



HM Revenue  
& Customs

# HM Revenue and Customs

## IT Audit Manager

### Candidate information pack



# Key facts

## Role:

An opportunity to join one of the most respected Internal Audit functions in Government. You will carry out the day to day management and delivery of the IT audit plan for a key line of business, while supporting the Director of Internal Audit and the Internal Audit Senior Leadership Team.

## Pay:

£52,077 - £58,707 (National)

As part of an agreed multi-year pay deal and contract offer, HMRC colleagues will receive an average pay award of 4.9% in June 2022. Please see the T&Cs document attached to the job advert for a summary of the key changes that will be made due to this pay deal.

This post currently attracts a non-pensionable Labour Market Supplement of £6,000 per annum, subject to being CISA certified or equivalent (CRISC, CISM and CGEIT), which is in addition to base salary.

## Location:

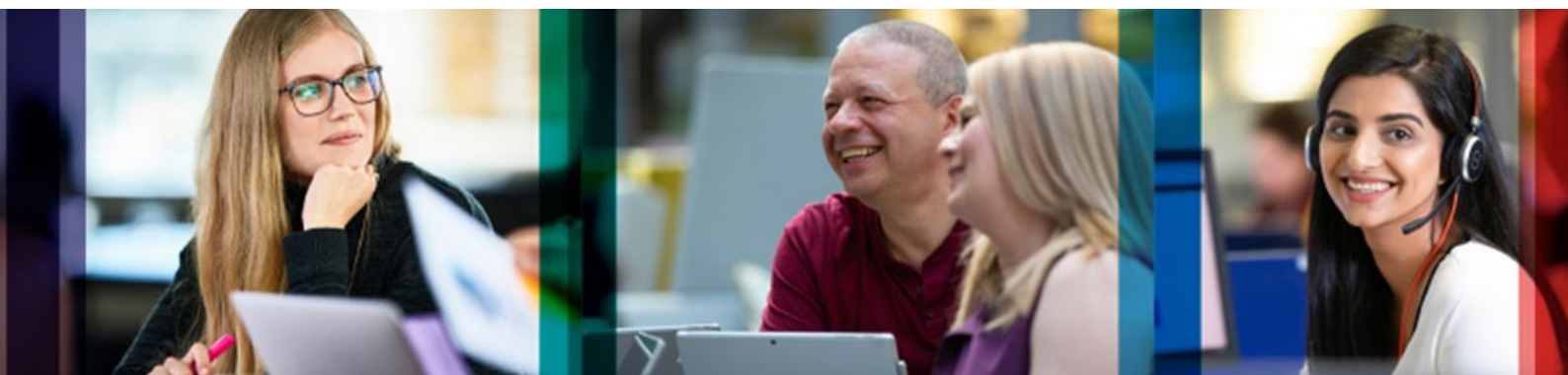
Newcastle, Nottingham, Manchester, Leeds, Telford or Worthing.

## Working patterns:

Full time, 37 hours per week.

As work life balance is important to us, we offer flexitime along with the choice of working from home at least 2 days per week.

Alternative working pattern requests will be considered but are subject to business needs. You should discuss this option with the vacancy holder before you apply.



# About HMRC

HM Revenue and Customs (HMRC) is one of the UK's largest organisations, with around 66,000 employees, collecting over £605 billion in tax revenue.

As one of the UK's largest government departments, our work makes a difference across all businesses and households within the UK. This is achieved by collecting the money that pays for the UK public services and by helping families and individuals by providing targeted financial support where required.

Tax pays for everything that the government spends, including hospitals, schools, police, transport, defence and security. We are responsible for working out and collecting the taxes and duties that 50 million people and 5 million businesses pay. We also pay and administer Child Benefit, Tax-Free Childcare, Statutory Pay and Tax Credits. We also protect our citizens, for example, through enforcing the National Minimum Wage and Living Wage.

We're not all Tax Professionals either! We have more than 20 different professions, attracting a diverse workforce including Digital Specialists, Data Analysts, Policy Makers and Government Communicators.

## Jim Harra - HMRC Chief Executive and Permanent Secretary



I am delighted that you are considering HMRC as a career choice. HMRC are going through an exciting time as we undertake a major transformation to modernise our organisation and deliver even better services for our customers. We are embracing new technology to deliver cutting-edge digital services, to make our jobs easier and to make us feel more connected. We can only achieve this with the help and support of our people.

We offer challenging, interesting work and fulfilling, rewarding careers. We're working hard to make sure that we include people regardless of difference and that each and every colleague in HMRC works in a fully inclusive environment, where they feel respected and safe to speak up if they need to. This is a key priority for HMRC, and it's everyone's responsibility to contribute to it.

