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Food Standards Agency
food.gov.uk



Candidate pack

People Operations Lead (Grade 7)

Job ref: 485201
Closing date: 18 October 2026 (23:55)

Welcome

Thank you for your interest in this exciting job role at the Food Standards Agency (FSA).

I'm proud to lead this brilliant organisation.

We are a non-ministerial department of about 1,600 people, working across England, Wales and Northern Ireland. Our job – set out in law – is to protect public health, and to protect the interests of consumers. We do that in so many ways, from our policy teams and scientists examining innovative new food technologies to our inspectors and vets carrying out vital checks in meat plants. We make sure that food is safe and is what it says it is, and we also play our part in helping to make food healthier and more sustainable for everyone.

At the FSA we have a strong sense of purpose and a very clear mission that matters to everyone: food you can trust. We use the best science and evidence; we make our decisions openly and transparently; we are trusted by consumers; and we work with government, businesses and the third sector at local, national and international levels to make a difference.

I love working at the FSA because we can make a difference to people's lives and help hundreds of thousands of businesses to do the right thing and to thrive. It's an exciting time to work on food, as the food sector is evolving rapidly, so there's plenty of opportunity for innovation and creativity.

I am also very proud of the way we work, and of the strong, inclusive culture we have built here. I love the way colleagues at the FSA support each other. These things matter deeply. The kindness, integrity and commitment that people in the FSA bring to their work helps us to do the best job for the public, as well as making it a great place to work.

I wish you luck in your application to join us in achieving our ambitions and letting us help you achieve yours. Please read on.



Katie Pettifer
Chief Executive,
Food Standards Agency

Recognised as Smarter Working Mature – Awarded by Government Property Agency

Carer Confident Ambassador

disability confident LEADER

regulated by Civil Service Commission

Who we are and what do we do

The FSA was established in 2000 following several high-profile outbreaks of foodborne illness, and we are the **independent government department** working to protect **public health and consumers' wider interests in relation to food** in England, Wales and Northern Ireland.



Our work not only protects people, but also reduces the economic burden of foodborne illness and supports the UK economy and trade by ensuring that our food has **a strong reputation for safety and authenticity** in the UK and abroad.

We are responsible for the systems that **regulate food businesses,** and we are at the forefront of tackling food crime.

The FSA has crisis incident plans to protect consumers. All staff can volunteer to take part in managing a crisis and will receive training to gain skills and work across varied topics.

Our work is underpinned by the **latest science and evidence** and agreed at our **open Board meetings**. Transparency is a guiding principle for the FSA and key to maintaining **public confidence**.

Further details about the FSA, and the work we do, can be found at **www.food.gov.uk** and **Working for the Food Standards Agency | Civil Service Careers.**

Equality, diversity and inclusion

The FSA is dedicated to a policy of equal opportunity for all.

Being truly reflective of our society and building a culture where everyone can perform at their best is critical to the work of the FSA. We are looking to recruit from the widest possible talent pool and encourage candidates to apply from a diverse range of backgrounds. We are proud to be an inclusive, equal opportunities employer and are committed to ensuring that all candidates are treated fairly throughout the recruitment and selection process and beyond. All appointments are made on merit.

Please be assured that diversity information requested during the course of your application plays absolutely no part in our selection processes and is not seen by anyone assessing applications. Any information provided is anonymised and used for statistical purposes only.

We welcome applications from people who have recently left prison or have an unspent conviction. For further information please go to the Civil Service Prison Leaver recruitment page on GOV.UK.

Disability Confident Scheme

We are a Disability Confident Employer and are very keen to encourage applications from those who feel they have a disability. If you are an applicant who wishes to apply under our Disability Confident Scheme, please ensure that you indicate this on the application form. Should you require an adjustment to help you submit your application, please email **hr.recruitment.campaigns@food.gov.uk** and a member of the Recruitment team will pick up your request.

Great Place to Work for Veterans (GPTW) Initiative

This role is included in the Great Place to Work for Veterans (GPTW) Initiative, aimed at encouraging veterans to go into public sector roles. To apply for the vacancy under the GPTW initiative, you will need to have served for at least one year in His Majesty's Armed Forces (as a Regular or Reserve). For more information and eligibility requirements please visit **GOV.UK**

When you apply, you will be prompted to enter whether you are eligible for the GPTW initiative and whether you would like to apply for the role through this route.

Redeployment Interview Scheme (RIS)

If you are currently a Civil Servant at risk of redundancy, you may be eligible to apply for this vacancy under the Redeployment Interview Scheme (RIS). Please check whether you are at risk of redundancy with your current manager or Human Resources team before deciding whether you are eligible to apply via this route.

