



Defence
Infrastructure
Organisation



Candidate Information Guide

One Team, Excellent Advice, Outstanding Delivery



Click any circle to navigate through the sections or use the arrows in the corners

We appreciate your interest in working for DIO

This is an important time for the UK on the world stage and Defence is investing heavily in our infrastructure to support a modern Defence presence. DIO, as part of the Defence family, manages expenditure of around £4.5Bn on capital projects and infrastructure services. We are rapidly modernising how we work and are well along the path of becoming an outstanding infrastructure advisory and delivery business.

This is a great time to join DIO as you will have opportunity to work on exciting challenges, together with the Service people who rely on all we do. As you'll see within this guide, DIO has a huge range of responsibilities within the UK and Overseas, which makes us truly unique.

We believe that everyone deserves a great place to work and we ensure that everyone in the DIO family has a positive work-life balance through award winning smarter working and by being supported, empowered, included and valued during their career.

You will be working alongside colleagues from the UK and the overseas territory in which you will be based, thereby broadening your cultural knowledge. These roles will form a life experience for you; they are not just a job.

If you share our vision of One Team, Excellent Advice and Outstanding Delivery; and are committed to supporting our mission of caring for the Defence Estate, enabling Defence to live, work, train and deploy, then DIO is the place for you!



Mike Green
Chief Executive Officer

Jo Peel
Head of People & Capability



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We are DIO

The estate expert for Defence

DIO plays a key role in keeping our country safe through caring for the Defence estate and those that depend on it - enabling the armed forces and Defence civilians to live, work, train and deploy. We are proud to be Defence's infrastructure expert, bringing together the insight, expertise, and experience that our customers need to make the best use of available funding and provide a safe, secure estate.

Our responsibilities include:

- ✓ Plan and deliver major capital projects and lifecycle refurbishment
- ✓ Provide utilities services
- ✓ Soft facilities management (e.g. cleaning and catering)
- ✓ Provide a safe place to train
- ✓ Allocate and manage Service Family Accommodation
- ✓ Procure and manage routine maintenance and reactive repairs
- ✓ Act as steward for the defence estate
- ✓ Provide the unarmed guarding service

Total number of employees – **approx. 6,160** in 188 locations 

Ministry of Defence Guard Service (MGS) – 2,467 (40%)

DIO Civilian, Military & Locally Employed Civilians – UK and Overseas – 3,693

Estate Strategy and Planning 170	Customer Delivery 2,773	Finance (inc. Chief Info Office) 245	Commercial Services 338	Corporate Services 124	People and Capability 43
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Here at DIO, we are guided by the **4 C's** and we encourage our employees to be;



