



Border Force

Border Force Apprentice

Candidate Information Pack

Vacancy Reference Number:
53188

Closing date:
26th June 2020

**Please note only your initial application
will be accepted.**



Contents



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Welcome from our Director General

Paul Lincoln - Director General, Border Force

“Thank you for your interest in this exciting and rewarding opportunity”



The role of a Border Force Apprentice is central to maintaining the security and integrity of the UK border. It is also essential in promoting the national economy, through facilitating the legitimate movement of individuals and trade across the border.

Border Force expects the highest possible standards of professionalism and teamwork from our staff and adherence to our core values: Commitment; Discipline; Respect and Moral Courage. We require our people to operate in sometimes difficult and pressurised environments and to make well balanced decisions. We select through a comprehensive recruitment process only those candidates who display these qualities.

Border Force values diversity and believes that differences make us stronger. We aim to be one of the most inclusive employers and particularly welcome applications from Black, Asian and Minority Ethnic (BAME) candidates.

For those who meet these demanding standards, we offer a hugely rewarding and very satisfying career – and one that offers the opportunity for increasing responsibility and reward.

I wish you well in your application.

A handwritten signature in black ink, appearing to read 'P. Lincoln', written in a cursive style.

Paul Lincoln

Director General –
BorderForce

Background - Who we are & what we do

Border Force is a law enforcement command within the Home Office responsible for managing the UK border control by enforcing immigration and customs regulations and working with the wider Home Office on counter terrorism, organised crime, tackling modern slavery and trafficking. This is some of the most important and challenging work in Government as it both protects and enhances the UK economy.

Border Force has five operational regions in the UK: North, Central, Heathrow, South and SE & Europe. These regions have responsibility for securing the border 24 hours a day, 365 days a year at the UK's 140 seaports, airports, 200+ general aviation ports, postal depots and international rail network. This includes the Eurostar from Brussels and Paris to St Pancras International and the Eurotunnel from Coquelles to Cheriton, where Border Force has juxtaposed controls.

The regions' varied work includes checking 100 per cent of passengers arriving on scheduled flights. Officers also conduct intelligence-led interceptions for controlled drugs, cash, tobacco, alcohol, firearms, offensive weapons, prohibited goods, counterfeit goods and clandestine entrants. We do this at passenger and freight controls, covering passengers travelling on foot, by car, coaches, freight vehicles, as well as air freight and sea containers.

Our postal depots are a unique 'warehouse' type environment where Border Force has specific functions including the raising of duty and VAT on parcels entering the UK and targeting, examining and subsequent seizure of parcels containing prohibited or restricted items entering the UK.



Our Strategic Aim and Vision

Our strategic aim is to secure the UK's border and promote national prosperity by delivering the following five strategic objectives:

- To deter and prevent individuals and goods from entering the UK that would harm the national interest;
- To facilitate the legitimate movement of individuals and trade to and from the UK;
- To protect and collect customs revenues from trade crossing the border;
- To provide excellent service to customers and protect the vulnerable in need of our care;
- To provide demonstrable effectiveness, efficiency and value for money.



Check customs advice for what you can or can't bring into the UK

There may be limits to how much you can bring in and some items may be banned.

Know before you go:
[gov.uk/uk-border-control](https://www.gov.uk/uk-border-control)
#KnowBeforeYouGo

About us: <https://www.gov.uk/government/organisations/border-force/about>

About the role



Border Force Operational staff are engaged in a variety of exciting and flexible roles – this includes checking all passengers arriving by sea or air for immigration control purposes as well as the detection and interception of prohibited goods (such as drugs, cash, tobacco, alcohol, firearms, counterfeit goods).

We do this at passenger and freight controls, covering people arriving on planes, by foot, in cars and coaches and freight vehicles, as well as air freight and sea containers.

Staff can also expect to be deployed on other key tasks such as Radiological Nuclear Detection roles and support strategic objectives such as counter terrorism and tackling human trafficking, which may require working across sites rather than one location, as well as in a mobile capacity inland.