Please note that during pre-employment checks for any role with the FSA, your employment history will be checked. An attempt to apply under the above initiatives fraudulently may result in your application being terminated.

What our people say

We are proud to be held in a high regard by our staff who, in the most recent Civil Service People Survey, told us that they were **proud to be a part of the FSA**, and felt very attached to their involvement in the Agency. We work hard to maintain high engagement from our staff, who overwhelmingly agree that they feel trusted in their work.



We believe that **everyone has an equal right to opportunities for success**, so we work hard to promote diversity and inclusion in all its forms. From robust supportive policies to our vibrant staff networks, which include our disability group, the Faith & Belief Network and the Race & Ethnicity Network, the FSA takes equality seriously.

What our colleagues say life is like for them at the FSA:



Kate Richardson and disability support

"Working for the FSA has been incredibly supportive, especially with my disability that causes fatigue. The ability to work from home has significantly improved my productivity and overall well-being, making me feel valued and empowered in my role."



Beth Tafat and flexible working

"I don't think I would have been able to achieve my career ambitions whilst improving my work-life balance so much in many other jobs."



Solomon Okoruwa and opportunities to succeed

"I feel as though I've really been able to develop my career since joining the FSA in 2003. Importantly, I have had some outstanding and supportive managers."

Our Ways of Working (OWOW)

Choose the best way of working for you

We are proud to be able to offer you the flexibility to work from offices and homes across the UK.

We introduced OWOW, our award-winning flexible working package in 2017, saving the taxpayer almost £2 million on office costs each year.

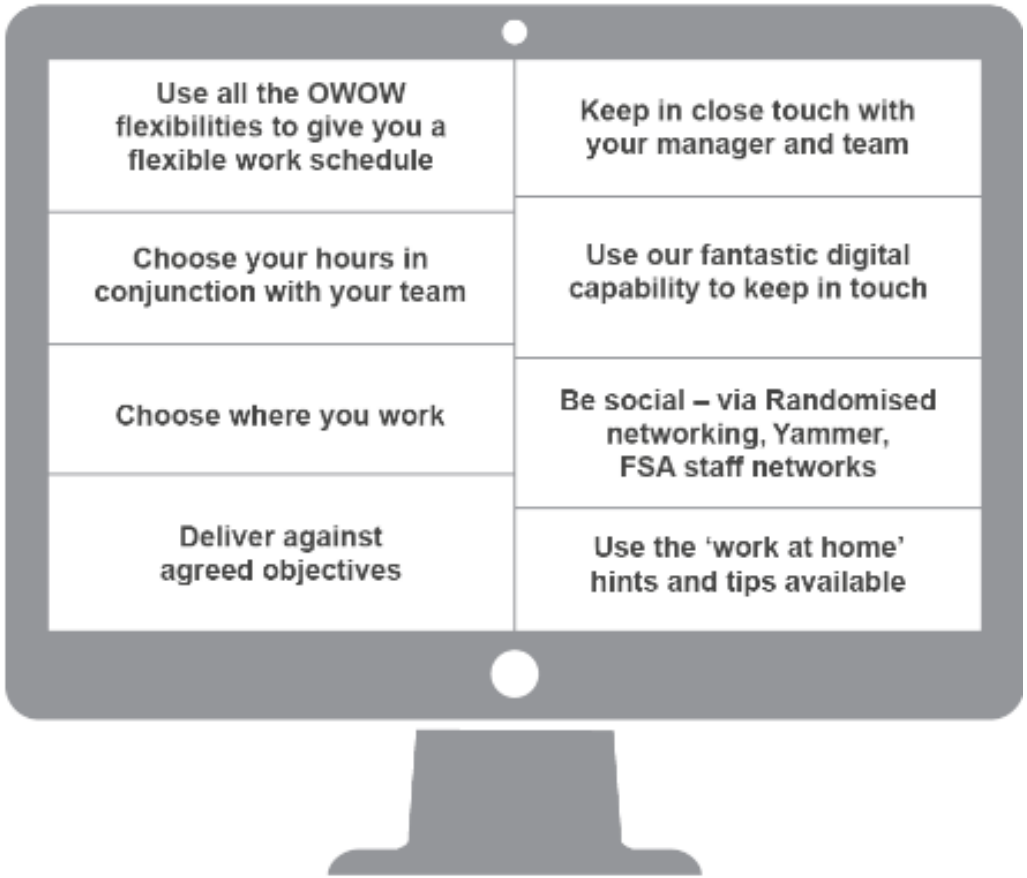
You can undertake your **working hours in a pattern** that supports your **work-life balance.**

You will be able to **come together in our offices** to **work collaboratively** when needed.

