



Ministry of Housing,  
Communities &  
Local Government

# Applying – Things to Know

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# How to apply

## MHCLG use the Civil Service Success Profiles framework.

The Success Profile Framework is a flexible framework which assesses candidates against a range of selection methods, ensuring we give the best possible chance of finding the right person for the job. Success Profile is made of five elements:

What are the elements of the Success Profile?



When applying for a role, make sure to look at the job description which will detail the elements of the Success Profiles you are being assessed against for that role.

### Top Tip

When using Success Profiles, we would recommend the **STAR model** to structure your answers. We find this allows you to best demonstrate your skills and experience, so we can get to know you.

- ❖ **Situation** (what was the setting and conditions, and what was your role)
- ❖ **Task** (what specifically needed to be done when, why, etc.)
- ❖ **Action** (what did you do in terms of your own contribution and ensuring the contribution of others, How you did it and why)
- ❖ **Result** (What the outcome was and how you contributed to it what difference did you make)

# What happens next

The start of the process is an initial sift to assess and score the evidence provided on your application form. To reduce bias, a sift panel of two or three representatives will be assigned applications to review independently. Applicants achieving the pass mark will be offered an interview on a rolling basis. **We will be sifting and interviewing applicants as we go –so please don't wait until the deadline to submit your application.**

**Feedback will only be provided if you attend an interview or assessment.**

In the event that we identify more appointable candidates than we currently have posts available, we will hold applicant details on a reserve list for a period of 6 months from which further appointments can be made. In this scenario, the roles will be broadly similar. This may include roles at a lower grade if the candidate has met the required standard at that level.

Candidates placed on a reserve list will be informed that their details are held on a reserve list. Due to the length of time security checks can take, our HR Shared Services team may contact reserve list candidates for London based roles to commence the necessary checks needed to start your role.

Candidates who do not wish to remain on the reserve list should contact [recruitment@communities.gov.uk](mailto:recruitment@communities.gov.uk) to be removed from the reserve list.

## MHCLG is a Disability Confident Employer

As an employer we are committed to promoting and protecting the **physical and mental health and well being** of all our colleagues and applicants.

MHCLG operates the Disability Confident Scheme (DCS) to help widen employment opportunities for disabled people. All Disability Confident Scheme applicants who meet the minimum standard are invited to attend interview. Applicants with a neurodivergence can apply under the Disability Confident Scheme. This includes; Attention deficit disorders, Autism (including Asperger's), Dyslexia, Developmental coordination disorder (previously known as Dyspraxia)



# Civil Service Code, Appeals and Complaints

## Civil Service Code

Civil Servants are appointed on merit on the basis of fair and open competition and are expected to carry out their roles with dedication and a commitment to the Civil Service and its core values: integrity, honesty, objectivity and impartiality. These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does. This in turn helps the Civil Service to gain and retain the respect of ministers, Parliament, the public and its customers. Any applicant for a MHCLG vacancy should be aware of the Code, and will be asked to confirm that they can comply with it at interview. For more information on the Code, please see the following [link](#).

## Appeals and Complaints

If you are unsure about any part of the process or require additional information about the post to enable you to progress your application you should speak to the Resourcing team [recruitment@communities.gov.uk](mailto:recruitment@communities.gov.uk)

Candidates can appeal at any stage of the recruitment process if they believe there has been:

- A procedural irregularity
- An infringement of the Civil Service equal opportunities policy
- Exceptional circumstances which were not notified to the interview panel which might have affected performance on the day

It is important to note that these are appeals about the process not the decision. In the first instance, an appeal should be directed to the MHCLG Resourcing Hub at [recruitment@communities.gov.uk](mailto:recruitment@communities.gov.uk). If the MHCLG Resourcing Hub is unable to satisfactorily resolve your complaint, you may contact put your complaint in writing to the Civil Service Commission, Room G8,1 Horse Guards Road, London, SW1A 2HQ or by Email to: [info@csc.gov.uk](mailto:info@csc.gov.uk)

# Civil Service Nationality Requirements and Internal Fraud Database

Before starting your application, it's very important to make sure that you are eligible to apply and meet the **Civil Service nationality requirements**. MHCLG roles are generally open to:

- UK nationals
- Nationals of Commonwealth countries
- Nationals of the Republic of Ireland
- Certain EEA, Swiss and Turkish Nationals

Details of who is eligible to work in the Civil Service are set out in the Civil Service Nationality Rules. It is essential that all candidates read the information provided in the links below regarding the nationality requirements and rules.

- [Changes to the Civil Service Nationality Rules from the 1st January 2021](#)
- [Countries in the EU and EEA](#)

As part of your application, you will be asked to confirm that you have read all the information provided in the links above and confirm that you meet the nationality requirements. If you are unsure if you meet the nationality requirements for this role, please contact MHCLG's HR Service Centre at [HRSharedServices@communities.gov.uk](mailto:HRSharedServices@communities.gov.uk). It is a criminal offence for candidates to not disclose the truth on their job application with the intention to secure employment. If you do not meet the nationality requirements for this role but declare otherwise, any offer of employment will be withdrawn immediately.

The **Internal Fraud** function of the Fraud, Error, Debt and Grants Function at the Cabinet Office processes details of civil servants who have been dismissed for committing internal fraud, or who would have been dismissed had they not resigned.

The Cabinet Office receives the details from participating government organisations of civil servants who have been dismissed, or who would have been dismissed had they not resigned, for internal fraud. In instances such as this civil servants are then banned for 5 years from further employment in the civil service.

The Cabinet Office then processes this data and discloses a limited data set back to MHCLG as a participating government organisations. MHCLG then carry out the pre-employment checks so as to detect instances where known fraudsters are attempting to reapply for roles in the civil service. In this way the policy is ensured and the repetition of internal fraud is prevented..

For more information – please see the [internal fraud register page](#).



# Security Clearance

All MHCLG colleagues must meet the Baseline Personnel Security Standard. This is a series of basic security checks to confirm identity and employment history.

In addition to the BPSS, all staff based at our Marsham Street office in London (and some based in our other offices) must be cleared to at least Counter Terrorism Check level. It is a requirement of some roles at Marsham Street and other MHCLG offices that the holder obtain either Security Check or Developed Vetting clearance. Each vacancy will state the level of security required for the post. The nature and level of the security checks will vary subject to the level of clearance required.

For more details of vetting levels and requirements please refer to the [Cabinet Office HMG Personnel Security Controls](#).

**All offers of employment are conditional on successful completion of BPSS and (if applicable) National Security Vetting. Candidates should not resign from their current job until these checks have been successfully completed.**

If you have any questions or queries with regards to any of these areas please contact the HR Shared Service Centre at [HRsharedservices@communities.gov.uk](mailto:HRsharedservices@communities.gov.uk).