Roles within Border Force can be physically demanding and you may need to search cars/freight vehicles and will require a high level of flexibility and mobility to meet changing demands. In addition, you should be aware that these posts include sometimes working outside in adverse weather conditions.

The Apprenticeships

What is an Apprenticeship?

Apprenticeships are designed to strengthen capability in the Civil Service by developing skilled professionals in priority areas. They provide a unique opportunity to combine formal learning and development with on-the-job experience. The apprenticeship qualification is transferable across the Home Office, and is not just specific to Border Force.

Why apply for an Apprenticeship with Border Force?

This apprenticeship offers you a fantastic opportunity to learn, earn and develop your skills. If successful, you will be joining over 280,000 people in the Operational Delivery Profession across Government who have the vital job of keeping the UK running and make a real difference to people's lives.

This role gives you an opportunity to:

- Be in a position to positively affect some of the challenges facing the UK today;
- Gain nationally recognised qualifications including Level 3 Award in Operational Delivery;
- Develop a wide range of skills and experience that will prepare you for a career both inside and outside the Civil Service.

Length of Apprenticeship

The apprenticeships will take up to 18 months to complete and you will serve a period of probation. You will join the Home Office on a permanent contract and will be appointed at AO grade.

Equality and diversity

We rely on diversity of culture and thought to deliver our goals. To ensure we can do that, we seek talented, qualified employees throughout our organisation, regardless of race, colour, sexual orientation, gender, gender identity and expression, nationality, religion, age, disability, marital status or any other protected characteristic.

What does the training involve?

We will be teaching you about legislation; law; procedures; personal safety and how you will be deploying your powers. Then once we're sure you understand the theory we'll be taking you through extensive application of that by putting it into practice in a safe environment with our trainers in our classrooms and out in operational areas.

Modular technical skills training will focus on immigration and customs legislation and will be based upon your role and the location to where you are posted. The training will consist of three parts including pre course online learning, classroom learning and mentoring. Making well balanced decisions is key and a career in Border Force can be extremely rewarding, which includes a comprehensive training programme of several courses. The length of the training courses will vary depending on the role, with the longest being 5 weeks. The training period is crucial to preparing you for your initial career as a Border Force Apprentice.

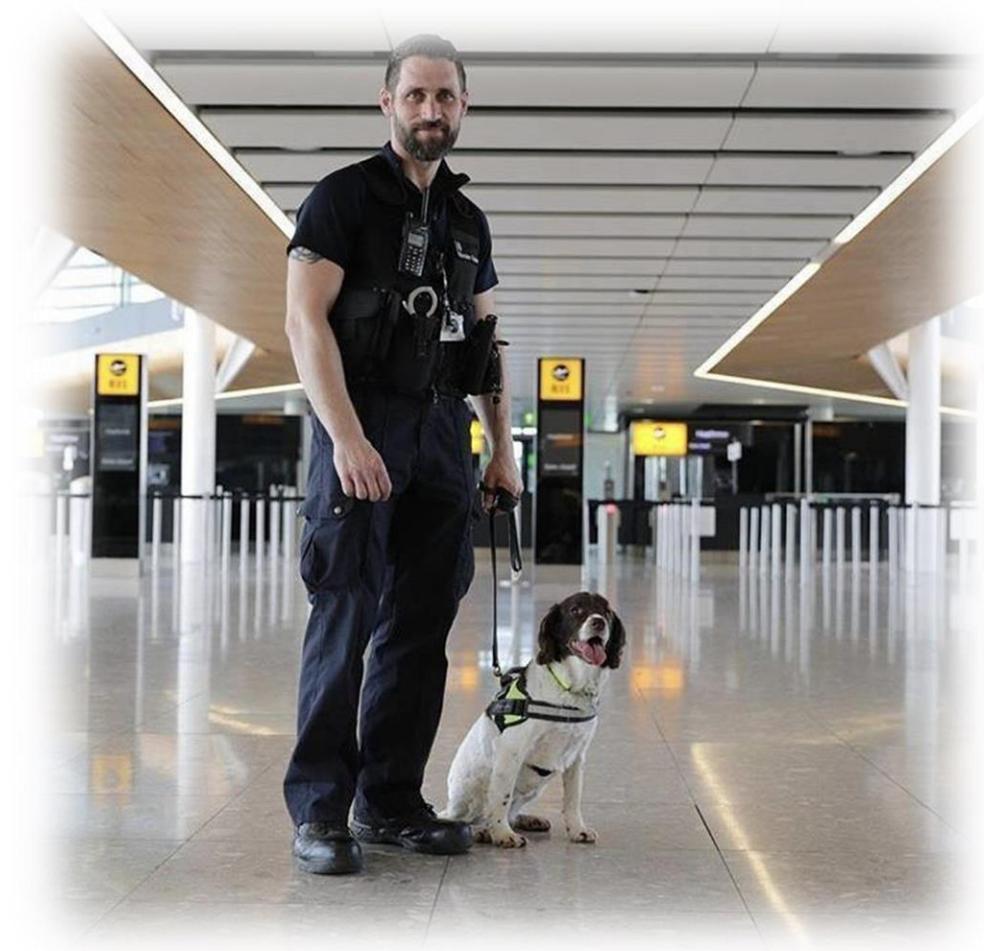
Where will the training take place?

