

Employer Profile



Address: Sidlaw House, 4 Explorer Road
Dundee Technology Park, Dundee DD2 1DX

We are the UK's tax administration. We make sure that the money is available to fund the UK's public services, and we also help families and individuals with targeted financial support. We have 17 contact centre sites working across a number of varied lines of business, covering: Benefits & Credits, Business Tax and Personal Tax. In our Contact Centres, we provide a helpful but business-like service where we aim to handle calls courteously but also quickly and effectively while providing advice and guidance to callers in a professional manner.

Benefits:

- 22 days annual leave, increasing with length of service and 11 days public and privilege holidays per year (pro rata for part time staff)
- Access to Civil Service pension schemes
- A variety of shift patterns that allow staff flexibility.
- Flexible working hours
- Family friendly policies
- Competitive Salary with enhanced unsocial hours
- Free onsite parking

What we are looking for:

- Excellent verbal and written communication skills
- A desire and ability to provide 1st class service to our customers
- Ability to cope with pressure and give consistent service
- Adaptable to change
- Flexibility towards business needs
- Good team worker
- Respect for diversity

Hours of work:

Contact Centre Opening hours are
8am – 8pm Monday – Friday and
8am to 4pm Saturdays.

Career Opportunities:

Developmental opportunities and progression routes across the Department. These may be limited in the contact centres but some progression within contact centres is still available. Staff in contact centres are recognised as Operational Delivery Professionals and through the Profession we have begun offering diplomas in Customer Service.

Recruitment Process:

- Competency based application form
- Telephone interview
- Face to Face interview/ assessment centre

* HMRC currently has a recruitment freeze.

Location:

Our Dundee Contact Centre is based at Sidlaw House, Explorer Road, Dundee Technology Park, Dundee DD2 1DX (Ideal for buses)