Benefits

- Increased productivity
- Lower stress levels
- Less travel and traffic jams
- Reduced pollution
- Location – more flexibility
- Supports work-life balance

The essential tools to help you



Recognised as Smarter Working Mature
Awarded by Government Property Agency

Our values

Our staff generated six values which represent who we are, how we behave and treat each other. These values help us to create a great culture and are represented by the acronym ASPIRE.

Accountable – We take ownership of our actions and focus on getting things done to assure food you can trust.

Supportive – We have strong, caring relationships with each other and work well within and across teams in the FSA.

Professional – We build trust by competently and confidently delivering to the highest professional standards.

Inclusive – We enable and value everyone's contribution and embrace people's wide-ranging characteristics, skills and experience.

Ready – We are forward thinking and open to change, making sure we are prepared to respond to challenges, whilst protecting our wellbeing.

Evolving – We are empowered to make thoughtful changes to improve what we do for the taxpayer, making sure we continuously reflect on our performance.



ASPIRE

The role and the team



Jen Leason
Head of Recruitment, People Operations, Business Services and People Insights
Food Standards Agency

What excites me most about this role is the opportunity to make a real and lasting impact. People Operations sits at the heart of the FSA, supporting colleagues at every stage of their employment journey and ensuring our HR services are efficient, customer-focused and delivered with care.

Over the last few years, we've achieved a great deal, but like many organisations, we're continuing to adapt and evolve. As the FSA progresses through a significant period of organisational change, this role offers a unique opportunity to help shape how People Operations operates in the future. We're looking for someone who can bring fresh thinking, challenge existing processes where needed, and help us build a resilient, high-performing team that is equipped for the challenges ahead.

It's also an exciting time for our profession. Advances in technology, automation and digital tools are creating new opportunities to improve the way we deliver services, reduce administrative burden, and provide a better experience for our customers. We are keen to embrace these opportunities and are looking for someone who can help us harness innovation, drive continuous improvement, and ensure that our ways of working evolve alongside the needs of the organisation.

