



Llywodraeth Cymru
Welsh Government

Deputy Director Improvement

Social Services and Integration Directorate

Health and Social Services Group

Welsh Government



Hyrwyddwr Busnes
Cyfrifol Cymru
2020



Responsible Business
Champion Cymru
2020



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Welcome

1. Message from Director General, Judith Paget CBE and Albert Heaney CBE, Chief Social Care Officer



Message from Judith Paget and Albert Heaney

Thank you for your interest in the post of Deputy Director Improvement, we are delighted that you would like to know more about the position. This is a unique and exciting post which forms a pivotal role in the Social Care Senior Leadership Team, which is at the heart of delivering the Welsh Government's programme for government.

We are looking for a resilient and inspirational professional leader who can provide excellent advice to Ministers and have the enthusiasm and innovation to deliver.

We are looking for an enthusiastic deputy director with a track record of achievement. Social Services is an essential part of public services, commissioning and directly delivering social care to around 300,000 people in Wales. It is one of the two largest responsibilities of local government, and the care sector employs over 90,000 people across the country.

The Improvement Division within the Social Services Directorate is responsible for leading the sector across Wales in: Fair Work - delivered through a social partnership forum; workforce policy; domiciliary care and foundational economy policy; care home regulation and improvement of services; and the wider strategic development of well-being and outcomes for citizens. The Division also acts as the sponsor for Social Care Wales (a Welsh Government Sponsored Body leading improvement and workforce regulation).

We are looking for applications from diverse candidates who can demonstrate leadership qualities and bring fresh skills and lived experiences to our work. We would particularly welcome applications from women, Black, Asian and Minority Ethnic and disabled people for this role and we are committed to support all staff to thrive in an inclusive working environment.

The role requires a leader who combines strategic policy judgement and political awareness with the experience and ability to lead, motivate and develop teams, work across boundaries and add value. The successful candidate will have a track record

of leadership, achievement, resilience and delivery at senior level with experience of driving change, ensuring value for money and translating strategic challenges into clear objectives and delivery.

If you think you have the skills, expertise and experience to deliver in this exciting but challenging role for Welsh Ministers, we would be very pleased to receive an application from you.

2. Welsh Government Background

The Welsh Government has an annual budget of around £18 billion and is responsible for a range of areas including health, education and skills, the economy and transport, and agriculture and the environment.

The First Minister of Wales and his Cabinet form the Welsh Government and make decisions in devolved areas of responsibility. Welsh Ministers are accountable to the Senedd Cymru/Welsh Parliament, Wales' legislative body comprising 60 elected Members. Welsh Ministers are supported by around 5,000 civil servants, approximately half of whom are located in Cardiff, with the remainder based in Welsh Government offices across Wales. The Welsh Government also has small offices in London, Brussels and an overseas network for trade and investment work. The Permanent Secretary leads the Welsh Government Civil Service and is accountable to the First Minister and Welsh Ministers.

Equality, diversity and inclusion are core values of the Welsh Government. We aim to be an exemplar employer and our work is underpinned by: a Board Equality and Diversity Champion, vibrant diversity networks supported by senior champions, setting diversity targets to improve the numbers of under-represented groups (for example, Black, Asian and Minority Ethnic people and disabled staff at all levels and women at senior levels). We are committed to organisational use of the social model of disability and to making both recruitment adjustments and workplace adjustments to ensure equality for disabled staff. Our Workforce Equality, Diversity and Inclusion Strategy 2021 – 2026 sets out our intent to be an organisation that fully reflects the diversity of Wales at every level, is anti-racist and anti-discrimination of all types. Our anti-racist Wales Action Plan outlines our commitment to building an anti-racist Wales, which we can all be proud to belong to, and thrive in.

The UK's exit from the EU and the subsequent international negotiations – both on the future UK/EU relationship and on UK trade deals with other countries – have significant implications for Wales and for the work of the Welsh Government. Our constitutional relationship with the UK Government and the other Devolved Governments continues to develop.

In addition, along with other public bodies in Wales, the Welsh Government is subject to the Wellbeing of Future Generations Act and to the Welsh Language Standards, both of which require the Civil Service to work in new and different ways to improve policy development and the services delivered to the people of Wales. The Welsh Government is a bilingual organisation; legislation is produced in both Welsh and English, and both languages have equal legal status.