Curious

and continuously strive for improvement



Collaborative

in an inclusive culture, empowered and resilient



Committed

to Defence and proud of our achievements



Capable

and professional, with the skills, tools and the support we need



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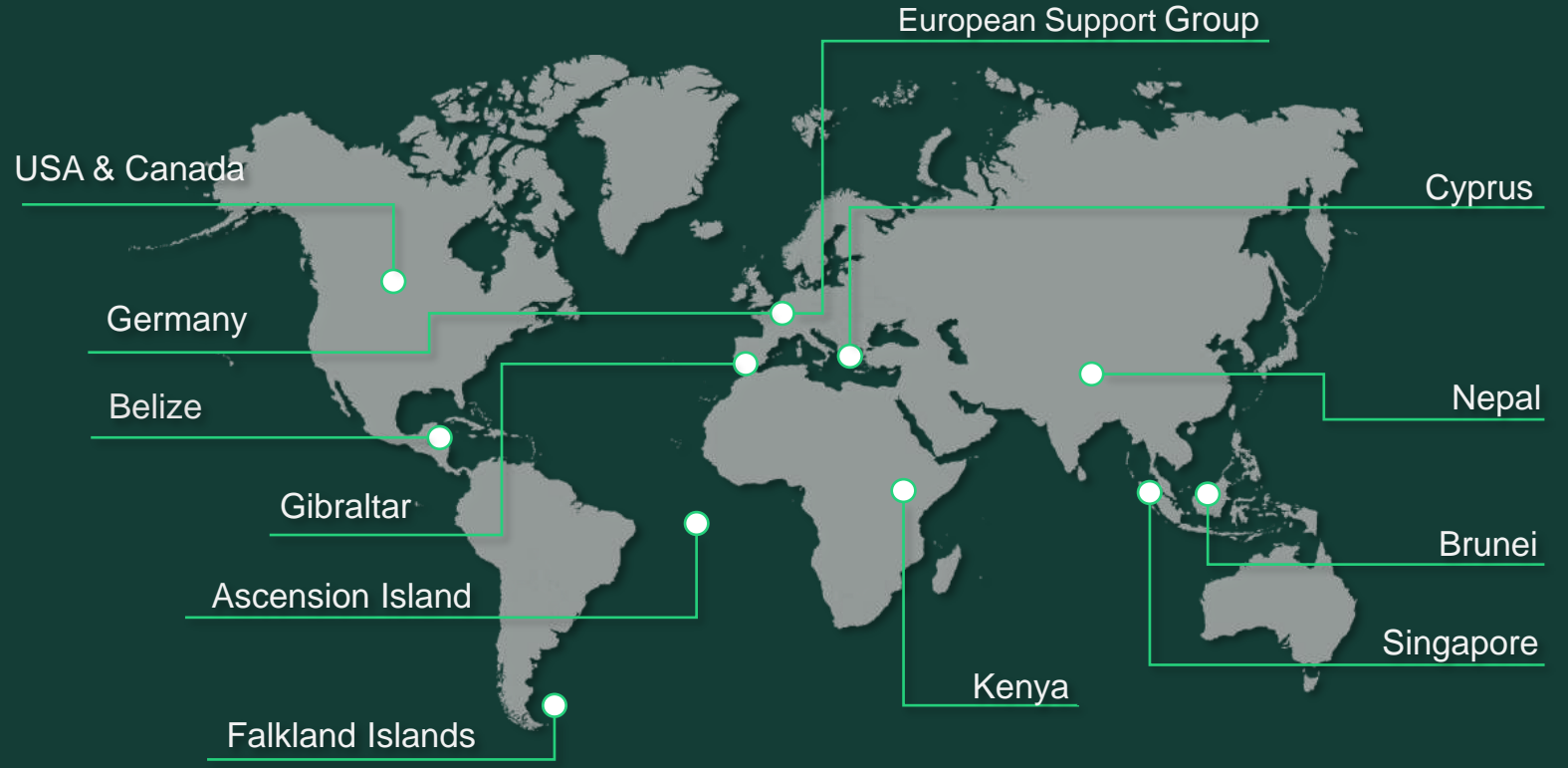
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UK & Overseas presence



DIO maintains 876 of 1,148 sites across the Defence estate (76%)

134,000 assets across the estate, of which DIO maintains **99,350** (74%)

DIO maintains circa **640,000** hectares of Training Estate for Defence worldwide

Maintain **145,000** Single Living Accommodation bed spaces maintained by DIO worldwide

Maintain **60,000** Service Family Accommodation properties maintained by DIO worldwide



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Transforming the Defence estate

One of DIO's main responsibilities is management of the Defence estate and a substantial part of this responsibility involves ensuring that our buildings, accommodation, and training estate are working as well as they can be.

Future Defence Infrastructure Services (FDIS) allows for more efficient processes, quicker delivery of high volume, lower value works, and increased value for money.



New housing at Larkhill, built under the Army Basing Programme.

Delivering Sustainability

DIO is delivering the award-winning Net-Zero Carbon Accommodation Programme (NetCAP), which introduced the Defence Training Estate (DTE) first double-storey carbon negative buildings.

The programme is set to deliver over 70 carbon efficient buildings, which will mean more than 3,900 new bed spaces, across the DTE.

The new facilities are set to save a massive 9,100 tonnes of carbon across the entire programme. A variety of innovative green approaches have been used to ensure long-term sustainability as well as operational efficiency.

These include rooftop solar panels, air source heat pumps and a heat recovery system in the buildings' showers and drying rooms.



The latest double-storey NetCAP accommodation buildings allow for 104 bed spaces each and feature rainwater harvesting technology [Copyright: Reds10 Ltd]

FDIS enables:



More responsive maintenance



Improved experience for service personnel



More flexibility than previous contracts



Greater preventative maintenance of buildings and facilities



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Supporting the Royal Navy

The Northern Ammunition Jetty was last upgraded in the 1970s and reached the end of its economic life. The upgrade work has extended the life of the jetty by an estimated fifty years, and also made the site accessible for the Royal Navy's aircraft carriers, HMS Queen Elizabeth and HMS Prince of Wales.