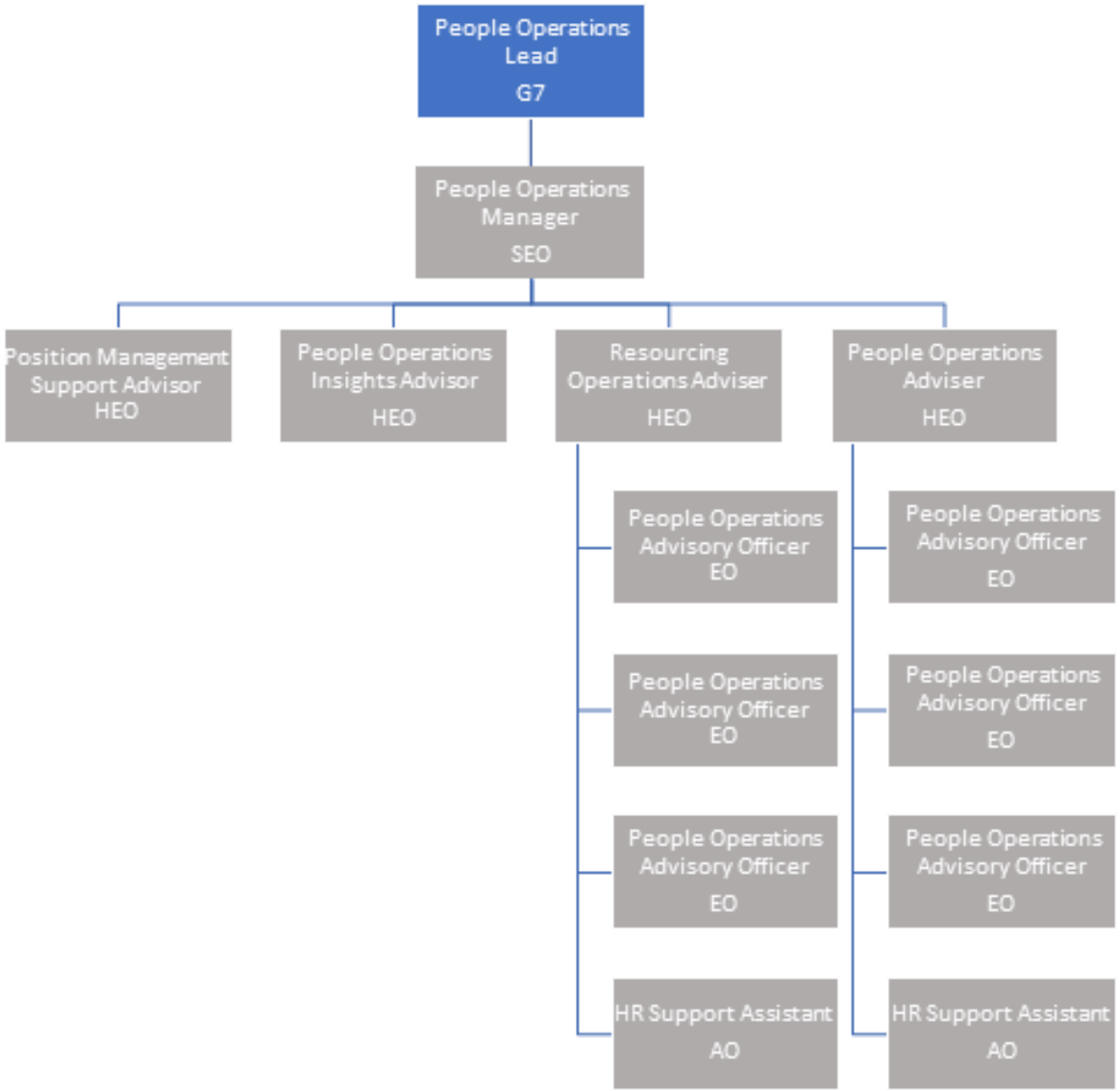


As our People Operations Lead, you'll work closely with me and alongside the leaders of Recruitment, People Insights and Business Services, helping to create stronger connections across our people services and deliver a more joined-up experience for managers and employees. There is real scope to improve processes, strengthen collaboration between teams, and shape how technology can support and enhance our services in the years ahead.

Above all, I am looking for a confident and authentic leader who can inspire and support others through change. Someone who can build trust, create a strong sense of team, make sound decisions in complex situations, and bring a positive, solutions-focused mindset. This is a role for someone who enjoys improving services, developing people, and creating an environment where teams can thrive.

If you're motivated by leading through change, improving services through innovation and shaping the future of People Operations in an organisation that makes a real difference to people's lives, we'd love to hear from you.

Team structure



About the vacancy

Job title **People Operations Lead**

Grade Grade 7

Salary £58,279 (National) £62,823 (London) (Pay award pending)

Applicants who wish to work compressed hours are welcome to apply - however your preferred working pattern may not be available and you should discuss this with the vacancy holder before applying.

If applying as a job share partnership, you should both complete separate application forms on Civil Service Jobs, but should make it clear that you are applying as job sharers. Further details on job sharing can be found here JSF – What is the recruitment process for job sharers? | Civil Service Careers (civil-service-careers.gov.uk). Salary will be pro rata if working as part of a job share partnership.

The Civil Service Pension offers an employer contribution of 28.97%.

Existing Civil Servants will be appointed in line with the Civil Service pay rules in place on the date of their appointment. We review our pay annually in line with Civil Service Pay Policy.

Location

The FSA prides itself in being a modern and flexible employer with a range of different working contracts dependent on business needs. This role will allow you to **choose one of the following contracts**:

- **Multi-location** – Your contractual workplace is the closest FSA office to your home address (Belfast, Cardiff or York). This is your substantive and permanent place of work and is where you should spend between 40-60% of your working time on average. The remainder of your working time may be spent in other locations, for example working from home or undertaking business travel (for example to other FSA offices or external sites). You will be responsible for your commuting costs to your contractual workplace (named FSA office). The FSA will provide you with the digital tools required; however, it is your responsibility to ensure you have a safe and suitable workspace at home.
- **Home-based** – You are contractually 'home-based' and required to work from home (in the UK only). Your home is your substantive and permanent place of work. The business travel required by your role (e.g., team meetings, conferences, business meetings, team building etc.) will be limited to no more than 51 days per financial year (unless specified in the job description). All business travel will be covered under the FSA Travel & Subsistence policy. The FSA will provide you with the digital tools required; however, it is your responsibility to ensure you have a safe and suitable workspace at home.
- Whilst we embrace flexible working as an organisation, we can offer office-based contracts by exception if required for health, safety or wellbeing purposes. Please discuss with the hiring manager if you would like to explore this option.

As a Civil Servant, you are expected to work and be resident in the UK.