Applicants must show an appreciation of bilingualism and share our commitment to promoting the Welsh language to achieve a million Welsh speakers by 2050. We encourage and support staff to learn, develop and use their Welsh language skills in the workplace.

3. The role of the Social Services and Integration Directorate

Social Services is an essential part of public services, commissioning and directly delivering social care to around 300,000 people in Wales. It is one of the two largest responsibilities of local government, and the care sector employs over 90,000 people across the country.

The Improvement Division within the Social Services Directorate is responsible for leading the sector across Wales in: Fair Work - delivered through a social partnership forum; workforce policy; domiciliary care and foundational economy policy; care home regulation and improvement of services; and the wider strategic development of well-being and outcomes for citizens. The Division also acts as the sponsor for Social Care Wales (a Welsh Government Sponsored Body leading improvement and workforce regulation). The Division also acts as the co-ordinator within the wider Directorate for financial matters, the Anti Racist Wales Action Plan social care goals and the Climate Emergency social care response.

The Deputy Director is responsible for approximately £74 million of programme expenditure including for sponsorship of Social Care Wales (£27m), workforce grants (£45m), social care reform funding of approximately £4m and other miscellaneous funds to support the delivery of improvement. The Deputy Director leads for the wider Directorate on financial planning and monitoring. This covers a budget of £188 million and includes the development of Directorate budgets, monthly reporting, and other financial oversight. The Deputy Director works with stakeholders in the wider sector to shape the use of available resources, influencing how local authorities and others employ their resources to meet the Welsh Government's policy aims.

4. Key responsibilities

1. To lead for the Welsh Government on the regulation of the social care sector, including oversight of residential care, domiciliary care, adult placements, adoption and fostering and other regulated services. In this role to support the effective development and evaluation of service regulations under the Regulation and Inspection of Social Care (Wales) Act 2016, ensuring they are delivered on time and to ministerial requirements.
2. To lead on the quality and improvement of care homes for adults in Wales collaborating with key partners such as local authority and health commissioners, Care Inspectorate Wales, and provider representatives.
3. To act as the lead Deputy Director in relation to the policy requirements for Care Inspectorate Wales, including oversight of its work to meet its obligations under the Regulation and Inspection of Social Care (Wales) Act 2016.
4. To lead for the Welsh Government on the regulation of the social care workforce. Within this role support the effective development of workforce regulations and rules under the Regulation and Inspection of Social Care (Wales) Act.

5. To lead for the Welsh Government as official sponsor of Social Care Wales supporting Ministers with the accountability requirements.
6. To oversee work under section 8 of the Social Services and Well-being (Wales) Act 2014 in relation to well-being, working to support a robust and integrated approach to outcomes across the sector.
7. To lead for the Welsh Government on the improvement policy for social care, ensuring the new landscape under Social Care Wales is robust and supported across the sector. Strengthening performance frameworks and embedding the use of evidence and data in social care policy and practice.
8. To lead for the Welsh Government on the workforce policy for social care, working to support a sustainable and skilled workforce across the sector.
9. To lead an approach to the evaluation of the Social Services and Well-being Act 2014 that meets ministerial commitments and provides an understanding of the impact of the legislation.
10. To lead the Social Care Fair Work Forum a social partnership group working to deliver fair work for social care workers in Wales liaising with the independent chair and working closely with the Welsh Government Social Partnership Directorate.
11. To oversee the Directorate support for and efficient systems for finance.
12. To lead for the Directorate - the social care sector response to the climate emergency, coordinating decarbonisation and adaptation actions in collaboration with public, private and third sector leaders
13. To lead for the Directorate - the implementation of the Anti-Racist Wales Action Plan social care goals across the sector
14. To support staff within the division to develop their skills and potential. To work to ensure that all staff fulfil their personal and professional ambitions in terms of development during the year.
15. To develop and maintain effective relationships with key stakeholders inside and outside the Welsh Government, seeking to establish relationships based on trust and openness.
16. To support the Ministers through the provision of briefings, speeches, correspondence and advice.

5. Person Specification:

The post holder will be required to have ability to provide strategic leadership, effective communication, partnership skills and political awareness of local government social services. The post holder will be required to provide leadership for the improvement division, demonstrating integrity, providing direction, developing capacity, and

delivering results. The post holder will be required to work in partnership with stakeholders and have the proven ability to work collaboratively. Excellent communication skills and the ability to build strong relationships with a wide range of internal and external bodies is essential.