The Northern Ammunition Jetty at Glen Mallan following the completion of work. [Copyright VolkerStevin 2021]

Sustainability and protecting the environment of Loch Long was essential. Capture blankets were used to prevent material from entering the water when the old jetty was demolished.

The project won 'Best Infrastructure Project' at the Scottish Civil Engineering Awards 2021 and 'Upgrade and Renewal Project' at British Construction Awards 2021.



HMS Queen Elizabeth visited Glen Mallan in March 2022 [Crown Copyright, MOD 2021]

Submarine centre of excellence

Work is underway on the new training facility at HMNB Clyde, creating a centre of excellence base for submariners in the UK. The Submarine Training Facility (SMTF) building will house the Royal Navy's new submarine school for all submarine specific training including training for submariners on the new Dreadnought Class submarines.



The Submarine Training Facility (SMTF) building will provide training for submariners on the new Dreadnought class submarines. [Crown Copyright/MOD2019]

The site is a welcome addition to the group of high-tech facilities that already occupy HMNB Clyde.

DIO is investing £1.6bn in total to develop infrastructure at HMNB Clyde. DIO is excited to be part of such crucial projects that will continue to support the national security of the UK.



A sailor using a replica of a submarine hatch at the SMERAS facility. [Crown Copyright/MOD 2020]



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Great Place to Work

Our commitment to our people



Colleagues at 10 Downing Street celebrating diversity

We believe working here at DIO should be engaging, positive and welcoming for anyone, regardless of their background or life experience. We are always challenging ourselves to seek out and value different opinions and perspectives, embrace choice in our ways of working, and for everyone to lead by example.

We have an enthusiastic and active leadership focus that provide support from Executive to Board level. There are also a broad range of employee networks and forums that anyone can get involved with, and which also connect into broader MOD and Civil Service networks and forums.

Our people are central to our success and that's why we are focused on ensuring an exceptional employee experience here in DIO. We care about the moments that matter in your day, year and career and we work together to make DIO a great place to work.

Our Staff Networks

- ✓ Social mobility network
- ✓ Gender forum
- ✓ Race network
- ✓ LGBT+ network
- ✓ Faith & belief forum
- ✓ Disability network



MOD & DIO Accreditations



The Prince's Responsible Business Network



WISE MEMBER



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Learning & Development

Supporting your career

We pride ourselves on developing our people, by offering a variety of different paths to help you unlock your full potential, and kick start your journey to a successful career with DIO. We are always challenging ourselves to develop, and where everyone has the opportunity to learn, grow, and become the best they can be.



Apprenticeships

Offer fantastic and unique opportunities, combining bespoke structured learning and working alongside defence specialists to gain professional knowledge, practical experience and a recognised qualification.

We offer a wide selection of exciting apprenticeships across a variety of different areas from intermediate all the way to degree level programmes.



Mutual mentoring

Provides valuable insight and differing perspectives from your peers from team cultures to lived experiences.

Enabling you to tap into years of professional experience to support your own personal and professional development, and progression.



Civil Service Learning

Civil Service Learning (CSL) provides learning and development for all civil servants.

Developed by experts in learning and development, this platform provides a vast range of high-quality learning that supports and equips Civil Servants to deliver excellent public services.



Continuing Professional Development (CPD)

Is what is available to you during your time with us. From workshops, conferences and events, e-learning programs, best practice techniques and ideas sharing.

We are focused on you and to provide effective professional development.

Smarter Working

Award winning working environments

DIO is proud to be a Hybrid Working organisation, offering award-winning office environments, equipment to support remote working and greater flexibility for our people. Enabled by innovative and modern mobile technology, our people are trusted to work in the right place, with the right people at the right time, to ensure we deliver the best business outcomes for our organisation and Defence.

We have been recognised as the best in government for three consecutive years, receiving Smarter Working Live Awards for our Workplace Transformation programme.

What our people say...



“One of the benefits of smarter worker is making the team feel more inclusive”



“DIO has provided me with all the tools to allow me to operate at the right time, in the right place, with the latest laptop and mobile phone”



“I plan my commitments accordingly and am empowered to focus my skills to the sites that need me the most”



“My role allows to work flexibly in line with the needs of the business schedule, my personal commitments, and the site programme”



— WINNER —



“DIO is adopting a flexible, hybrid way of working underpinned by an activity-based working approach, to provide a foundation for our new office workspaces. Winning the ‘Workplace Transformation Award’ signifies the success of our transition journey so far, with more to follow in the future.”

