



CIVIL SERVICE

YORKSHIRE AND THE HUMBER

CSYH JOB SHADOWING OPPORTUNITY

<b>Reference</b>	<i>For CSYH use</i>
<b>Type of Exchange</b>	<i>Job Shadowing</i>
<b>Department</b>	Regional Payment Centre
<b>Location</b>	HM Courts Morley, Leeds LS27 7ZT
<b>Brief Description</b>  What does the opportunity involve?  What areas will the opportunity allow the participant to demonstrate, develop or address?	<p><b><u>Focusing on the customer</u></b></p> <p>Here at the RPC we have a variety of customers who we deal with on a day to day basis through different means of contact. We can show a participant how we maintain a high standard of customer service; this could be via telephone, written correspondence or email. We can also show how we deal with complaints/praise from customers ensuring to give feedback to all staff and issue ways we can improve our service through issues/suggestions.</p> <p><b><u>Developing our people</u></b></p> <p>At the RPC we are focused on developing people's needs and we actively encourage people to undertake learning opportunities, these opportunities can be either via the CSL website, in house training or job shadowing other departments. We currently have a system where staff can keep a log on their development throughout a year and can provide evidence of this at their annual reviews; this also encourages staff to participate in the 5 day learning at work commitment. We can offer the participant advise on how to feedback to teams and staff, and how to actively involve staff in problem solving hubs and resolving/escalating issues on 3C's.</p> <p><b><u>Using evidence to make decisions</u></b></p>

Throughout the RPC we have to use evidence to make decisions this can be using different tools to allocate payments to customers accounts, this is predominately used when completing the suspense report where customers may have misquoted their fine account numbers. It is also used when completing the role of correspondence where customer may have contacted us to query their account. We can show participants what tools and techniques we use to contact customers and how we allocate customer payments from the information obtained

### **Planning and managing resources**

Planning and managing resources form part of the daily TIB meetings, we have a shared outlook calendar for annual leave this is accessed by team members and team leaders, using this tool enables team leaders to identify in advance where they may be low on resources and can pre plan staffing and workload. Our TIB meetings use a RAG system; this allows staff to actively take responsibility for the work within accounts as an office. We can demonstrate to the participant how this visual aid helps use to maintain workload and how staff take responsibility for maintaining the TIB including, resource planners/training etc

### **Working as a team**

TIB meetings are conducted daily. The TIB meetings encourage open discussions of ideas and suggestions and how things can be improved or leaned within the RPC. We will be able to show participants how the TIB meetings are conducted and how information is fed back to staff. Cross working is demonstrated daily within RPC depending on resources. Team briefs are issued weekly so everybody gets the same information even if they are on annual leave. We hold regular Lean, CI and Wellbeing meetings which involve staff from all teams. We will be able to demonstrate and discuss these with any participant. We can also show a participant how we are measuring our unit against the maturity assessment and how far we have come since we began, showing what changes we have put in place and best practices we have taken forward nationally.

<b>Duration</b>	1 Day
<b>Closing Date</b>	<b>To review after 6 months.</b>
<b>Further Information Contact: Name, Email Address, Telephone number.</b>	<b>Martin Moore</b> <a href="mailto:martin.moore1@hmcts.gsi.gov.uk">martin.moore1@hmcts.gsi.gov.uk</a> <b>0113 307 4795</b>
<b>How to Apply</b>	Complete this form and e-mail to <a href="mailto:paula.craggs@csresourcing.gsi.gov.uk">paula.craggs@csresourcing.gsi.gov.uk</a> with Job Shadowing Opportunity form in the subject box.

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