The Welsh Government champions diversity and the benefits that can be achieved by attracting and retaining talented applicants who are representative of communities across Wales.

Experience

The post holder must have a proven track record of success as a leader in a public service environment with extensive policy development experience.

The candidate should be able to reflect on and learn from their own lived experiences and use this experience of working effectively and of leading a team successfully during periods of sustained pressure, scrutiny and ambiguity.

Expertise in the following is desirable:

- Working as part of a senior management team to ensure that corporate aims and objectives of the organisation are achieved;
- Knowledge of relevant social care legislation, and a broad understanding of the social care sector.

Welsh Language

Welsh language skills are not essential for this post but would be an asset. We expect the successful candidate to develop their Welsh language skills on appointment and we will fully support them to do this, with training available. As is the case in respect of other requirements, reasonable adjustments can be discussed on appointment.

6. Development opportunities for the Post

This is a key post with a wide range of opportunities to develop both professionally and personally.

7. How to Apply

We welcome applications in Welsh and English. Applications in either language will be treated equally.

Applications should be submitted via the Welsh Government on-line system no later than 30th January 2023. To apply, you will be asked to register for an account on the online system using an email address. It is recommended that you select an email address to which only you have access, as this will be our main method of communication with you regarding the selection process.

If you have an impairment that would prevent you from applying online, please email SCSRecruitment@gov.wales to request an alternative format, or to request a reasonable adjustment in order to submit your application.

Name Free Recruitment

Your name should be removed from your CV and personal statement when you submit your application.

As part of the recruitment process, you will be asked to provide the following:

- **A completed application form;**
- **An up-to-date CV** setting out your career history with key responsibilities and achievements;
- **A personal statement of no longer than two sides of A4** explaining how your professional qualifications, skills, qualities and experience are suitable for these roles and, in particular, how you meet the person specification.

The application form will ask you to confirm your preferred language for assessment. We will try to make sure that your assessment is in your preferred language. If you have chosen Welsh as your preferred language, the majority of the interview will be conducted in Welsh but we must also test your ability of English therefore we will ask you to respond in English to some questions. The online psychometric tests and the stakeholder engagement session will be conducted in English for all candidates.

Diversity information

The Welsh Government is committed to achieving a workforce that reflects the society it serves, at all levels including the most senior. You will be asked to confirm some diversity information on your application form. Collecting this information enables us to identify whether we are recruiting from the widest possible pool of talent and check that all groups are being treated fairly throughout the process. This form will not be disclosed to anyone involved in assessing your application. If you do not wish to provide a response to a particular question, you should complete the 'Prefer not to say' option. You will not be able to submit your application if you leave any of the questions unanswered.

Questions and informal discussion

If you would like to discuss this role further, please email SCSRecruitment@gov.wales

Online technical problems

Please email SCSRecruitment@gov.wales

8. The Selection Process

Overview

The Recruitment Team via the Welsh Government system will acknowledge your application and when appropriate you will be advised about the outcome of the shortlist meeting which will be held on 3rd February 2023.

Assessments for Shortlisted Candidates Only

The below activities will form part of the overall assessment required for this recruitment exercise:

- **Online Psychometric Tests** - these will include numerical and verbal reasoning and a discussion with a psychologist. You will receive a link to these on-line tests within 10 working days from the shortlisting meeting.

If you have completed the online psychometric test in the last 2 years, for a post at the same grade, it will not be necessary for you to take these tests again for this particular recruitment exercise.

- **Stakeholder Engagement Exercise** – these will take place on **20th – 22nd February 2023**. Further details will follow.
- **Panel Interviews & Presentation** – these are scheduled **6th – 8th March 2023**. These will also take place virtually via Microsoft Teams. Interviews will last around 45 minutes. The Panel will receive feedback on your psychometric tests and staff/stakeholder engagement exercise before you are interviewed. Your interview will consider how your skills and experience as outlined in your CV and personal statement meet the requirements of the role. Candidates will be given at least one week's notice of the presentation topic. Please note that presentations are to be delivered without the use of hand-outs or electronic devices unless as part of a reasonable adjustment, however, you are welcome to use prompt cards.