You may be allocated to a training space in your preferred location. You will be allocated to one of our hubs near Heathrow, Manchester, Folkestone, Stansted, Tilbury or Gatwick. If you do not live within a reasonable commutable distance to one of our training locations you will be expected to be residential to complete the course.

You will receive full joining instructions closer to your start date. Prior to starting your training course you will be asked to attend an induction week in the region you have accepted a role. You will be able to organise travel and accommodation arrangements. Reasonable travel and subsistence expenses will be covered. Wi-Fi will be available throughout your residential so you can stay in touch with friends and family during the course.



Conduct



The expectation of the public, Home Office and Civil Service is that all Border Force staff will constructively uphold and apply the Civil Service and Border Force values in everyday situations; this means we are expected to carry out our roles with dedication and by demonstrating commitment, discipline, respect and moral courage in all that we do.

As Border Force staff, we are expected to do our utmost to protect the reputation of the organisation. We can do this by:

- Fully complying with the law in all our personal and professional dealings;
- Understanding and acknowledging our responsibilities to the wider public and passengers with whom we deal;
- Being accountable for our actions by keeping records of decisions and co-operating with the courts and other law enforcement agencies as and when required;
- Not bringing Border Force into disrepute;
- Maintaining the highest possible level of integrity by not engaging in activity which may constitute a conflict of interest;
- Not being publicly cited as giving an opinion on our work; and
- Recognising our credibility and responsibility as a professional in our field.

What we are looking for in an Apprentice:

It is **essential** in your application that you demonstrate strong performance across the strengths set out:

Successful candidates will:

- Have sound interpersonal and communication skills;
- Have a strong sense of personal ethics and integrity;
- Enjoy interacting with colleagues, members of the public and external stakeholders;
- Demonstrate the ability to build relationships and thrive working as part of a team;
- Show commitment and willingness to pursue personal development and growth.

Licence Information

A full manual Driving licence is **ESSENTIAL** at the following locations:
Immingham & Grimsby, Edinburgh, Glasgow, Heysham, Holyhead, Port of Tyne, Pembroke

A full manual driving license is **DESIRABLE** at the following locations: Hull & Goole, Felixstowe, Tilbury, Harwich, Dover/Folkestone.



