



Department
for Transport

Deputy Director Service Ownership

SCS Pay Band 1

Locations: London, Birmingham, Leeds, Swansea,
Hastings

Reference: 466452

Closing date: 23:55 on **19/07/2026**



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Welcome Message

from **Gavin Gaunt**
**Director of Digital,
Information, and Security**

Thank you for expressing an interest in the role of Deputy Director, Service Ownership at the Department for Transport (DfT). This is an exciting time to join the Digital, Information, and Security Directorate as we restructure to ensure we are ready for future challenges—building a more sustainable, skilled, and in-house capability, strengthening our response to an increasingly complex cyber-security landscape, and leading the department’s digital transformation in line with the Government’s Blueprint for a Modern Digital Government.

This transformation will require significant change in how we work, ensuring that we deliver clear, high-quality outcomes for our users while continuing to learn and improve. I am looking for an inspirational leader who will play a pivotal role in shaping and nurturing this change. As part of the senior leadership team, you will reinforce our cultural ambitions through strong leadership and role modelling, helping to embed a collaborative, outcomes-focused, and user-centred approach across the directorate.

This is a demanding yet highly rewarding role. You will spearhead the establishment and management of four of our five new service lines, Essentials, Protect, Create, and Advance, driving operational efficiency and ensuring that the right processes, governance, and ways of working are embedded to support effective delivery. You will oversee end-to-end service lifecycle management, ensuring that services are resilient, high-performing, and aligned to both departmental and government-wide priorities.

You will act as a key ‘front of house’ focal point for digital service provision across the

department for senior leaders and stakeholders.

You will identify future digital requirements, driving opportunities to modernise how we work, while ensuring that stakeholders are well-informed and engaged in our roadmap for improved digital services. Collaboration will be at the heart of the role, bringing together diverse teams to deliver seamless, user-centred services.

The Deputy Director for Service Ownership is accountable for ensuring that our services operate to the highest standards and maintaining alignment with organisational priorities. You will have a passion for understanding the user to provide high-quality customer experience both reactively and proactively. You will play a critical role in horizon scanning and future-proofing our service delivery, ensuring we remain adaptable and resilient in a rapidly evolving environment.

To succeed, you will bring strong leadership, credibility, and the ability to influence at the most senior levels. You will be passionate about building capability, developing others, and creating an environment where teams can thrive and continuously improve.

We are committed to supporting your personal and professional development. You will benefit from flexibility in how, when, and where you work, alongside the opportunity to make a meaningful contribution to the department and wider society. As an organisation serving the public, we are committed to building a workforce that reflects the people we serve and to creating an inclusive environment where everyone can succeed.

I look forward to getting to know you.

Department Background

Very few things affect everyday life the same way that transport does. It's much more than getting from A to B. It's about enabling individuals to take part in society. To make connections to work and leisure, education and health, business, and the wider world.

At the Department for Transport (DfT) we're working to improve every kind of journey. We're harnessing new technology to create safer, more sustainable transport. It's creating better connections between people and places, we're enabling greater growth opportunities for communities UK-wide. It all means that here, you are part of something very different and special.

DfT and our agencies employ around 15,000 staff, of whom about 3400 are in the core Department, and we have the largest and most complex capital project portfolio in Government, delivered principally through delivery partners including Network Rail, HS2 Ltd and National Highways.

We are broadening our presence around the country and are growing new locations in Leeds and Birmingham.

Our Secretary of State has set out five priorities:

- improving performance on the railways and driving forward rail reform
- improving bus services and growing usage across the country
- transforming infrastructure to work for the whole country, promoting social mobility and tackling regional inequality
- delivering greener transport

- better integrating transport networks

More information about DfT can be found on our website [here](#)

Departmental Vision

All DfT employees are guided by the Civil Service [core values](#) of honesty, integrity, impartiality and objectivity.

Everything we do to achieve this is reinforced by our values:

- ◆ **Bold** - being ambitious about the impact we want to make and focused on delivering it
- ◆ **Curious** - being open-minded, evidence-led and willing to learn – from data, the people and businesses that use transport, and from each other.
- ◆ **Collaborative** - recognising that how we treat people, and how we work together matters as much as what we deliver.

