



CIVIL SERVICE

NORTH EAST

CSNE JOB SHADOWING OPPORTUNITY

Reference	<i>For CSNE use</i>
Type of Exchange	<i>Job Shadowing</i>
Department	DWP – Newcastle Pension Centre (Futures)
Location	Tyneview Park
Brief Description What does the opportunity involve? What areas will the opportunity allow the participant to demonstrate, develop or address?	<p>Team leader in a Call Centre environment – The Team Leader role mainly involves performance management, dealing with staff, looking at Continuous Improvement and using LEAN ways of working. The job shadowing opportunity would demonstrate methods used to monitor/analyse performance; identifying areas for improvement. An overview of the Team Leader duties would be provided and an opportunity to share good working practises.</p> <p>The department is responsible for producing State Pension Statements; a brief overview of the department's role can also be provided.</p>
Duration	1-2 hours
Closing Date	None stated
Further Information Contact: Name, Email Address, Telephone number.	Sarah Kipling Sarah.Kipling@dwp.gsi.gov.uk 0191 6133026
How to Apply	Complete the application form and email to richard.armstrong.csresourcing.gsi.gov.uk

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