at **Level 6** of the Success Profiles Civil Service Behaviours. Read more [here](#).



For this specific role, the focus will be on;

Leadership

Achieving Commercial Outcomes

Making Effective Decisions

Delivering at Pace

Success Indicators

Success measured and evidenced by

- Achieve service delivery in accordance with contractual, SLA and other performance metrics agreed with customers.
- Deliver the Corporate Plan, Ministerial targets and cost and quality KPI targets.
- Continuous improvements in efficiency and effectiveness of property, technology and security projects and service management which contribute to reductions in overhead and achieve positive customer feedback.
- Health and safety of all staff and working environments – accurate reporting and reduction in accidents/incidents and welfare issues.
- Development of effective stakeholder relationships in order to meet their delivery agenda and contributing to improved organisation wide financial performance.
- Improvements in customer and stakeholder feedback.
- Improve leadership and change management capability evidenced by People Survey results.
- Improved employee engagement evidenced through the Civil Service People Survey.
- Promote wellbeing and a diverse and inclusive culture and delivery organisation, acting as a role model.
- Implement a culture of continuous improvement and quality assurance in delivery, including streamlined business processes, systems and ways of working that deliver of business objectives, drive efficiency and promote a one FCDO Services team approach.
- Corporate risk and governance standards met.
- Business continuity and succession management plans operational.
- Expenditure managed and controlled within agreed budgets.
- Compliant with all commercial legal and regulatory requirements.

Authority and Scope

Budget and Authority	Operating revenues of c£261m
Reports to:	Chief Executive Officer, SCS2
Direct Reports:	<p>Direct Reports include 4 Directors (SCS1) and 3 D7 (Principal Grade 6) and 1 D6 (Principal Grade 7).</p> <p>Overall responsibility for c 800 staff, including overseas based employees. Potential to grow both UK and International delivery workforce whilst reducing overheads.</p>

Terms of Appointment

Duration

This opportunity is available on a permanent basis. Applications made on the basis of a permanent transfer or a loan from existing civil servants are welcomed too.

This role has a minimum assignment duration of three years. An assignment duration is the period of time a Senior Civil Servant (SCS) is expected to remain in the same post to enable them to deliver on the agreed key business outcomes. The assignment duration also supports your career through building your depth of expertise.

As part of accepting this role you will be agreeing to the expected assignment duration set out above. This will not result in a contractual change to your terms and conditions.

Please note this is an exception only, it is not something which is written into

your terms and conditions or indeed which the employing organisation or you are bound by.

It will depend on your personal circumstances at a particular time and business needs, for example, would not preclude any absence like family friendly leave. It is nonetheless an important expectation, which is why we ask you to confirm you agree to the assignment duration set out above.

Contract Type

This is a full-time role. However, some flexible working arrangements (including Job share partnerships, and/or commencing the role while holding a non-executive directorship) may be considered. We also operate a Hybrid Working Policy to allow some homeworking depending on role and business need.

Vetting

Appointment will be subject to successful completion of Developed Vetting (DV). More information about the vetting process can be found on our careers website.

Location

This role is based at Hanslope Park, Milton Keynes with the requirement for some travel within the UK and Overseas.

Terms of Appointment

Remuneration

Salary: SCS Payband 2 - package up to £130,000

There is a base salary per annum plus an attractive pension and other benefits including flexible working.

Future pay awards will normally be made in line with the prevailing SCS performance - related pay arrangements. Increases depend on individual circumstances including your current salary level at the award time.

There is potential for a non - consolidated performance -related bonus in line with SCS remuneration policies.

For existing civil servants applying on level transfer or promotion, normal Civil Service pay rules apply.

The successful candidate will be appointed on the modernised SCS terms and conditions.

Existing civil servants will retain their existing rights if accepting this post on level transfer.

Recruitment Process

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to FCDO Services on this appointment. Candidates should apply for this role through our website at www.saxbam.com/appointments using code **QXWC1**. Click on the 'apply' button and follow the instructions to:

1. Upload a CV setting out your career history, with key responsibilities and achievements.
2. Upload a covering letter (no longer than two pages) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the criteria in the person specification.
3. Complete the online diversity monitoring form*.

