



HMRC Apprenticeships Outreach Pack

Aim

To talk about what we do and the range of apprenticeship roles we offer, include your area of work, and talk about your experience as an apprentice (if applicable).

Key messages

1. There are a huge range of career pathways and opportunities in HMRC. We have all kinds of different careers and professions. We offer apprenticeships in all the professions listed below:
 - Business Administration
 - Commercial
 - Communications
 - Counter Fraud
 - Customer Services
 - Digital
 - Cyber Security
 - Economics
 - Estates/Property
 - Finance
 - Human Resources
 - Leadership & Management
 - Learning & Development
 - Legal
 - Operational Delivery
 - Policy
 - Project Delivery
 - Surveying
2. Apprenticeships are available to anyone aged 16 or over, there is no upper age limit.
3. To find out more about the opportunities HMRC offer, visit the Civil Service Jobs website and search 'HM Revenue and Customs'. To search for apprenticeship vacancies, go to 'Advance Search' and click 'Apprenticeships' under the 'Contract Type' drop down.
4. For internal opportunities visit the **Apprenticeship Zone** on the intranet to see what Apprenticeships we offer, then speak to your line manager. You will also find the Central Apprenticeship Service contact form to reach out to a member of our team.





Current vacancies

Apprenticeship job vacancies are advertised:

- on the Civil Service Jobs website (you can sign up for job alerts)

As of March 2023 SRRT (Surge Rapid Response Team) are the main source of Apprenticeships externally, AO Grade and Operational Delivery Level 3 Apprenticeship

Apprenticeship myth busting

- 1. Apprenticeships are only for young people** - Apprenticeships are for anyone aged 16 and over, there is no upper age limit. You must have completed year 11 and be 16 or over at the start of the apprenticeship.
- 2. Apprenticeships are not paid well** - Apprentices in HMRC are not paid an apprenticeship wage, (currently £3.70 for 16–19-year-olds, national minimum wage for 19+) all our apprentices are paid the same as others at the same grade. You could have a starting salary of £22,524 outside of London (based on AO grade).
- 3. Apprenticeships are for people who don't do well in school** - Apprenticeships are open to everyone, you can progress your career with apprenticeships ranging from GCSE to Degree level, and there are many different occupations and professions you can follow.

Apprenticeships are a real alternative to university, you'll receive on and off the job training, be paid and get valuable work experience. You won't have student debt at the end. If you already have a degree, you can still do an apprenticeship in an unrelated field.

Apprenticeships can take you all the way to the top, without a university degree.

Famous former apprentices include Gordon Ramsey – TV star/chef, David Beckham - footballer, Sir Alex Ferguson – football manager (started his career as a shipyard apprentice) and Stella McCartney – fashion designer.

- 4. Apprenticeships will not lead to a full-time job** - In HMRC in most cases we offer our apprentices a permanent role, subject to passing probation.
- 5. Apprentices are only given thankless tasks** - Apprenticeships are full time paid jobs with training, in HMRC you'll be working in a genuine job role that makes a difference to the people we serve. HMRC is also one of the UK's largest employers, meaning nowhere else comes close to the size and scope of our work.





HMRC General Overview

You will only need to use this section if you are unfamiliar with recruitment or details about working for HMRC.

About HMRC

We are the UK's tax, payments, and customs authority, and we have a vital purpose: we collect the money that pays for the UK's public services and help families and individuals with targeted financial support.

We do this by being impartial and increasingly effective and efficient in our administration. We help the honest majority to get their tax right and make it hard for the dishonest minority to cheat the system.

We report to Parliament through our treasury minister who oversees our spending.

We have 3 strategic objectives:

- maximise revenues due and bear down on avoidance and evasion
- transform tax and payments for our customers
- design and deliver a professional, efficient, and engaged organisation

Our responsibilities

We are responsible for:

- Taxes e.g. Income tax, VAT, corporation tax, environmental taxes
- Duties e.g. customs & excise
- National Insurance
- Benefits e.g. tax credits, child benefit
- We enforce national minimum wage
- We recover Student Loans repayments
- We collect the Apprenticeship Levy for employers in England

Working for HMRC

With over 66,000 staff, who collectively help bring in more than £700 billion in tax revenues, we are a major business with serious revenues. HMRC is much more than 'the tax man'.

As well as collecting tax, we administer benefit payments, pay out tax credits and help to protect national interests.





We interact with all kinds of people, from businesses to individuals. In fact, almost everyone comes into contact with us at some point, which makes customer service central to everything we do.

Annual Leave

When you start working at HMRC, you will receive 25 days annual leave (pro-rata for part time staff), which increases to 26 after a year of service and 30 days after 5 years plus service.

You will also receive one day privilege entitlement to mark the King's Birthday.

Flexible and part-time working

Flexi-time is available in most roles, subject to business need. This enables staff to vary their working day and the way in which they work their total hours. Sift work is also offered for some roles such as call centre operatives or in customs roles.

Part-time and term-time working may also be available, depending on the needs of the office. Some offices operate early evening shifts which might be suitable for students or people with other commitments in the day.

Other benefits

Other benefits of working for HMRC include:

- competitive pension arrangements
- training and development - we offer induction and ongoing training to staff
- childcare vouchers to all eligible members of staff across all our offices
- sports and social facilities in some offices
- interest-free loans allow staff to spread the cost of an annual travel season ticket
- HMRCs Apprenticeship Network
- Apprentices can obtain a variety of discounts – for example an NUS Extra discount card (£11 per year).

Our locations – Regional Centres

In November 2015, HMRC announced the next step in our ten-year modernisation programme to create a tax authority fit for the future, committing to high-quality jobs and the creation of new regional Centres serving every region and nation in the UK. We set out our plans to consolidate into 13 large, modern offices, equipped with the digital infrastructure and training facilities needed to build a more highly skilled workforce.





These offices are located in:

- Belfast
- Birmingham
- Bristol
- Cardiff
- Croydon
- Edinburgh
- Glasgow
- Leeds
- Liverpool
- Manchester
- Newcastle
- Nottingham
- Stratford

There will also be a small number of offices where we will retain some specialist roles in Dover, Worthing, Gartcosh (near Glasgow) Telford and Ipswich, as well as our headquarters in Central London.

If you are recruited into an office that is not one of these locations, you will be expected, subject to HMRC's applicable policies, to move to one of these locations in the future. In some cases, this will be via a transitional site.

If you are not a current civil servant, you will not be eligible for financial assistance for your move to the regional centre or a transitional or specialist site.