Pamela Roberts, Smarter Working Programme Lead



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Real life experiences



Tom Meadows
Deputy Head of Security Services Group

I joined Security Services Group (SSG) as an Apprentice in 1974 and have never looked back, as I have had such a varied career holding most roles in SSG.

So far it's been an eclectic, challenging and at times both exciting and scary career. As the opportunities arose, I've embraced them and been rewarded both with promotion, life experience and memories of times shared with equally minded colleagues.

I've covered countless miles, by aeroplanes, trains, automobiles, submarine, I've covered the UK top to bottom and side to side (even in some underground places, and seen buildings and establishments that if I were just a member of the general-public I would never have gotten to see. I've travelled as far as the Falklands, Ascension, Cyprus, Kathmandu, Belize, the USA and in and out of European countries.

My fondest memories are a flight around Everest and on another occasion, being flown to a Facility on a coral island, after doing the survey and awaiting the return flight, swimming over a coral reef, walking around the island 6" above an aquamarine sea, white sand with palm trees and huts on stilts and I really did buy the tee shirt.



Nicola Parker CEnv MIEMA MIEnvSc
Senior Environment Planner

I joined DIO in 2014 working in a Technical Services advisory role. Since day one I have always been passionate about delivering sustainability for our Armed Forces and their families, to live, work, train and deploy, and I feel it is a real privilege to work for DIO.

I have been fortunate enough to move around the organisation on promotion, to develop my project management and stakeholder engagement skills, which has given me a greater understanding and appreciation for the scale and diversity of our UK and overseas estate. In addition, I have always been supported to undertake Continued Professional Development, including attending an international conference, and contributing my technical experience to external professional institutions.

I wholeheartedly encourage my team to embrace DIO's Smarter Working strategy, which focuses on getting the job done rather than where they work. For me, this means working in a hybrid manner (office/home), and flexible hours to accommodate the extra curricular and sporting demands of my children!



Environmental site visits including a visit to Lania Caves at RAF Akrotiri, Cyprus

Career

Overview

Apprentice Electrical Fitter	Industrial Technician Chargehand	Procurement Officer (D)	System Design Engineer (D)	Senior Consultant (HEO)	Team Leader (SEO)	Operations Manager (Grade 7)	Deputy Head (Grade 6)
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What's in it for you

DIO is passionate about ensuring that we are a top performing organisation and a great place to work. We host a diverse range of talent where everyone feels valued and supported enabling our people to thrive, bring greater creativity and innovation to achieve higher organisational performance.

We strive toward creating an environment where everyone feels valued and supported and can bring their whole selves to work. We host various means of support including Mental Health First Aiders, learning and resources to increase awareness and resilience, and the Employee Assistance Programme offering a free and confidential service to all employees.

DIO champions the Tobacco-Free Working Environment programme, which mandates all MOD sites will be Tobacco free by 2023. This includes smoking and the use of all tobacco products.



Colleagues collaborating at Wales & West UK Defence Training Estate, Castlemartin

Some of our benefits are below, with the full list available at ['MOD Discover My Benefits'](#):



Highly competitive Pension Scheme



25 days annual leave, rising one day per year, to 30 days upon completion of five years' service



Flexible Working Schemes



Special Paid Leave for volunteering up to six days per annum



Minimum of 15 Days Special Leave for military or emergency service volunteering reserve commitments



Enhanced maternity, paternity and adoption leave



Most sites have free car parking, Sports & Social Clubs, Gyms and subsidised canteens



Two relevant professional memberships paid for annually



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The application

All our positions are aligned to the Civil Service Commission's policy of fair and open competition. This means that our Recruiting Line Managers will sift your anonymised application with no sight of your name, gender, age and other protected characteristics in reference to the Equality Act 2010.

We use the Civil Service Success Profiles recruitment framework, which we recommend fully understanding before applying. We may also provide you with a technical framework and assess your capabilities against the technical answers you provide. We recommend being as specific with recent, real-life examples utilising the Situation, Task, Action, Result (STAR) format.