Eligibility Criteria: Apprentice

- You must be a UK national, evidence of which, will be required;
- Hold a full and valid passport;
- Be at least 18 years old. You will be required to work between midnight and 4am, so this is a legal requirement. For more information visit: <https://www.gov.uk/night-working-hours>;
- You must be able to provide all of the ID documents we need to complete your pre employment screening and security clearance. Please see the list of acceptable ID documents, which is attached to the job advert. You will be expected to provide your ID documents at interview. This includes your Passport and two other forms of identification;
- These roles can be physically demanding, and if successful, you will be required to complete and pass specialist training including Personal Safety Training (PST) which develops skills in personal safety, arrest, control and restraint techniques. This demands physical activity and physical contact with delegates on the course. You will be required to complete a PST health declaration and, if necessary, attend a medical examination. A formal offer will not be made if you are not physically fit to undertake and pass the training;
- Home Office applicants with an attendance management warning are not eligible to apply for vacancies during the initial 3 month improvement (live warning) period; however they can apply for posts during the following 9 month sustained improvement period.

Qualifications Criteria

You must hold two GCSE Grade A-D in Maths and English. Please note that we will also accept equivalent qualifications at the same level achieved from a wide range of formal academic and vocational training providers as determined by Ofqual, including, for example, qualifications obtained in Scotland or some BTEC and higher level NVQs. You must have already been awarded the qualification(s) and must be able to provide your certificate(s) at interview.

Salary and Benefits: Apprentice

Salary:

In addition to an excellent benefits package and shift allowances, the role offers the following salary

£21,011 (plus Annualised Hours Allowance) National

The total reward package is indicative only and subject to review. The salary and, if applicable, allowances payable in this role will be confirmed upon a formal offer of employment being made. The formal offer will not be lower than the bottom of the advertised payscale.

Hours of Work:

Standard full-time working week of 37hours net regardless of geographical location.

Annual Hours Working Allowance:

Please see start dates, working hours and shift pay on the next page of the candidate information pack.

Annual Leave:

New entrants to the civil service will receive 25 days annual leave on entry, increasing on a sliding scale to 30 days after 10 years' service. This is in addition to 8 bank/public holidays and 1 day leave to be taken at a fixed time of the year.

Pension:

Pension schemes are available and more information will be provided to successful candidates. For further information on these schemes please click [HERE](#)

Training:

Applicants should be aware that this role requires a lengthy, accredited training process which must be passed before an applicant is legally allowed to undertake the duties of this role;

All aspects of this training and mentoring programme are tested and failure to pass will be deemed as poor performance;

New recruits to the Home Office, including transfers from other Government Departments will not receive AHA during their initial training, or periods where they are being mentored but not working in a shift pattern or at weekends;

Staff previously in receipt of AHA: Home Office staff on a level transfer or promotion will receive the rate of AHA applicable to the new role during initial training periods;

Candidates who successfully complete their probation will be managed through the Performance Management Policy. Failure in any aspects of training will trigger the use of the Managing Poor Performance policy and this may lead to a decision to dismiss on grounds of inefficiency. In certain circumstances the department may consider a request to re-grade as an alternative to dismissal.

Start dates, working hours and shift pay

Start Dates

We are advertising for anticipated vacancies as part of our rolling recruitment plans, we expect that the majority of start dates will be throughout 2020. Where we are not in a position to offer posts, we may place you (if you meet the required standard) on a reserve list for up to 12 months.

If you are successful at interview, we may also offer you a post in any location subject to business need. This is dependant on SC clearance being obtained.

Working Hours and Patterns

We operate 24 hours a day, 365 days of the year and you will be required to work flexibly and operate over a 24/7 shift rota, this can include:

- Night shifts;
- Early morning starts, sometimes before 6am;
- Late night finishes, sometimes after midnight;weekends and public holidays;
- Shifts can vary in length and can be up to 12 hours;
- Shifts that change or extend according to business need.

Annual Hours Working Allowance

You will be expected to work shifts and be required to work flexibly on a 24/7 shift rota, including early, late and night shifts, weekend and public holidays. These posts include shift allowances of up to 49% which varies by flexibility, shifts, location;however the average is allowance is between 15-30%.

- You would be deployed to a range of different duties, shifts and locations and should expect to have a variance in the AHA dependent on the varying duties and shifts.

