



HM Revenue
& Customs

HM Revenue and Customs

Data Analytics Manager

Candidate information pack



Key facts

Role:

An opportunity to join one of the most respected Internal Audit functions in Government. You will lead the development of our data analytics to drive better capability and maturity across the internal audit unit and our audit work.

Pay:

£52,077 - £58,707 (National) £58,596 - £66,051 (London)

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.

Location:

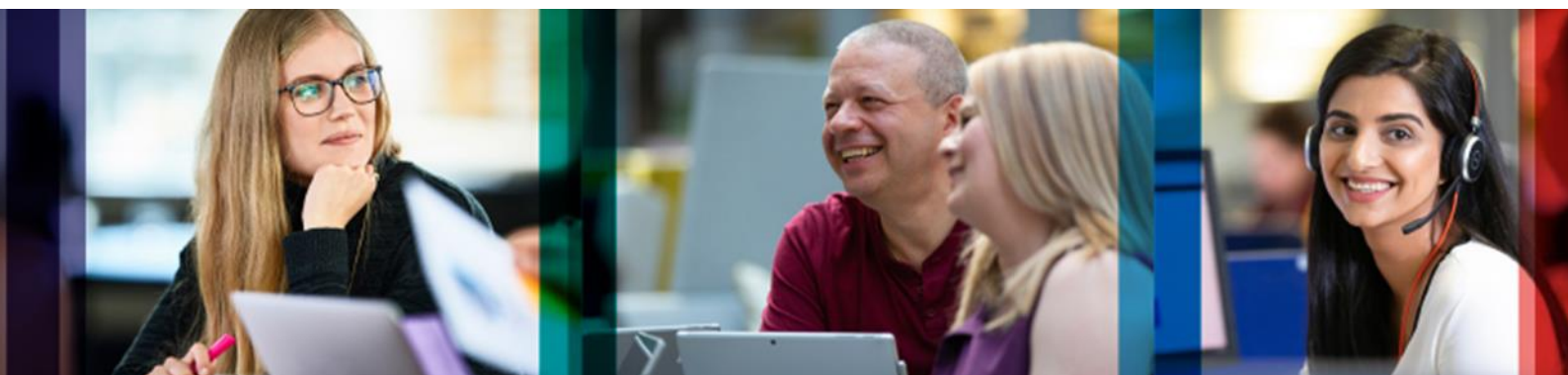
London, Newcastle, Nottingham, Manchester, Leeds, Telford or Worthing.

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. We need to keep pace with HMRC's data strategy and its ambition in order to deliver high-quality assurance to the Accounting Officer, HMRC's senior management and its Audit and Risk Committee over HMRC's use of data.

We 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?

- Develop and deliver a data analytics strategy implementation plan to drive forward the key focus areas and build Internal Audit's data analytics maturity.
- Act as subject matter expert, building the knowledge, skills and capability of the audit team through development and delivery of a training plan to upskill Internal Audit staff on data analytics methodology, tools and techniques.
- Develop effective customer relationships with senior managers within the data analytics community in HMRC to leverage their knowledge and expertise.
- Collaborate with other data analytics specialists across government and the private sector to develop new approaches to data analytics suitable for internal audit.
- Identify, understand and promote data analytics best practice across the Internal Audit unit.
- Carry out advanced data analytics to support internal audit work.
- Produce reports detailing data analysis results for Internal Audit colleagues and customers.
- Develop dashboards and graphical representations of data analysis for reporting to customers.
- Prepare and support delivery of papers for Audit and Risk Committee, Executive Committee, Control Board or across HMRC.
- Leading on ad-hoc project work as required.
- Contribute to effective management and leadership of the Internal Audit unit as a member of our Leadership Team.

What makes a great Data Analytics Manager?

We are looking for a highly motivated, enthusiastic individual willing to embrace the challenges and demands of this work area. We are looking for someone who is:

- confident and influential when communicating, collaborating or negotiating with a range of senior stakeholders;
- able to stand their ground if challenged whilst remaining open and supportive of business needs and priorities;
- able to thrive in a busy environment with the ability to respond quickly to changing requirements, organising and prioritising their work effectively;
- able to take a strategic organisational view as required;
- comfortable with ambiguity and leading through uncertainty; and
- someone with experience of communicating complex data to non-specialists and ensuring that it can be used productively.

What are we looking for?

We are looking for an experienced Data Analytics Manager with a wide range of skills.

Essential

- A degree in an associated discipline such as engineering, mathematics or computer science with demonstrated experience in the use of data analytics.

Specialist knowledge and experience

- Experience of building capability in non-specialists to understand and use data effectively.
- Be able to demonstrate an appreciation of how data analytics may be applied to internal audit activity.
- Understanding of the latest research in data analytics and its application in service delivery.
- Strong communication and influencing skills and the ability to communicate the results of complex analysis to colleagues and customers who are not experts in data analytics.
- Excellent team working skills particularly as a subject matter expert.

Desirable

- Experience of delivering data analytics as part of internal audit assurance.
- Experience of utilising data analytics on enterprise resource planning (ERP) and non-ERP systems
- Experience of using data analytics tools (e.g. Power BI, IDEA, Excel) and virtualisation platforms such as Denodo.

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 hannahbaker@michaelpage.com or nicolahallworth@michaelpage.com

If you are having issues or need support with your application please contact Michael Page recruitment agency as soon as possible:
hannahbaker@michaelpage.com or 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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