To find out more about what it is like to work for DfT go to:

[Working for the Department for Transport](#)

[Senior Senior Civil Servants - Department for Transport Careers](#)

02 - The Role



Job Titles

Deputy Director Service Ownership

Location

London, Birmingham, Leeds, Swansea, Hastings

As a member of the SCS you will be leading teams working on a hybrid basis. The expectation is that you will spend over the 60% workplace attendance requirement of your time in the workplace. Some travel to other DfT workplaces may be required

Salary

£86,000 (pro rata for part time or Job Share)

For existing Civil Servants, internal candidates the usual pay rules should apply, i.e. if moving on level transfer the salary will remain the same, if successful on promotion the salary will be the higher of either 10% pay increase or the pay band minimum.

Contract Type

Permanent

Security Clearance

Please note that the successful applicant will need to hold or be prepared to apply for **SC** clearance.

More Information

Find out more about working for the Department for Transport on the Civil Service careers site.



Job Description

This is an exciting time to join the Digital, Information, and Security Directorate within the Department for Transport as we restructure our directorate to ensure we are ready for future challenges, building a more sustainable, skilled, and in-house capability and ensuring that we are well equipped to efficiently and expertly deal with the increased and ever-evolving cyber-security threat, and lead the digital transformation of the department to realise the Government's ambitions set out in the Blueprint for a Modern Digital Government.

Our restructuring will require a significant change in how we work to ensure we deliver clear outcomes to our customers and continue to learn and improve. As part of the senior leadership team, the role will be pivotal in creating, shaping, and nurturing the cultural change needed and through strong leadership and role modelling will reinforce the directorate's cultural goals.

The deputy director will spearhead the establishment and management of four of our five new service lines: Essentials, Protect, Create, and Advance, significantly enhancing operational efficiency and will work to develop and embed the necessary processes to ensure this is delivered effectively.

This role is key in identifying the future digital requirements of the department, ensuring that opportunities to modernise ways of working are seized, and that stakeholders are consulted and informed about our roadmap for improved digital services. The role holder is a key figurehead for provision of digital within the department, a focal point for senior leaders, and a champion of high-quality, efficient, and user-centred service.

The deputy director is key in ensuring alignment with government and organisational priorities and serves as primary point of accountability for DfTc leadership, regarding digital service management, to ensure we operate to the highest standards. This role is key in ensuring that we deliver our key functions while maintaining employee trust, optimising resources, and being a cornerstone of DfTc's operational excellence.

The deputy director oversees end-to-end service lifecycle management, fostering collaboration across all teams to ensure all service provision is aligned with organisational goals and government requirements while horizon scanning and future proofing service delivery.

Responsibilities

Duties and responsibilities include:

- Define success and quality measures for a service and drive continuous improvements towards these.
- Manage budgets and oversee contracts related to digital, information, and security service delivery.
- Working with stakeholders they are responsible for the scalability, accessibility, efficiency, and secure delivery of services balancing current and future demands.
- Interpret and influence business strategy and translate the business needs to drive change and innovation that transforms the business.
- Develop and embed a comprehensive service lifecycle framework and produce regular performance reports.
- Own the strategic roadmap of the end-to-end lifecycle of a portfolio of products.
- Align services to architectural frameworks.
- Lead and mobilise service line owners in the delivery of their end-to-end lifecycles, roadmaps, and budgets.
- Drive strategic supplier relationships to support partnership working, driving innovation and additional value from contracts while managing ongoing service and delivery performance.
- Lead and drive a continuous improvement culture across all service lines.
- Create strategic plans for future services keeping abreast of changes in the digital landscape and across government to ensure our service offer remains innovative and future proofed.
- Develop a service provision roadmap for DfTc and partner organisations.
- Ensure effective essential BAU delivery, managing demands and expectations in the event of an incident.
- Provide clear and strategic people capability building plans – including talent pipelines; succession plans; and ensuring all staff have clear and structured development plans.