Please note, recruitment adjustments can be made at any part of the recruitment process for candidates with an impairment or health condition, who are neuro-divergent or who use British Sign Language. Please get in touch with SCSRecruitment@gov.wales to discuss adjustments for any part of the process.

The selection panel will include:

- Albert Heaney CBE, Chief Social Care Officer for Wales
- Nicola Edwards, Deputy Director, Early Years, Childcare & Play Division
- Abubakar Askira, Director of Strategy and Engagement, Healthcare Inspectorate Wales
- Dr Lisa James CPFA, Deputy Director, Local Government Democracy

Biographies



Albert Heaney CBE, Chief Social Care Officer for Wales

Albert was appointed Chief Social Care Officer for Wales in June 2021. The role brings national leadership to social care and will amplify the voices of those who are often not heard.

Since qualifying as a social worker in 1988 Albert has held a variety of practice and senior leadership roles including President of the Association of Directors of

Social Services Cymru (ADSS Cymru) and Corporate Director Social Services, leading on Children's and Adults Services.

During the Covid-19 pandemic Albert covered as Deputy Director General for Health and Social Services and he currently leads a busy Welsh Government directorate delivering legislation and policy including the Social Services and Well-being (Wales) Act.

As Chief of Social Care Officer for Wales, Albert wants to help shape a sector that is always learning and improving, to ensure social care services are delivering for the citizens of Wales.



Nicola Edwards, Deputy Director, Early Years, Childcare & Play Division

I am Deputy Director for Early Years, Childcare and Play here at the Welsh Government; a job I have held for just over three years and which provides new and exciting challenges daily. My current responsibilities include delivery of our Flying Start and Childcare Offer programmes, and I am overseeing a number of pilots looking at collaborative delivery of early years

programmes across Wales, working with local authorities and health boards.

My career in Welsh Government spans more than 20 years. I started in September 2000, coming in as an Administrative Assistant straight from university where I studied Criminology. Neither of my parents attended university and they were keen to support my sister and I to do well in terms of our education and our careers. Over that time, and as I progressed through the Civil Service, I have worked in a variety of roles spanning local taxation, sponsorship for major sporting and cultural events, lotteries and gambling, flood and coastal erosion risk management, public service

delivery and more recently support for children and families. I have worked on policy, legislation, finance, corporate operations and direct delivery and have managed teams both large and small.

The Welsh Government supported me to gain a further degree in English Literature, from the Open University, and continues to support my journey to becoming a better Welsh speaker. Last year I won the Welsh Government Award for Leadership, and I am committed to supporting the development of my teams and colleagues and ensuring everyone has the opportunity to progress in their careers as they wish.

Abubakar Askira, Director of Strategy and Engagement, Healthcare Inspectorate Wales



I am currently, Director of Strategy and Engagement for Healthcare Inspectorate Wales (HIW). The focus of my role is setting the strategic direction for HIW, building reputation, and ensuring that HIW's work has the greatest visibility in order to support improvement in healthcare. I also provide leadership for the following functions - partnerships, intelligence, methodology and communications.

Prior to joining Welsh Government, I spent 15 years working in social care workforce development and regulation. My career in social care began as a Business Support officer with the Care Council for Wales and subsequently moving to join Social Care Wales as Engagement and Development Manager. During the COVID – 19 pandemic, I led on a work programme aimed at supporting the wellbeing of the social care workforce.

I enjoy taking an active role in supporting equality organisations and have held a number of non-executive positions including Director at Disability Wales and Trustee for a leading UK charity working to improve the lives of disabled children in Uganda, Kenya, Tanzania and Rwanda.

I am proud to work for the Welsh Government and see my current role as an opportunity to influence and drive improvements in healthcare services for people and communities in Wales.

Dr Lisa James CPFA, Deputy Director Local Government Democracy



I joined the Welsh Government in 2001 as a Principal Research Officer in Local Government Finance and Policy. This role included researching and preparing the Welsh Government's first policy statement on local government following devolution, conducting a review of the balance of local authority funding and developing and implementing a new capital finance system for local government.

My next role was the Deputy Secretary to the Beecham Review of Local Service Delivery, an extensive review of public services' culture, capacity and efficiency. I then worked on the 'Making the Connections' programme of public service improvement.