Travel within the UK will be required on an occasional basis, possibly with overnight stays.

Role and responsibilities



As our People Operations Lead, you will lead the delivery of high-quality, efficient and compliant people operations services across the FSA, spanning the full employee lifecycle from recruitment through to departure. You'll ensure that people operations processes, systems and services are legally compliant, customer-focused, efficient and aligned to organisational priorities and best practice.

You will provide visible leadership to the People Operations team, fostering a high-performing, collaborative and continuously improving culture. Using data, insight and performance metrics, you'll drive operational excellence, inform strategic decision-making and ensure services deliver value for money and meet the evolving needs of the business.

A priority of the role will be leading the ongoing development of Workday and wider people technology solutions, working closely with the Head of People Operations and Business Services to improve automation, reporting, employee experience and service delivery. You'll also work collaboratively across the wider People and Organisational Change function to ensure a joined-up, professional and effective service is delivered across the FSA.

You will have management responsibilities. Our Management Charter sets out the core expectations of being a manager in the FSA:

- Actively and effectively manage workload and resources to drive delivery;
- Be inclusive and prioritise the team's wellbeing and sense of belonging;
- Champion learning, development, and talent management to maximise capability; and
- Be a visible and approachable role model and foster a sense of team.

The main activities and responsibilities of the role include:

• Ensure People Operations policies, procedures and governance frameworks remain up to date, legally compliant and aligned to organisational needs.

• Develop and maintain appropriate People Operations governance, risk and assurance arrangements, identifying and mitigating operational risks and ensuring effective controls are in place.

• Set clear performance expectations and service standards across the team, using performance data and customer feedback to drive accountability and continuous improvement.

• Collaborate with colleagues across Finance, Digital and Corporate Services to improve system integration, data quality, reporting capability and workforce insight.

• Drive the delivery of operational change programmes through effective planning, prioritisation, stakeholder engagement and resource management, escalating issues and risks where appropriate.

Role and responsibilities (continued)

• Lead the People Operations function, ensuring the delivery of high-quality, efficient and compliant services across the employee lifecycle, while fostering a customer-focused, high-performing and continuously improving culture.

• Establish and embed a robust reporting and insights framework across People Operations, providing clear oversight of workloads, performance, and service delivery. Use data to assess effectiveness, identify trends, and ensure the function is meeting business needs and delivering value for money.

• Translate operational data and insight into meaningful narrative, feeding this into the wider HR function and business to support strategic decision-making and continuous improvement.

• Implement a continuous improvement plan to ensure our processes and systems are efficient, compliant with employment legislation and aligned with best practice.

• Coach and develop team members on HR policy, process and effective use of data to drive a high-quality service and decision making.

• Working closely with the Head of People Operations and Business Services, develop the Workday roadmap identifying new modules and improved business processes which will deliver value to the FSA.

• Work closely with the Recruitment Lead to ensure recruitment administration activities are aligned, effective and efficient, and that the team delivers a high-quality, timely and professional service to hiring managers and candidates.

• Drive forward the identification and implementation of new technology solutions, including the proactive adoption of AI, to enhance service delivery, improve efficiency, and deliver measurable benefits to the FSA. Leverage available investment to accelerate innovation and embed automated, insight-driven processes within People Operations.

• Work across the POC leadership team building relationships and identifying synergies in processes to offer a joined up service to the wider FSA.

• Work closely with colleagues in the wider People and Resources Directorate to align processes, share insight, and ensure a cohesive service offer.

• As part of a continuous improvement programme, proactively seek and incorporate feedback from the wider FSA on the effectiveness of people operations service.

• Ensure value for money is delivered through our external contracts, using data and performance metrics to monitor and challenge delivery.

• Provide advice and guidance to senior leaders on people operational matters, supported by data-led insight where appropriate.

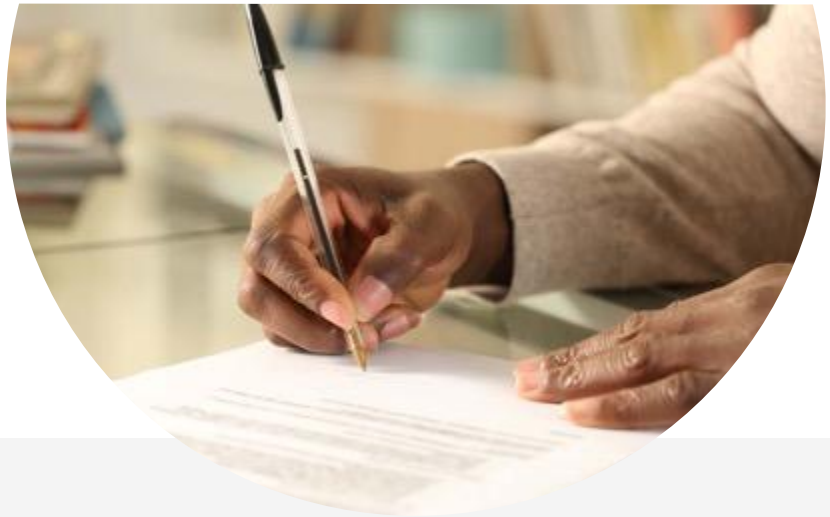
• Act as an escalation point for complex queries.