Application Process

Application

Shortlist

Assessment

Offer

Application

We hope that you are excited by these roles and interested in applying for them.

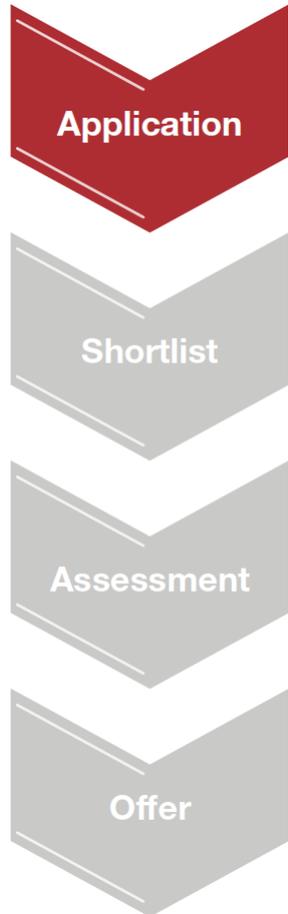
We have designed a selection process to ensure that all applicants receive equal and fair treatment. The process looks like this.

- 1) After submission of your personal details you will be invited to complete the Verbal Reasoning Test.
- 2) If you pass successfully you will be invited to complete the Situational Judgement Test.
- 3) If you pass this test you will then progress to the next stage where you will be able to complete your full application.

Please complete the online tests as soon as possible (within 24-48 hours is recommended).

Please submit your **Full** online application by no later than **23:55 on Friday 26th June 2020**. Late applications will not be accepted, if you submit an application near to the closing date, the tests must still be completed by **23:59 on Friday 26th June 2020**, If your full application has not been submitted by **Friday 26th June 2020** it will not be considered.

Application Process



You will need to provide the following as part of your application process should you be successful **after** completing both online tests.

- **A written note/brief description detailing your qualifications and employment history within the CV section** as set out in the **Eligibility Criteria** of the candidate information pack.
- **A personal statement (maximum 400 words)** providing evidence set out against the following question:

'Imagine you are responsible for delivering a service accessed by the public. One day you notice that customers are queuing and are unhappy with the wait. What would you do? What are your reasons for handling it in this way?'

Applications are invited online via CS Jobs: <https://www.civilservicejobs.service.gov.uk/csr/index.cgi> applications. Applications will be managed through an online automated process.

Applications will be sifted to select those demonstrating the best fit with the role by considering the evidence you have provided against the Personal statement as detailed above.

Failure to address any or all of these may affect your application.

Shortlisting

Shortlisting is expected to be ongoing from **Monday 20th July 2020**.

Application Process



Arrangements for Assessment and Interview

The final selection panel interview will be strength based questions. Interviews will be ongoing from **Monday 3rd August 2020**. These dates may be subject to change due to the circumstances around Covid-19.

Although we would appreciate your cooperation in attending the next available interview slot we will try to exercise flexibility in offering you an alternative date.

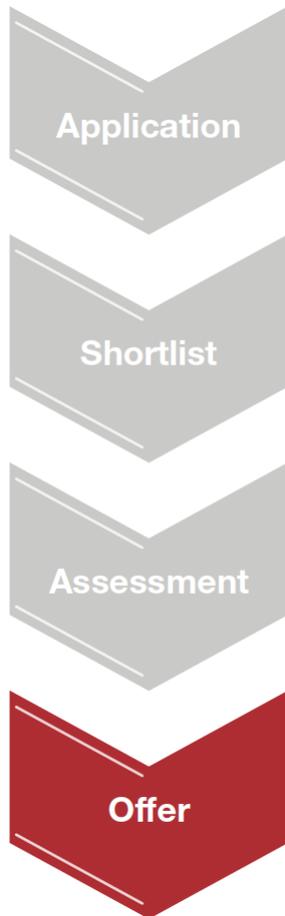
Strength based questions seek to find out what people enjoy and when they are at their best. They are less about what they can do. There are no right or wrong answers to these questions.