I have been Deputy Director for Local Government Democracy since 2013. The role has evolved and changed, but my current responsibilities include all matters relating to the political governance of local authorities in Wales including democratic structures, scrutiny, the code of conduct for elected members and councillors' remuneration. I have been the SRO for four local government acts, including the first ever Local Government Byelaws (Wales) Act 2012 and most recently the Local Government and Elections (Wales) Act 2021 which included the lowering of the voting age to 16. I have also delivered a wide range of secondary legislation, including electoral reviews and local government election rules.

Prior to joining the Welsh Government, while training as an accountant, I worked in private practice and in local government. I then worked as a qualified accountant in local government and subsequently as a senior lecturer in accountancy and public service management at the University of Glamorgan. I am a past chair of the Chartered Institute of Public Finance and Accountancy in Wales and completed a Masters in Public Administration and a PhD while working at the University of Glamorgan and the Welsh Government respectively.

Disability Confident Interview Scheme

As part of our commitment to encouraging disabled people to apply to the Welsh Government we will offer an interview to disabled people who meet the minimum requirements for the post. By 'minimum criteria' we mean that you must provide us with evidence in your application which demonstrates that you generally meet the level of competence for the role and any qualifications, skills or experience defined as essential.

Welsh Government has adopted the social model definition of disability, which recognises that barriers in society act to disable people who have impairments or health conditions or who use British Sign Language. We are committed to removing barriers so that all (or potential new) staff can perform at their best. The Equality Act 2010 uses the medical model definition of disability ("a physical or mental impairment which has a substantial and long-term impact on a person's ability to carry out normal day to day activities").

If you have an impairment or health condition, are neuro-divergent or use British Sign Language and need to discuss reasonable adjustments for any part of this recruitment process; or if you wish to discuss how we will make adjustments if you were to be successful, please email SCSRecruitment@gov.wales as soon as possible and a member of the team will contact you for a discussion.

We are committed to the employment and career development of disabled people.

A Great Place to Work for Veterans

This vacancy is part of the [Great Place to Work for Veterans](#) initiative.

Competencies

Applicants are required to demonstrate their competency against the full range of leadership and SCS core skills identified for Senior Civil Servants as part of the Civil Service competency framework.

For further information about core competencies please access the full document [here](#).

Civil Service Code

All civil servants are expected to conduct themselves in accordance with the civil service code. Please see Appendix B.

Indicative Timetable

The closing date for applications is **30th January 2023**.

Shortlisted Meeting: **3rd February 2023**.

Psychometric testing: within 10 days of the shortlisted meeting

Stakeholder Engagement Exercise: **20th – 22nd February 2023, final date to be confirmed**.

Interview panel: **6th – 8th March 2023, final date to be confirmed**.

All of the above assessments will be held remotely via Microsoft Teams. The above dates may be subject to change.

9. Terms of Appointment

This is a permanent post. It is available to permanent UK Civil Service employees (recruited through fair and open competition) on a lateral and promotion basis. This post is also available to those who wish to join the Civil Service.

Eligibility

As part of your application you will be asked a number of questions. The purpose of these questions is to determine if you are eligible to apply for this opportunity. You will be asked, as part of your eligibility, to confirm your nationality details and that you are legally allowed to work in the United Kingdom. This is a requirement for working within the Civil Service. If you do not meet the eligibility criteria as set out in the application form, your application will not be taken further. If it becomes apparent at a later stage in the process that you aren't eligible to apply, your application may be withdrawn, or offer retracted.

Nationality requirements

This job is broadly open to the following groups:

- *UK nationals*
- *nationals of Commonwealth countries who have the right to work in the UK*
- *nationals of the Republic of Ireland*
- *nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the [European Union Settlement Scheme \(EUSS\)](#)*
- *relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service*
- *relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service*
- *certain family members of the relevant EU, EEA, Swiss or Turkish nationals*

[Further information on nationality requirements](#)

Remuneration

The role is at **Deputy Director** level and the starting salary is **circa £73,000**.

For existing Civil Servants

If you are a substantive **Deputy** applying on a lateral transfer basis to Welsh Government, you will retain your existing salary.

If you are an existing civil servant applying on promotion, the starting pay on promotion will usually attract 10% increase in base pay or be at the pay band minimum, whichever is greater. However, for staff promoted from the Grade 6 pay band

maximum, the increase will be capped at 5% or be at the Senior Civil Service pay band minimum, whichever is the greater.