# Internal Audit in HMRC

Internal Audit deals with issues that are fundamental to the reputation and success of the Department. Our role is to provide independent and objective assurance to the Chief Executive to ensure that the Department's risk management, governance and internal control processes are operating effectively and efficiently. We make a real difference to the Department by providing professional assurance and advice that adds value for money and improves operations. Although we are part of HMRC we are independent of the activities we audit.

We provide Internal Audit services across HMRC and the Valuation Office Agency. Our work can touch on any area of these organisations.

## Why join HMRC?

Internal Audit is at the very heart of HMRC and works with every area of the department looking at assurance on governance, risk management and controls. As well as compliance type audit work, we are actively brought in early to help the business design assurance into new products and processes.

All of our auditors take pride in their work and strive to deliver a high-quality performance. In return you will be given a range of personal development opportunities to continue building your professional career.

You will also have a chance to work within an award-winning internal audit team that constantly strives to deliver a quality service, and which welcomes and seeks out new ideas that challenge itself to get better.

I look forward to receiving your application.



Tim Addison

Director, Internal Audit

# What will I be doing?

- Supporting the Director of Internal Audit and the Internal Audit Senior Leadership Team in providing HMRC and Valuations Office Agency Chief Executives with advice and assurance on the overall adequacy and efficiency of their respective frameworks of governance, risk management and control.
- Development and delivery of effective customer relationships with senior managers within the Chief Digital & Information Officer (CDIO) Group portfolio via structured customer account management.
- Delivery of assigned IT audit reviews together with appropriate follow-up actions assuring time and quality standards.
- Leading and managing a team of IT auditors and providing technical IT audit leadership across the internal audit team.
- Motivating your team members to deliver an excellent audit service.
- Working with other assurance providers and where vital delivering integrated reporting.
- Undertaking more complex assignments under direction from the Head of Audit.
- Deputising for senior managers where appropriate.

# What makes a great IT Audit Manager?

We are looking to recruit enthusiastic individuals who are keen to improve public services.

We need people who can bring leadership, practicality, pragmatism and customer focus to the technical elements of the review process. You need to be a strong influencer, a good communicator and be able to lead and develop a team.

If you are ready for a change and have an appetite for the breadth of work this role offers, we can help build an outstanding career in audit and wider HMRC/Government! You'll be given relative autonomy to carry out your work and will have the chance to lead your own portfolio and team. This role will offer work that is meaningful, interesting and probably the most varied in government. This is an opportunity that will no doubt stand out on any CV.

# What are we looking for?

We are looking for an IT Audit Manager with a wide range of skills:

- A qualified IT Auditor with an IT audit qualification (CISA or equivalent e.g. CRISC, CISM CGEIT) and completed logbook, who has relevant post qualification experience.
- Experience of managing the delivery of an IT internal audit portfolio in a medium to large sized organisation.
- Experience of leading, developing and motivating a team to deliver a high-quality service.
- Excellent communicator through both written and verbal means, with the ability to develop and deliver effective customer relationships.
- A proactive, independent thinker who can confidently express their views, look across work and understand when to take audit findings and apply them more widely across the organisation.
- An effective decision maker, actively supervising audit deliverables to ensure a high-quality service, delivered to time, quality and resource constraints.
- Demonstrable resilience and tact in the face of complicated circumstances.
- Use of data analysis to support audit findings.
- Assurance of transformation programmes and/or projects.
- Understanding of risk management and internal governance in a large organisation.
- It would be of benefit if you were a qualified Chartered Internal Auditor (CMIIA and CIA) or qualified Accountant (CCAB/CIMA).

# What's it like to work as an Audit Manager in HMRC?

Internal Audit Manager at HMRC was my first senior role in the Civil Service, I had previously worked at a much smaller government department and prior to that I had spent my career in the private sector.

I joined HMRC because I passionately believe in the collection of tax to help build a fairer and more equitable society. I initially thought that my HMRC experience would consist of looking at tax operations only, however the role is much more varied than that! I work with colleagues from all of HMRC's portfolios and work in collaboration with other audit managers on cross cutting audits. It has provided me with great visibility of the organisation and a bottom up understanding of how HMRC works.



What I love about working in Internal Audit is no two days are the same, the work is very varied because of the breadth of audits we do, some audits are very technical, others rely on data analytics and some are much more holistic looking at governance and strategy. I love supporting my team to deliver great work for the customer and HMRC more widely. I see our audit reports are taken incredibly seriously by the organisation and can bring about real change.

I also wanted to join the Civil Service for a better work life balance, coming from the private sector where I was doing silly hours. I am glad to say I have achieved a much better work life balance in HMRC, flexi-working and generous annual leave is a huge benefit for me. I find my days are busy and I work hard but equally I get my downtime and feel energised to start again.

