



CIVIL SERVICE

**NORTH EAST**

**CSNE JOB SHADOWING OPPORTUNITY**

<b>Reference</b>	<i>For CSNE use</i>
<b>Type of Exchange</b>	<i>Job Shadowing</i>
<b>Department</b>	Home Office – Her Majesty’s Passport Office
<b>Location</b>	Durham/Leeds/Sheffield
<b>Brief Description</b>  What does the opportunity involve?  What areas will the opportunity allow the participant to demonstrate, develop or address?	Short term Interchange between OGDs  <ul style="list-style-type: none"><li>• Insight into passport assurance</li><li>• Insight into HMPO customer service and standards</li><li>• Working/managing in an operational environment</li><li>• Working with Partners</li><li>• Public Counter/Interview and priority services</li><li>• Our counter/interview and priority services.</li><li>• Our contact centre service.</li><li>• Communication and engagement with our people</li></ul>
<b>Duration</b>	Short ½ day sessions
<b>Closing Date</b>	12 October 2014
<b>Further Information Contact: Name, Email Address, Telephone number.</b>	<b>Sue Mason – NE Area Customer Services Manager</b> <a href="mailto:sue.mason@hmpo.gsi.gov.uk">sue.mason@hmpo.gsi.gov.uk</a> Tel 0191 3707601
<b>How to Apply</b>	Complete the <a href="#">application form</a> and email to richard.armstrong.csresourcing.gsi.gov.uk

better opportunities for civil servants, **better services** for the public