It is important that you answer the questions as openly and honestly as you can, thinking about the kind of work that you enjoy doing and the Border Force role you are applying for. Please see [success profiles](#) for more information

Expenses incurred by candidates during the recruitment process will not be reimbursed by the department.

Please note that when attending your interview you will be asked and expected to provide 3 forms of identification.

Application Process



Feedback

Due to the expected volume of applicants it will not be possible to give feedback to all candidates throughout the selection process.

Reserve Lists

- If we identify more appointable candidates from this campaign than we have roles available, we may hold reserve lists for those not initially made an offer for 12 months. If similar future vacancies do become available, requiring the same skills and experience demonstrated, across the civil service, we may be in a position to offer roles for suitable candidates on reserve without having to undergo another recruitment process.

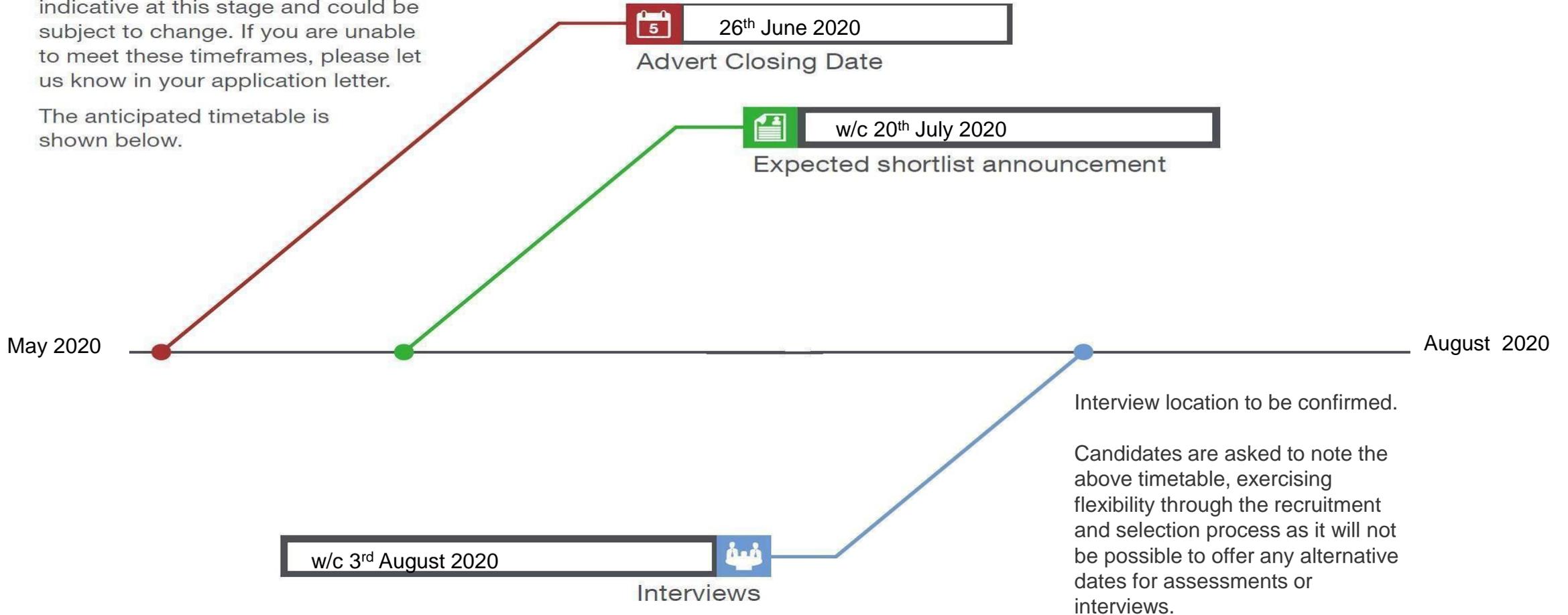
Further Information

- If you have any questions about this role or would like to discuss the post further please contact borderforcehorecruitment.grs@cabinetoffice.gov.uk. Please include the campaign reference number in the subject line of your email.
- We often have similar roles available at different grades. If a candidate is suitable for a similar role or a lower grade than they have applied for, we may offer the candidate that role without the need for them to go through a further selection process providing the role has the same competencies and essential skills.
- We welcome applications from Black, Asian and Minority Ethnic (BAME) candidates and women as they are currently underrepresented within Home Office operational delivery roles at this grade level. Appointments will be made on merit on the basis of fair and open competition.