The Internal Audit teams are also a great bunch of people, since I joined all the other audit managers have been so welcoming and my manager is very supportive. I also have a great team who work hard and deliver fantastic results.

For anyone looking to apply for the Internal Audit Manager role I would say it is an exciting, challenging role with great exposure and a lovely team to work with.

**Helen Easton**

**Internal Audit Manager**

# Investing in you

HMRC prides itself on our learning and development offers and the support we can provide as an organisation.

We're committed to investing in you and your development throughout your time at HMRC. From access to regular learning sessions and webinars from a range of cross-sector providers through to giving you all the tools and skills you need to do a brilliant job.

On top of this you'll have mentoring, help and assistance from your friendly colleagues.

## Diversity, inclusion and equality

We want everyone to feel valued, supported and comfortable being their true self at work. We are proud to be a diverse and inclusive employer, supporting social mobility giving opportunities to people no matter what their background. That's why we have several staff diversity networks that cover race, disability, LGBTQ, gender and carers. You'll be able to join any of these networks when you join us and getting involved is easy.

When you join us you join a friendly and helpful community. We'll give you the support you need to grow in confidence, help you enjoy your time inside and outside the work place ensuring you have a good work-life balance. We believe that we are a great place to work.

For more information on our diversity networks see page 7 of the ["Your Little Extras and Big Benefits" booklet](#)





# Further help with applying

There is further information on Civil Service careers that gives information and step-by-step guidance on applying for a role within HMRC and the Civil Service.

To access this information go to [How to apply on Civil Service Careers](#).

For more information around eligibility, health declarations, security and reasonable adjustments please visit [GOV.UK](#).

Following each stage of the application process, candidates will be notified of their outcome via email from Government Recruitment Service.

## Reserve List

If we receive applications from more suitable candidates than we have vacancies for at this time, we may hold suitable applicants on a reserve list for 12 months. Future vacancies in the department requiring the same skills and experience could be offered to candidates on the reserve list without a new application. Being on a reserve list does not guarantee you a post, so we encourage you to apply for other roles that interest you.

## Security Clearance

Several checks will be carried out before an offer is confirmed. These will include, age, identity, nationality and immigration status, employment/education history, character and criminal convictions.

If you are successful the following will also be required:

- [HM Government Baseline Personnel Security Standard \(BPSS basic security checks\) - you may be required to obtain SC in future where the business requires it](#)
- [Disclosure and Barring Security \(DBS\) check](#)

Failure to obtain the required security level will result in withdrawal of any job offer.



# Frequently Asked Questions

## If I am made an offer, will I serve a probation period?

Candidates new to the Civil Service will be required to serve a probationary period of six months. This period gives you the opportunity to demonstrate that you are suitable for the job and are able to achieve and maintain our expected standards of performance, attendance, conduct and behaviour. Your manager will guide and support you and provide encouragement to succeed. However, if your performance, attendance and conduct are not satisfactory throughout the probation period you may be dismissed. If you are transferring from another Government Department, the probation period you have already served will be considered.

## Is the salary negotiable?

Full time non-Civil Servants will start at the minimum of the salary range. Civil Servants appointed on level transfer will normally retain their existing salary, but this is dependent on location and any other elements of existing salary. Civil Servants appointed on promotion will receive the salary range minimum or 10% uplift of existing salary (whichever is higher), subject to the range maximum.

## How will I be contacted?

We will contact you by email, and via your Civil Service Jobs account. Please check all of your inboxes including your junk/spam folder. You will also need to frequently check your Civil Service Jobs account. We may also contact you by telephone using 03000 numbers, which will display as "Withheld".

## Will I receive feedback on my application?

You will receive feedback following interview which can be accessed through your Civil Service Jobs account.

## What benefits can you offer me?

We believe in ensuring the well-being of all our people, and that everyone has a good work-life balance. To help achieve this, we provide our people with a generous annual leave package, flexible working arrangements, competitive pensions, extensive career and personal development programmes. Plus much more, see our ["Your Little Extras and Big Benefits" booklet](#), or please visit [GOV.UK](https://www.gov.uk) for more details.

# Need help?

If you have any questions please refer to the advert and candidate information pack for the answer. If it is not covered here then please get in touch with [georgewearden@michaelpage.com](mailto:georgewearden@michaelpage.com) or [nicolahallworth@michaelpage.com](mailto:nicolahallworth@michaelpage.com) at Michael Page.

If you are having issues or need support with your application please contact Michael Page recruitment agency as soon as possible:  
[georgewearden@michaelpage.com](mailto:georgewearden@michaelpage.com) or [nicolahallworth@michaelpage.com](mailto:nicolahallworth@michaelpage.com)

Please note:

- if you have any queries about your application, you'll need to contact us before the application deadline;
- we can't accept late applications.

We wish you every success with your application,  
Internal Audit Team



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