• Provide training and support to managers across the FSA on people operations processes.

• Build effective relationships across the FSA to ensure the efficient delivery of people operations.

This list is not exhaustive; there may be a need to flex and change for business needs.

Application and selection process



Summary of process

Applications need to be submitted via the 'apply now' button within the main advert. This will take you into a structured form, which allows you to enter all the required data.

Application

- **Completion of career history, qualifications, lead criteria statement and a personal statement (see below)**

Sift

- **Applicants shortlisted for interview against the essential criteria listed**

Assessment

- **Interview involving Experience elements detailed below**
- **Briefing Exercise**

Application process

How to apply

To apply – please press the 'Apply now' button on the advert in Civil Service Jobs. You will be asked to complete personal details (these will not be seen by the sift panel), your career history and qualifications, a lead criteria statement, personal statement and Technical statement.

Please note - the CV incorporated into the application form is for information purposes only and will not be scored.

Person specification criteria assessed at sift

Technical:

You will be asked a question to confirm that you meet the **Technical** requirements of the role detailed on page 14. If you cannot answer yes to this question – you will not be able to proceed further with your application. You will be provided with a 250-word free text box later in the application to give further detail of how you meet this criteria.

Experience:

Personal Statement: You will be asked to provide a 750-word 'personal statement' evidencing how you meet the essential **Experience** person specification criteria listed below (we will ask for your evidence against the lead criteria later in the application).

Lead Criteria Statement: You will also be provided with a separate **500-word** free text box to demonstrate how you meet the essential **Experience** lead criteria. **Please do not repeat this information in the 750-word personal statement box**.

These statements are your opportunity to give evidenced examples of how you fit the requirement and meet the criteria in the person specification. More guidance / top tips can be found **here.**

After submission of your application, you will progress to the shortlisting sift.



Use of Artificial Intelligence (AI)

Artificial Intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and internal candidates may be subject to disciplinary action. Please see our candidate guidance for more information on appropriate and inappropriate use.

Essential criteria assessed at sift

Technical (Lead criteria 1)

- **Chartered Member of the Chartered Institute of Personnel and Development (MCIPD)**

OR

- **CIPD Associate Diploma level 5 Qualified and committed to achieving Chartered Membership within 12 months of appointment**
- **OR**
  - **Level 5 HR Qualification or Above.**

Experience

- **(Lead criteria 2) Proven experience of leading and transforming services in a HR operational environment, with a strong track record of delivering operational excellence, developing high-performing teams, driving continuous improvement.**
- Experience of developing and using HR reporting, dashboards and workforce analytics to drive performance and decision-making and influencing senior stakeholders through data-driven insight.
- Strong understanding of HR operations, employment lifecycle processes and the practical application of HR policies, procedures and employment legislation.
- Experience of working with Workday or a comparable HR Information System, including delivering system enhancements and process improvements.

Lead criteria 1 and 2: An initial sift will take place on lead criteria 1. If successful at lead criteria 1 your application will be progressed to lead criteria 2 sift. If successful at lead criteria 2, your application will progress to full sift against all criteria.

In the event we receive a large number of applications, the minimum pass mark for the lead criteria may be raised at shortlisting stage. Candidates who apply under the DCS, GPTW or RIS schemes and meet the minimum requirement will be unaffected by the pass mark raise.

Assessment at interview

Shortlisted candidates will be invited to the interview stage consisting of an interview and briefing exercise. You will be assessed against the criteria below.

Experience

- Strong understanding of HR operations, employment lifecycle processes and the practical application of HR policies, procedures and employment legislation. (Assessed via assessment exercise – details below)
- Experience of leading and transforming services in a HR operational environment, with a strong track record of delivering operational excellence, developing high-performing teams, driving continuous improvement.
- Experience of developing and using HR reporting, dashboards and workforce analytics to drive performance and decision-making and influencing senior stakeholders through data-driven insight.
- Experience of working with Workday or a comparable HR Information System, including delivering system enhancements and process improvements.