DIO is committed and dedicated in supporting the Governments Great Place to Work for Veterans and Disability Confidence Scheme. The schemes enables applicants who meet the minimum criteria for a vacancy, to progress to the next stage of selection.

We disclose our Recruiting Line Manager's name and contact details on every advert. We actively encourage you to get in touch with them for any role-specific questions.



A brief history of DMS Whittington shown, at DIO Head Office.

Useful links to support your application:

- ✓ [Civil Service Careers](#)
- ✓ [How to Apply](#)
- ✓ [Guidance to Success Profiles](#)



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The interview

If you are successful at the application stage, congratulations! You are one step closer to landing a career changing opportunity with DIO.

DIO offer either virtual or face-to-face interviews and this will be made clear on the advert, or once you make it to interview.

Virtual interviewing may be carried out remotely via Microsoft Teams, Skype or FaceTime. If you have never conducted an interview via these platforms before, we suggest planning ahead as you may be required to create an account, conduct testing calls and identification checks.

Interview panels normally consist of the line manager and an independent panel member, to ensure there are no biases and ensure that the fair and open competition policy is followed correctly.

Feedback will be provided to all candidates that attend an interview, through your Civil Service Jobs account.

Good luck if you've made it to this stage and we wish you all the best for your interview!



DIO's Head Office, Whittington Barracks, Staffordshire, UK.



DIO's Head Office hosts a variety of factual, inspirational and motivational graphics scattered throughout our state of the art, purpose built facility.



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Onboarding

If you have received a provisional offer of employment, congratulations! Your dedicated Defence Business Services (DBS) recruiter will send numerous forms and documents for you to complete. The quicker these forms are completed, the quicker your onboarding may be completed. Please liaise directly with your DBS recruiter if you have any questions about these forms, but they do all need to be completed promptly and carefully. Your line manager will be in touch with you during your onboarding, but if there's anything you wish to ask them, please don't hesitate to contact them.

DBS performs its own checks and manages others with third party providers. This includes employment history; disclosure and barring; occupational health checks and security vetting. Checks are private and confidential, and even your On-boarder cannot access this sensitive information.

Checks can't be bypassed or rushed and attempting to do so can delay other important onboarding activities. Once checks are complete, your DBS On-boarder will be in touch and a start date will be arranged.

Once a start date has been agreed, an offer of employment will be sent by your DBS recruiter. It is crucial the full contract is read to ensure new starters understand the Terms & Conditions of employment, and can ask any questions before the start date.



Colleagues engaging in a work based exercise

DIO Onboarding Process





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Our unique organisation

Application

- Familiarity with Success Profiles will ensure your answers are in line with the expectations of the framework.
- Contact the hiring manager to ask any role specific questions, their details are always on every advert.

Interview

- If you can't make the proposed interview slot(s), enquire with the hiring manager to see if there are alternative days and times.
- Bring photo ID and qualification certificates (if applicable) if you have a face-to-face interview.
- In a video interview, your ID will have to be shown to the camera before the interview can commence.

Onboarding

- Defence Business Services (DBS) conduct all recruitment admin and onboarding. The quicker you fill out any required forms, less delays are likely to occur.
- Unless otherwise stated, all new starters will undergo: SC or DV, BPSS, Employment History, Fraud Checks & medical checks.



Life at DIO

- Our flexi-time scheme enables any hours worked over 37p/w Monday – Friday, can be claimed back as time in lieu, upon manager approval. This includes travelling times to sites other than your permanent duty station.

Smarter & Flexible Working

- Flexible and remote working is encouraged and at your manager's discretion; this can be tailored to your work life balance.
- Monitors, desks, ergonomic chairs, laptops, keyboards and more can all be ordered at no expense.

Continued Professional Development

- Apprenticeships or further education is available during your DIO employment, and we encourage our people to continue their development.



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Thank you for your interest in working for DIO

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We hope we have encouraged your application to work for DIO and look forward to you hopefully joining the DIO family.

For any questions relating to this or any other vacancies, please contact the Recruiting Line Manager or Recruitment Team. Contact details can be found on the advert.

For any questions or further information on this pack or general recruitment, please contact DIOPeopleTeam-Resourcing@mod.gov.uk

Discover more

Watch our YouTube videos below to view the extraordinary range of projects we deliver, to support Defence.

Check out the [DIO Blog](#) and our [LinkedIn](#) for the latest updates on DIO. We also have a wealth of information on our [GOV.UK](#) page.



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