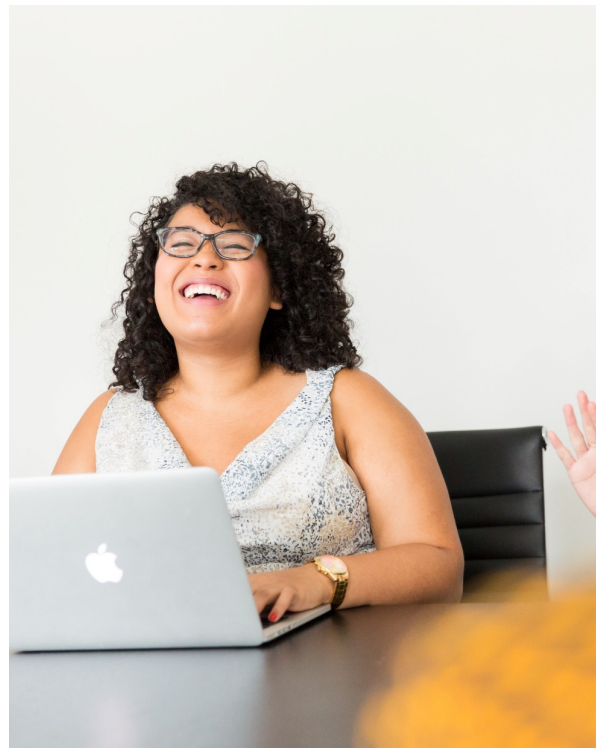
03 - Person Specification

You will need to be able to show, through your application, that you have the professional skills, breadth of experience, and personal qualities for this post, as well as the leadership skills to succeed at Deputy Director level in the Senior Civil Service.

- Extensive experience adapting to a range of delivery and service management models, with a strong understanding of their strengths and limitations.
- Proven ability to identify measurable benefits, ensure value for money, and make effective prioritisation decisions across competing demands. Strong track record of developing, embedding, and using performance measures and metrics to monitor, manage, and improve delivery outcomes.
- Demonstrable leadership experience delivering through matrix management and leading multidisciplinary teams across operations, policy, digital, and delivery.
- Ability to build, lead, and develop high-performing, diverse teams, including workforce planning, talent development, succession planning, and managed exits.
- Proven experience of using user insight to inform strategy and drive continuous improvement, ensuring high-quality, user-centred service delivery.

04 - Benefits

Whatever your role, we take your career and development seriously, and want to enable you to build a really successful career with the Department and wider Civil Service.



It is crucial that our employees 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 this development is ongoing. As a Civil Service employee, you'll be entitled to a large range of benefits.

Equality, Diversity & Inclusion

The Civil Service values and supports all its employees.

We have strong and pro-active staff networks, special leave policies for hospital appointments, reasonable adjustments put in place for those who need them, and diversity talent programmes to help everyone irrespective of background, to achieve their potential.

Pension

Your pension is a valuable part of your total reward package.

A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. Visit Civil Service Pension Scheme for more details. >



Generous Annual Leave and Bank Holiday Allowance

25 days annual leave on entry, increasing on a sliding scale to 30 days after 5 years' service (allowance is pro rata for part-time employees). This is in addition to 8 public holidays.

This will be complimented by one further day paid privilege entitlement to mark the King's Birthday.

Staff Wellbeing

Flexible working including part-time or term-time working and access to Flexible Working Schemes allowing you to vary your working day as long as you work your total hours.

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

Childcare benefits (policy for new employees as of 5 April 2018): The government has introduced the Tax-Free Childcare (TFC) scheme. Working parents can open an online childcare account and for every £8 they pay in, the government adds £2, up to a maximum of £2000 a year for each child or £4000 for a disabled child. Parents 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. Any move to the DfT from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments.

Onsite facilities Opportunity to use onsite facilities including fitness centres and staff canteens (where applicable).

05 - Recruitment Process



Application

To apply for this post, you will need to complete the online form. This should be completed no later than **23:55 on 19th July 2026**

The application will include:

- ◆ A **CV** setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years.
- ◆ A Statement of Suitability (no longer than 1000 words) explaining how you consider your personal skills, qualities, and experience provide evidence of your suitability for the role, with particular reference to the criteria in the person specification.

Failure to submit both documents will mean the panel only have limited information on which to assess your application against the criteria in the person specification.

As part of the online application process, you will be asked a number of diversity-related questions. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'.

All monitoring data will be treated in the strictest confidence and will not be provided to the selection panel.

Should you encounter any issues with your application please contact:

IndiaScarlett.Horton@sandersonplc.com

For a confidential discussion to help inform your application, please contact our recruitment advisors at Sanderson Government and Defence:

Josh.irving@sandersonplc.com

IndiaScarlett.Horton@sandersonplc.com

Longlist

The panel will assess your application to select those demonstrating the best fit with the role by considering the evidence you have provided against the essential criteria set out in the 'Person Specification' section. Failure to address any or all of these may affect your application.

The timeline later in this pack indicates the date by which decisions are expected to be made, and all candidates will be advised of the outcome as soon as possible thereafter. Candidates selected for longlisting will be invited for a preliminary discussion with a consultant at **Sanderson Government and Defence** to further explore their skills and experience.

Candidates applying under the **Disability Confident, Redeployment or Veterans Scheme** who meet the minimum selection criteria in the job specification are guaranteed an interview. Please complete the relevant parts in the application system if applying under these schemes.

