



CIVIL SERVICE

NORTH EAST

CSNE JOB SHADOWING OPPORTUNITY

<b>Reference</b>	<i>For CSNE use</i>
<b>Type of Exchange</b>	<i>Job shadowing – for EO / HEO’s</i>
<b>Department</b>	Business Support, Her Majesty’s Passport Office, North East Operations.
<b>Location</b>	Millburngate House, Durham City
<b>Brief Description</b>  What does the opportunity involve?  What areas will the opportunity allow the participant to demonstrate, develop or address?	<p>The Business Support department encompasses six functions which ensure continuous provision of services and business assurance across the NE Operational Area (we have offices in Durham, Leeds, Sheffield, Carlisle and Hull).</p> <p>The six functions are:</p> <ul style="list-style-type: none"> <li>• Business Planning and Performance</li> <li>• Procurement</li> <li>• Assurance and Business Continuity</li> <li>• Estates</li> <li>• Systems</li> <li>• File management and document retrieval</li> </ul> <p>The day would involve spending time with each of the above teams, <u>who are based in Durham</u>, and will include the following;</p> <ul style="list-style-type: none"> <li>• Collation and analysis of management information.</li> <li>• Sourcing, ordering and receipting of goods and services.</li> <li>• Contract management.</li> <li>• Site Security and Audit.</li> <li>• Estate Management Records.</li> <li>• Health and Safety.</li> <li>• First Aid and Accident reporting and investigation.</li> <li>• System management and first line diagnostics.</li> <li>• Business assurance, risk management, continuity planning and security assurance.</li> <li>• Passport application management/storage</li> </ul>

	<p>prior to processing.</p> <ul style="list-style-type: none"> <li>• Post handling.</li> </ul> <p>Gain a greater awareness of the Business Support Functions within Her Majesty's Passport Office.</p> <p>Mutual sharing of knowledge, processes, procedures and best practice in the above areas.</p>
<b>Duration</b>	1 day
<b>Closing Date</b>	None stated
<b>Further Information Contact: Name, Email Address, Telephone number.</b>	<p><b>Mark Sugden (Business Support Senior Manager)</b>  <a href="mailto:mark.sugden@hmpo.gsi.gov.uk">mark.sugden@hmpo.gsi.gov.uk</a>  <b>Tel 0191 3708085</b></p>
<b>How to Apply</b>	Complete the <a href="#">application form</a> and email to richard.armstrong.csresourcing.gsi.gov.uk

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