

Branch Briefing

REVENUE & CUSTOMS GROUP

To: All PCS representatives

cc: Branch Chairs, Branch Organisers, Group Executive Committee, Equality Chairs, VOAC (for information)

Can this Briefing be circulated via HMRC IT systems: NO

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OE Continuous Improvement Team Restructure

- *Team of the Year to shrink in size after funding for full team not agreed*
 - *PCS involved in ongoing engagement*
 - *Comms to resume shortly*

Filling new roles

We are aware that there are more people than there are roles in the new structure. HMRC has told us they are confident that roles can be found for everyone within Operational Excellence (OE) but that they will support members in their application for roles in wider department if they see roles suited to their skillsets. PCS have voiced concerns that should further roles in OE not become available at the correct grade, members could find themselves placed in roles in the wider Customer Services Group (CSG) which are not suitable to their skillset or personal circumstances. We will continue to work closely with management and members on this issue.

We have requested sight of the new job profiles so that we have information available to us to support members in this area. We have yet to receive these.

Consultant support

We have received contact from members who have heard rumours that consultants are due to be brought into this area. PCS has a long history of resisting outside labour being brought in to do work which could be done by civil servants. We have been told that there are very early discussions about the possibility of bringing in a consultancy firm to support the design of a programme of work with the CI team, but they will not do work which the CI team are able to do themselves. We will continue to engage with OE on this matter and encourage members with any concerns or questions to contact us.

Next steps

Comms will likely have resumed by the time you are reading this briefing. PCS will do everything we can to support members affected by these changes, and we encourage you to reach out to members in your branch who might be affected. We would encourage any branches with an OE presence to nominate a BTUS representative if they haven't already done so. If your branch has someone they would like to nominate to the BTUS, please pass their details onto us.

BETH GREENOUGH
GEC Member

DAVE GIBBONS
GEC Member

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