

Employer Profile



Address: Dundee Pension Centre, 6 Jack Martin Way, Dundee DD4 9FF

Some of our benefits:

- 22 days annual leave, increasing with length of service (pro rata for part time staff)
- 10.5 days public and privilege holidays per annum (pro rata for part time staff)
- Civil Service pension scheme: Family friendly policies
- Support and development through training and regular discussions with line managers
- Personal development opportunities ie. volunteer working within the community and opportunities to apply to attend the Department's annual Summer School (normally held at Cambridge University)
- Internal promotion opportunities (most of our Management team started as Customer Advisors or in Administrative roles)
- On site canteen, plus hot water, fridges, and microwave for staff use
- Childcare Salary Sacrifice voucher scheme
- DWP Staff Discount scheme applying to a wide range of goods and services
- Opportunities for membership of varying Civil Service organisations ranging from Sports and Social Clubs to Healthcare and Motoring
- Visits and information from organisations in areas such as Healthcare or Health and Safety available to staff on site during working hours: Twice yearly visits from the East of Scotland Blood Donor Service

Our Recruitment Process:

- We advertise our vacancies in the Press, on-line and through JobCentres. You can apply on line, or collect an application pack from your local JobCentre. Candidates must succeed at each stage before being invited to go on to the next:
Stage 1: Application form
Stage 2: Assessment testing (Literacy and Numeracy)*
Stage 3: Competency based interview
*We may also use situation based role play exercises

We are looking for:

Personal Skills:

- Effective Communication skills when dealing with customers and colleagues
- Ability to work effectively with others
- Focus on customer needs by providing information and taking action to satisfy customer's requirements
- Plans own work by taking into account deadlines and business needs
- Ability to embrace change
- Enthusiasm and responsibility for self development

Experience:

- No previous experience required in delivery of state benefits or in contact centre work: full training will be provided

More about us:

- The Pension Service is part of the Pensions, Disability and Carers Service (PDCS), which in turn forms part of The Department for Work and Pensions, the largest government department in Whitehall.
- Our aim is to combat poverty and promote security and independence in today's and future pensioners.

Working Hours:

- Dundee Pension Centre provides a service to our customers from 8am to 8pm Monday to Friday, and from 8am to 2pm on Saturdays.
- A variety of full and part time working patterns are available within those hours.
- Service until 8pm on weekdays is provided on a rota basis.
- Staff contracted to work on Saturdays will have at least one non-working day during the week.

Travel:

- Regular bus service
- Free on site parking