Shortlist

The panel will review reports on those longlisted and will select a shortlist of candidates whose applications best demonstrate suitability for the role, by considering the evidence provided against the essential criteria set out in the Person Specification.

Assessment

If you are shortlisted you will be asked to take part in the following assessments :

- Individual Leadership Assessment – a combination of psychometric assessments
- Staff Engagement Exercise - a presentation and Q&A with a representative staff group from across the DfT.

These assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

Interview

You will be invited to attend a panel interview, which will include a presentation followed by an in-depth discussion of your previous experience and professional competence against the criteria outlined in the Person Specification. Interviews are expected to take place face to face at our London office.

Outcome and Feedback

Unfortunately, due to the anticipated number of applicants for this role, we are unable to provide feedback to those not successful at longlist stage.

Timeline

The timeline later in this pack indicates the date by which decisions are expected to be made, all candidates will be advised of the outcome as soon as possible thereafter, and we will advise on any delays.

Expected Timeline

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the below timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates given. Please note that these dates may be subject to change.

The anticipated timetable is as follows:

Advert Closing Date	19th July 2026
Longlist	24th July 2026
Shortlist	5th August 2026
Assessments	Close to 13th August 2026
Panel Interviews	w/c 24th August

06 - Diversity and Inclusion

The Civil Service is committed to becoming the most inclusive employer in the UK, and the Department for Transport wants to lead the way in this commitment.



We know that working inclusively and harnessing a range of talents means solving problems better, making better decisions and delivering better public services.

We are committed to representing as broad a range of views and backgrounds as we have in UK society, focused not just on the characteristics protected under law but equally committed to greater socioeconomic diversity, greater regional diversity and to building teams where effectively harnessing cognitive diversity is the way decisions are made.

We know that diverse perspectives and experiences are critical to an effective, modern Civil Service that delivers policies and services for all of our citizens.

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 and fairness are not only respected and valued – but celebrated – and where everyone can see where they belong and no one feels excluded.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us – regardless of background, working style or career experience. 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 inclusion and equality means creating a work environment for all employees that is welcoming, respectful, fair, engaging, and enriched with opportunities for personal and professional development.

We're a modern, inclusive, high performing employer. Flexible working is helping us become the organisation we need to be. It's about giving our people the opportunity to be adaptable and embrace new ways of working to improve our productivity and performance – making DfT a great place to work.

DfT was announced as one of The Times Top 50 Employers for Women for our work on gender equality, highlighting our dedication towards being an inclusive employer and a great place to work. We are proud to have a number of successful job share partnerships in senior roles. We are also proudly committed to building a truly inclusive workplace, through actions outlined in our [DfT D&I Strategy](#).

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. Read more about the [Civil Service becoming the UK's most inclusive employer](#) and [DfT's own diversity and inclusion plans](#).



Candidate Information Pack



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 accredited Non Departmental Bodies.

Is this role suitable for part-time working?

This role is available for full-time, part-time or flexible working arrangements (including job share partnerships) but you should discuss your needs with the hiring manager if you are invited to interview.

Will the role involve travel?

Regular travel to other sites may be required.

Where will the role be based?

London, Birmingham, Leeds, Swansea, Hastings

Relocation costs will not be reimbursed.

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

No. We will not reimburse you, except in exceptional circumstances and only when agreed in advance.

Reserved for UK Nationals

Certain posts, notably those concerned with security and intelligence, might be reserved for British citizens, but this will not normally prevent access to a wide range of developmental opportunities within the Civil Service.

This post is not reserved.

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

This job is broadly open to the following groups:

- UK nationals
- nationals of the Republic of Ireland
- nationals of Commonwealth countries who have the right to work in the UK
- nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\)](#) ([opens in a new window](#))
- nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)
- individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020
- Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

For more information on job nationality requirements and the right to work in the UK, see the [Civil Service Nationality rules](#) ([opens in a new window](#)) and the [UK Visas and Immigration rules](#) ([opens in a new window](#))

FAQs cont.

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 [here](#)

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact: IndiaScarlett.Horton@sandersonplc.com in the first instance.

Do you offer a Disability Confident Scheme for Disabled Persons?

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

Will this role be overseen by the Civil Service Commission?

No, however the recruitment process will still be governed by the Civil Service Recruitment Principles.

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](#).

More detailed information can be found on the Civil Service Commission [website](#).

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

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 elleanor.reed@dft.gov.uk in the first instance.

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

What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department.

If you believe that you may have a conflict of interest please contact: IndiaScarlett.Horton@sandersonplc.com before submitting your application.