Indicative Timeline

Please note that these dates are only indicative at this stage and could be subject to change. If you are unable to meet these timeframes, please let us know in your application letter.

The anticipated timetable is shown below.



FAQ's

Vetting and Security Checks

Border Force staff are proud of their position in securing the UK border and hold the highest standards of integrity and professionalism. Working for Border Force sometimes puts you in difficult or pressurised situations, which means that having emotional resilience, commitment, discipline, respect and integrity is key.

All staff undergo pre-employment screening and right to work checks when joining Border Force, and are also required to undertake United Kingdom Security Vetting (UKSV) due to their access to classified information, assets and the position of trust placed on them. The level of access required for the role will inform what level of UKSV you will need to achieve e.g. Counter-Terrorism Check (CTC), Security Clearance (SC) or Developed Vetting (DV), however most Border Force roles are at SC level.

As well as successfully obtaining UKSV clearance and passing the right to work and pre-employment screening, anyone who applies to work for Border Force will also be subject to additional Border Force specific security checks to determine their suitability to work for the organisation.

You must successfully complete pre-employment checks, obtain UKSV clearance and pass the additional Border Force security checks in order to progress to a final offer of employment with Border Force. If you do not successfully complete one or all of these, we will inform you of our decision.

Further information on government security levels can be found at: <https://www.gov.uk/guidance/security-vetting-and-clearance>

FAQ's

1. Can I apply if I am not currently a civil servant?

Yes. This role is open to suitably qualified people in the external market and to existing civil servants and those in both accredited and non-accredited Non Departmental Public Bodies.

2. Is this role permanent?

Yes.

3. Is this role suitable for part-time working?

Due to the current business position, there are no part-time roles.

4. Will the role involve travel?

Some travel may be required for this role.

5. Where will the role be based?

National (see advert).

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

No. Unfortunately we will not be able to reimburse expenses.

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

These are **reserved posts** and are open to UK nationals i.e. British citizens, British subjects under part IV of the British Nationality Act 1981 having the right of abode in the UK and British Dependant Territories, citizens acquiring citizenship from a connection with Gibraltar. Dual Nationals are able to apply for reserved posts. You should normally have been resident in the UK for the last 5 years. There must be no employment restriction or time limit on your permitted stay in the UK.

Please refer to the [Civil Service Nationality Rules](#).

Under statutory identification rules, at the interview stage all candidates (including those from other government departments) will need to produce documents to support the pre-employment screening checks.

8. Physical Fitness

These roles can be physically demanding. If successful you will be required to complete and pass specialist training including Personal Safety Training which develops skills in personal safety, arrest and restraint techniques. This demands physical activity and physical contact with delegates on the course. You will be required to complete a PST health declaration and, if necessary, attend a medical examination. A formal offer will not be made if you are not physically fit to undertake and pass the training.

You may need to search cars and freight vehicles. You will require a high level of flexibility and mobility to meet varied and challenging demands. In addition, these posts include working outside in sometimes adverse weather conditions.

9. Driving Licence

See license information in personal specification

FAQ's

10. Are these posts reserved?

Yes. This is a reserved post. Please refer to the [Civil Service Nationality Rules](#).

11. Probation

You will serve a period of probation unless you are transferring from another role in the civil service and have successfully completed your probation period. Your performance, conduct and attendance will be monitored and reviewed.

12. Secondment

Where a post is offered on secondment to applicants from outside of the civil service, applicants will be appointed on their existing terms and conditions and pension arrangements.