Details of assessment exercise

We will be asking candidates to undertake a briefing exercise within the 24 hours prior to interview. Further details will be included in the invitation to interview.



Key dates (indicative)

The following includes dates that could be subject to change:

Stage	Date
Advert closes	18 October 2026 (23:55)
Sift meeting	Expected to take place during week commencing 19 October 2026
Final interview	Expected to take place during week commencing 26 October or 2 November 2026

Interviews will be held remotely via Microsoft Teams.

(If you do not have the Microsoft Teams application installed on your computer, you can join on the web without installing the application).

Further information

Interested parties are welcome to contact **jen.leason@food.gov.uk** informally for a discussion about the role before submitting an application.

If you have any further questions and require clarification on using the system and how to submit an application, please contact our recruitment team at **hr.recruitment.campaigns@food.gov.uk**

If you require help with your application, you must email the same email address before 12 noon on the advert closing date (or on the Friday if the closing date is during the weekend or a UK bank holiday).

We expect successful candidates to be able to start their role within 3 months of offer, subject to the satisfactory return of clearance checks and security clearances.

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences. All appointments are made on merit.



Success Profiles

We will assess candidates using the Civil Service's Success Profiles framework. This allows us to identify candidates with the potential to succeed across a number of performance areas and find those who will best fit into the position by customising the assessment criteria to suit the role in question.

This recruitment campaign will assess you against Experience and Technical elements of Success Profiles.

Make sure you understand which elements of the Success Profile are to be assessed at each stage of the process – this may be different for each role. For example, your supporting statement may ask for evidence of Experience whilst Behaviours are assessed at interview.

Watch this video about how the Civil Service recruits.

The framework aims to attract and retain people of talent and experience from a range of sectors and all walks of life. This is in line with the commitment in the Civil Service Workforce Plan.

More information about Success Profiles.



Top tips

Make sure you understand which elements of the Success Profile are to be assessed at each stage of the process.

Guidance on applying for a role in the civil service can be found here **Working for the Food Standards Agency | Civil Service Careers**



Personal statement

The statement is your opportunity to give evidenced examples of how you fit the requirement on the person specification and why you should get the job.

Always remember to directly address the essential criteria.

It is a good idea to use headings to break up your paragraphs, this gives a clear structure to the different areas you want to cover.

Always use full explanations of terms rather than abbreviations or acronyms.

Try using the **STAR (Situation, Task, Action, Result)** model to help you structure your answers:

Situation: What was happening?

Task: What needed to happen?

Action: What did you do?

Result: How was your action successful?

Spend more time on the 'action' and 'result' parts of **STAR**. This tells the panel what you did and what happened as a result.

Seek a second opinion and read it again – make sure you are content that your statement provides the evidence requested to demonstrate the essential criteria and ask questions if you are unsure about anything.

Stick to the word count.

Career History / CV

A great CV should be tailored to the role you are applying for – make sure you highlight your most relevant skills and experience.

Your CV should be both easy to read and follow – try to avoid using acronyms and keep the format simple and clear.

Interview

There are usually two or three people on an interview panel; typically, the vacancy holder, a colleague or individual who understands the role well, and finally an independent person to ensure every candidate is treated and assessed consistently.

Embracing an inclusive culture will help us to recruit and retain the best people from the widest talent pool. Our recruitment panels should reflect this commitment, and as such we endeavour to ensure that all panels at the FSA reflect the diversity of our workforce.

You can also use the **STAR** format in an interview, in the same way you use it for an application.

Remember to answer using 'I' not 'we'.

Use dynamic language.

Give structure to your answer.

Your career and benefits

Helping you achieve your potential

Whatever your role, we take your career and development seriously, and want to enable you to build a successful career with the FSA and wider Civil Service. It is crucial that our people have the right skills to develop their careers and meet the challenges ahead, and you'll benefit from regular performance and development reviews to ensure your development is ongoing.

The Civil Service values and supports all its people. At the FSA, we have strong and pro-active staff networks, special leave policies, reasonable adjustments put in place for those who need them, and inclusive talent programmes to help everyone irrespective of background, to achieve their potential.

Benefits

Our people say the FSA is a great place to work (**People Survey**). We know that a good work-life balance is important for us all. We want to ensure your wellbeing is provided for, alongside the opportunity for a long, happy and rewarding career.