Closing date for applications is: Monday 5th February 2024

**The diversity monitoring online form will not be shared with anyone involved in assessing your application. Please complete it as part of the application process. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'.*

Should you encounter any issues with your online application please get in touch with Saxton Bampfylde via:
belinda.beck@saxbam.com

Recruitment Process

Reasonable Adjustments

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact: belinda.beck@saxbam.com in the first instance.

Disability Confident Scheme

The Civil Service embraces diversity and promotes equal opportunities. As such, we participate in a Disability Confident Scheme (DCS).

Disabled applicants who meet the minimum selection criteria as set out in the essential criteria of the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

For all guaranteed interview schemes, there may be exceptions made on reasons of time or resource for high-volume recruitment where the vacancy manager may decide to select the candidates who best meet the minimum criteria, rather than all of those who meet the minimum criteria.

Selection Process Details

Selection Process Details

The selection process will be chaired in accordance with Civil Service Commission requirements. The Civil Service Commission has two primary functions:

- Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel.
- Hearing and determining appeals made by civil servants under the Civil Service Code which sets out the Civil Service values – Impartiality, Objectivity, Integrity and Honesty - and forms part of the relationship between civil servants and their employer.

More detailed information can be found at on the Civil Service Commission website:
<http://civilservicecommission.independent.gov.uk>.

The Panel

The panel will assess and score your application in order to select those demonstrating the best fit with the role by considering both the evidence you have provided against the essential criteria set out in the 'Person Specification' section and the detail within your CV. Failure to address any or all of these may affect your application

Panel Composition

Mike Astell, Chief Executive Officer, FCDO Services

Sir Simon Gass, Chair, FCDO Services Board

Gayle Worvill, Director of People, FCDO Services

Martin Spencer, Civil Service Commissioner, Civil Service Commission UK

TBC – A further panel member is likely to be added, details will be made available to shortlisted candidates

Selection Process Details

1. Longlist

You will receive an acknowledgment of your application through the online process.

The panel will then assess your application to select those demonstrating the best fit with the role by considering the evidence you have provided against the criteria set out in the 'Person Specification' section. Failure to address any or all of these may affect your application.

Longlisted candidates will be invited to interview with Saxton Bampfylde, employment agency advisor to FCDO Services on this appointment.

2. Shortlist

Following the longlisting interview, the panel will then assess longlisted candidates and select those on the basis of merit to be taken forward to the shortlist.

If you are shortlisted, you will be asked to take part in a series of assessments which may include psychometric tests and staff engagement assessments. These assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

Two references will be taken on shortlisted candidates. Details of two referees should be provided within the documents uploaded as part of the application. Referees will not be contacted without a candidate's consent.

Shortlisted candidates will have the opportunity to speak to key stakeholders.

Shortlisted candidates will be asked to attend a final panel interview in order to have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in the Person Specification.

Full details of the assessment process will be made available to shortlisted candidates.

Regardless of the outcome, we will notify all candidates as soon as possible after each stage of the selection process.

3. Interview

Interviews will be conducted in line with current Government guidance and are likely to be remotely, via video conference, but we may require your attendance in person at some elements, subject to mutual agreement.

Indicative Timetable

We will endeavour to offer flexibility, but it may not be possible to offer alternative dates for assessments or interviews. Please note that these dates may be subject to change and at this stage are indicative.

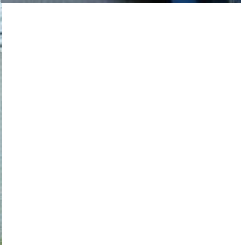
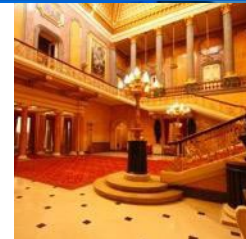
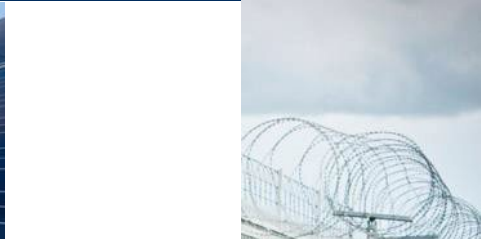
Stage	Timescale
Applications close	Monday 5 th February 2024
Shortlisting	w/c 26 th February 2024
Assessments and Stakeholder discussions	w/c 4 th , 11 th March 2024
Interviews	w/c 25 th March





FCDO Services

For more information about us, visit:
fcdoservicescareers.co.uk



Saxton Bampfylde