13. Confidentiality

You will be subject to the provisions of the Official Secrets Act and required to exercise care in the use of official information acquired in the course of official duties and not to disclose information which is held in confidence.

14. Is security clearance required?

Yes. If successful you must hold, or be willing to obtain, security clearance to **SC** level. More information about the vetting process can be found at the following link: <https://www.gov.uk/guidance/security-vetting-and-clearance>

15. Enhanced Background Check

An **Enhanced Background Check** will come into place on the 31st December 2020 prior to the issue of Airport Identification Cards and UK air carrier Crew Identification Cards. The intelligence-based check will be carried out by the UK Government in addition to current checks, carried out by

the airport and air carrier industry prior to the issue of an Airport Identification Card on a candidate's identity, employment and education history and on their criminal record. The intelligence-based check will be implemented by the creation of an Accreditation Check which will form an additional level of clearance within the vetting process, conducted by UK Security Vetting.

There will be an annual refresh of the accreditation check. All Border Force staff working at airports who hold airport identification cards will be required to pass this accreditation check.

Additional Security Checks

As well as successfully obtaining United Kingdom Security Vetting (UKSV) clearance and passing the right to work and pre-employment screening, anyone who applies to work for Border Force may also be subject to additional Border Force specific security checks to determine their suitability to work for the organisation.

FAQ's

16. What is the role of the Civil Service Commission in relation to recruitment into the Civil Service?

The Civil Service Commission ensures that departments select for appointment to the Civil Service on merit on the basis of fair and open competition as [outlined in the Civil Service Commissions Recruitment Principles](#). The Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel to hear and determine appeals made by civil servants under the Civil Service Code which sets out the Civil Service values – Honesty, Integrity, Impartiality and Objectivity – and forms part of the relationship between civil servants and their employer.

17. What are the modernised Terms and Conditions for Civil Servants?

Civil Servants taking up appointment will adopt the modernised Civil Service terms and conditions which came in to effect from 1 July 2013.

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

If you feel that your application has not been treated in accordance with the recruitment principles, and wish to make a complaint, then you should contact in the first instance:

borderforcehorecruitment.grs@cabinetoffice.gov.uk

If you are not satisfied with the response that you receive, then you can contact the [Civil Service Commission](#).

19. I am already on a Border Force reserve list, do I need to apply again?

If you have applied for the earlier campaigns for Border Force vacancies this year and have been advised that you were successful at interview, you will remain on the reserve list for that campaign and will be contacted should a role become available.

However, we welcome any new application for these campaigns.



“Border Force is an open, inclusive and diverse workplace in which everyone has the opportunity to be their best ”

Emma Moore, Chief Operating Officer – Border Force

The Civil Service is committed to becoming the most inclusive employer in the UK.

We are committed to understanding, respecting and representing as broad a range of views and backgrounds as we have in UK society. We know that diverse perspectives and experiences are critical to an effective, modern Civil Service. Our vision is to ensure the Civil Service represents

modern Britain and is a truly inclusive employer - an example to other employers. We will create an organisation where diversity is not only respected and valued – but celebrated.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us - regardless of background. If you're interested in becoming a world class leader, developing your career with us - starting with this interesting and challenging role - or doing things differently and inspiring colleagues, then the Civil Service is the place for you.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours.

[Apply now](#)



Civil Service HR
Government
Recruitment Service

Contact Details

If you have any questions about the role or would like to discuss the post further, please contact borderforcehoreruitment.grs@cabinetoffice.gov.uk Please ensure you quote the job reference number in the subject field (53188)

This campaign is being run on behalf of the department by the Government Recruitment Service. The Government Recruitment Service is part of Civil Service HR, and is a central government expert service specialising in attraction, search, selection and recruitment.

The team is regularly commissioned by departments and other government organisations to deliver end-to-end recruitment for a variety of jobs in the Civil Service.

Our work is regulated by the Civil Service Commission where necessary and supported by the equality campaign group Stonewall.

Cabinet Office is a Disability Confident employer.