Below is a summary of the benefits that would be available to you. For more detail, go to **Working for the Food Standards Agency | Civil Service Careers.**

Attractive pension

You would automatically be enrolled into the **Civil Service Pension Scheme,** offering the choice of an attractive occupational pension or stakeholder pension. The Civil Service Pension offers benefits for dependants and employer contributions of 28.97%.

Generous leave allowance

Full-time new starters get 25 days annual leave in their first year, increasing annually by 1 day to 30 days after 5 years' service. Plus at least 9 days' public and privilege holidays. The allowance is pro-rated for part-time staff.



Competitive parental leave

Generous paid maternity and paternity leave, which is notably more than the statutory minimum offered by many other employers.

Help funding childcare

If you are a working parent, under the government's Tax-Free Childcare (TFC) scheme, you can open an online childcare account and for every £8 you pay in, the government adds £2, up to a maximum of £2,000 a year for each child or £4,000 for a disabled child. You then use the funds to pay for registered childcare.

Existing employees may be able to continue to claim childcare vouchers, so please check how the policy would work for you here: **www.childcarechoices.gov.uk/**



Training and career development

We believe everyone is talented. Our aim is to embrace and celebrate the diversity and skills of all our people. We provide opportunities for people to perform at the best of their ability and for you to develop your career whatever your aspirations.

Our Civil Service-Learning portal offers a gateway to a vast range of learning and development tools, including professional upskilling leading to recognised qualifications in a wide range of professions including HR, Management, Communications, Project Management, and Operational Delivery.

To help you develop:

- everyone is entitled to a minimum of 5 formal days learning and development; provided through online, face to face or coaching
- we have development programmes for colleagues looking to progress to the next grade
- approved volunteering, with up to 3 days paid special leave

Other benefits

Access to flexible working schemes.

Discount and incentive schemes include cycle to work scheme, discounted shopping vouchers and interest-free season ticket.

Read more detail on the above benefits on our website and at **Working for the Food Standards Agency | Civil Service Careers**

Frequently asked questions

What nationality do I need to hold in order to apply?

This job is open to broadly the following groups:

- UK nationals
- nationals of Commonwealth countries who have the right to work in the UK
- Republic of Ireland nationals
- nationals from the European Union (EU), European Economic Area (EEA) or Switzerland with (or eligible for) status under the European Union Settlement Scheme (EUSS)
- relevant EU, EEA, Swiss or Turkish nationals working in, or who have built up the right to work in, the Civil Service
- certain family members of the relevant EU, EEA, Swiss or Turkish nationals

For further information on whether you are eligible to apply, please visit GOV.UK.



Do you offer Visa Sponsorship?

The FSA does not offer visa sponsorship and cannot provide advice on visa applications.

I have a disability. Do you offer a scheme for attracting, recruiting and retaining disabled people?

Yes. If you are disabled and meet the minimum selection criteria in the job specification, you are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under our Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

What reasonable adjustments can be made to the recruitment and assessment process if I have a disability?

We are committed to making reasonable adjustments to support disabled job applicants and ensure that you are not disadvantaged. If you require help with your application you must email hr.recruitment.campaigns@food.gov.uk before12 noon on the day the advert closes (or before 12 noon on the Friday, if the closing date is during a weekend or UK bank holiday).

If you feel you need a reasonable adjustment at interview, you will be asked to state what adjustments are required and where possible we will try to accommodate these. If you would like to discuss your requirements in more detail, please email hr.recruitment.campaigns@food.gov.uk.

Can I claim back any incurred expenses during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only then if agreed in advance.

What do I do if I want to make a complaint?

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the Civil Service Commission's Recruitment Principles.

If you feel your application has not been treated fairly in accordance with the principles, and you wish to make a complaint, you should email the FSA's Director of People at jo.bushnell@food.gov.uk. If you are not satisfied with the response, you can contact the Civil Service Commission.

Further Information

When you submit your online application, you will receive an acknowledgement, if you do not receive this acknowledgement or you have any problems with submitting your application, please email hr.recruitment.campaigns@food.gov.uk and a member of the Recruitment team will pick up your query. Please include the vacancy reference number and job title in the subject line.

Applicants who are successful at interview will, as part of pre-employment screening, be subject to a check on the Internal Fraud Database (IFD). This check will provide information about employees who have been dismissed for fraud or dishonesty offences. This check also applies to employees who resign or otherwise leave before being dismissed for fraud or dishonesty had their employment continued. Any applicant whose details are held on the IFD will be refused employment.

We comply with all the relevant data protection legislation as part of our recruitment process. Our privacy notice tells you why we request job applicant personal data, what we do with it and for how long we retain it.



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