Working hours

Applications are welcome from people who work full-time, part-time, or as part of a job share. It is expected that if you apply as a job share partnership, this arrangement is in place when submitting your application and please make it clear on your application forms that you are applying as part of a job share partnership. We welcome applications from people who work part-time and if someone who wants to work part-time is successful, we will make proportionate adjustments to the responsibilities of the post.

Location

You may work from any of the four Welsh Government offices based in Wales, which are located in Cardiff, Merthyr Tydfil, Llandudno Junction and Aberystwyth.

The nature of the post means that there is an expectation that you will need to regularly travel across Wales and spend some time in Cardiff for specific events.

We are supportive of home working and tailoring patterns to suit individuals' circumstances.

The majority of Welsh Government staff are currently working from home/working remotely and this will continue to some degree so that we can reduce our environmental impact and support people to work closer to the communities they live in.

Relocation Expenses

Relocation expenses of up to £8,000 may be payable.

Smart Working

The Welsh Government actively encourages Smart Working. This means focusing on how you use your time, and where and how you work, to meet business needs in the most productive way. This provides staff with considerable flexibility and the expectation is that teams will work from home for a high percentage of the time for the foreseeable future. Smart, flexible working is becoming a permanent feature of working life in Wales and the Welsh Government will lead the way in this.

Annual leave

Length of service

- Up to 1 year – 25 days annual leave entitlement;

- 1 year – up to 2 years – 26 days annual leave entitlement;
- 2 years – up to 3 years – 27 days annual leave entitlement;
- 3 years – up to 4 years – 28 days annual leave entitlement;
- 4 years – up to 5 years – 29 days annual leave entitlement;
- 5 years or more – 30 days annual leave entitlement.

If an existing civil servant is promoted into or within the Senior Civil Service, their annual leave allowance is based on their period of continuous employment in the Civil Service, as shown above.

The successful candidate will be appointed on the modernised Senior Civil Service terms and conditions.

Retirement

There is no mandatory retirement age for Senior Civil Servants.

Terms and Benefits

Pension Scheme: <https://www.civilservicepensionscheme.org.uk>

- Occupational Health Services, including counselling and eye care provision.
- Leave provisions including:
 - Carers' leave;
 - Paid and unpaid maternity leave;
 - Flexible paid paternity leave;
 - Flexible paid adoption leave;
 - Shared parental leave.

Conflicts of interest

Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of the Welsh Government.

They are required to declare any relevant business interests, share holdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners.

The successful candidate will be required to give up any conflicting interests and his/her other business and financial interests may be published.

Official Secrets Act

The post is covered by the Official Secrets Act.

Diversity and Equality

The Welsh Government is committed to providing services which embrace diversity and which promote equality of opportunity. Our goal is to ensure that these commitments are embedded in our day-to-day working practices with all our

customers, colleagues and partners. The Board has an Equality Champion and receives regular updates on equality and diversity. We are committed to recruiting women, Black, Asian and Minority Ethnic people and disabled people, who are currently under-represented in the Senior Civil Service.

We are committed to increasing diversity, removing barriers and supporting all our staff to reach their potential. We are a Stonewall Diversity Champion and a Disability Confident Level 3 (Leader) organisation. Key to supporting this work and providing peer support are five Board sponsored Staff Networks (Disability Awareness and Support (DAAS); Minority Ethnic Support Network (MESN); Mind Matters (Mental health and well-being); PRISM (Lesbian, Gay, Bisexual, Transgender, Intersex +) and Women Together.

The Civil Service Commissioners

The Welsh Government's recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition as outlined in the [Civil Service Commissioners' Recruitment Principles](#).

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should contact SCSRecruitment@gov.wales in the first instance.

If you are not satisfied with the response you receive from the Welsh Government you can contact the Office of the Civil Service Commissioners.

Security level

The successful candidate must be cleared to SC (Security Check) level before taking up post. The timescales for security clearance may vary, however, after receiving completed paperwork it can take between 10 and 12 weeks.

Appendices

Appendix A: [CIVIL SERVICE LEADERSHIP STATEMENT](#)

Appendix B: [CIVIL SERVICE CODE](#)