

Members' Briefing REVENUE & CUSTOMS GROUP

To: **All Members**

cc: **Branch Secretaries, Group Executive Committee, Equality Chairs, VOAC** (for info)

Can this Briefing be circulated via HMRC IT systems: **YES**

Website: **YES**

Action to be taken: **For the attention of all members in HR Shared Services**

Date: **10 March 2022**

Ref: **R&C/MB/013/22**

HMRC SHARED SERVICES HR Design Technology & Operations Transferring to New Directorate

- **No Changes to Jobs, Roles or Working Arrangements**
- **Talks Continue on Future Organisation Design**

HMRC announced earlier this year that there will be a new Shared Services Directorate located within the CFO (Chief Finance Officer) Group. The Directorate will bring together the HMRC HR, Finance & Procurement Shared Services activities. Shared Services Director Cath Rollo was appointed last month with the HR Design, Technology & Operations teams transferring in from the Chief People Officer (CPO) Group this week. Workers in Finance & Procurement roles will join the new Directorate in June.

No Changes to Job Roles or Numbers

PCS representatives have discussed the formation of the Shared Services Directorate with the employer's representatives, they have been clear that there will be no changes to the organisation & line management arrangements because of the moves. Individual job roles will remain unchanged as will the number of jobs available. People currently on short or longer-term leave of any sort will move with their colleagues to the new Directorate. Vacancy filling activity will carry on as usual.

PCS are talking to the Directorate's leadership about future organisation design & our representatives have stressed that consultation with PCS members will be required on any changes proposed.

Induction into CFO

Arrangements are being put in place for induction sessions to welcome people moving into the new Directorate. PCS is talking to senior leaders about the structure of these sessions & the scope for specific trade union induction arrangements. We expect to be able to provide more detail on this shortly.

Working Arrangements

In common with the position expressed by the employer on Jobs there will also be no change in working arrangements. The working arrangements that will apply in the new Directorate align with the standard HMRC position & PCS can confirm that no Directorate Working Arrangement (DWA) has been requested. This means that full access to Flexible Working Hours (FWH) as set out in the [FWH Policy](#) will remain.

In terms of the current approach on returning to the workplace, the positions of CPO & CFO are aligned with an expectation that most people will attend the office for an average of 2 days a week. PCS fully supports the use of the [Return to Office Discussion Toolkit](#) which forms the basis for discussions on the arrangements required to support a return to the office. The Toolkit should continue to be used if members experience any further issues on continuing to work in the office.

If anyone has any problem with returning to the office at this point or temporarily requires a different working arrangement the [Supported Return Plan Toolkit](#) should be used to facilitate further discussions.

Trade Union Representation & Support

PCS has discussed the approach to formalising industrial relations arrangements with the Director & we expect to confirm those details shortly. In the meantime, if you require trade union support or advice please make sure that you [contact your local PCS representative](#) or branch secretary.

Join PCS today

If you've read this briefing and you aren't yet a member of PCS, then [join today](#).

Get involved!

Remember, HMRC applies restrictions on the content of union circulars distributed using the department's email system, so make sure that you stay in touch with your union.

If you haven't already done so, let PCS have your personal/non-work email address and your mobile phone number. We'll only use it to keep you informed about PCS matters. You can update your details securely online by registering for [PCS Digital](#) or by contacting your local PCS rep, and asking them to enter your details securely on the PCS Organising App. You can find your membership number in your latest email digest from PCS.

CLIVE BRYANT
Assistant Group Secretary

If you require this publication in any other format such as Braille or large print please contact the Group Office at RCGroup@pcs.org.uk or call 0151 298 3900