



CIVIL SERVICE

NORTH EAST

CSNE JOB SHADOWING OPPORTUNITY

Reference	<i>For CSNE use</i>
Type of Exchange	<i>Job Shadowing – for AA, AO, EO and HEO</i>
Department	Public Counter, Her Majesty’s Passport Office, North East Operations.
Location	Millburngate House, Durham
Brief Description What does the opportunity involve? What areas will the opportunity allow the participant to demonstrate, develop or address?	<p>Opportunity to shadow officers who work on the Durham Public Counter in a support Admin Role (AA), Passport Examiner (AO), First Line Manager (EO) and Team Manager (HEO) roles.</p> <p>The public counter staff ensures that counter applications are accurately examined in line with current policy, procedures, legislation and security guidance, identifying potentially fraudulent applications in line with IPS Policy and guidelines.</p> <p><i>Areas where the participant will be able to demonstrate, develop or address:</i></p> <p>Ensuring / Managing a Quality Service - Gain the knowledge needed to follow the relevant legislation, policies, procedures, and rules that apply to the job.</p> <p>Making Effective Decisions - Think through the implications of own decisions and their impact before deciding how to approach a problem/issue, and making effective decisions when required to do so based on the best evidence available</p> <p>Delivering at Pace - Taking responsibility for the quality of the work, keeping their manager informed that work is progressing. Work in an organised manner using their knowledge and expertise to deliver on time and to standard.</p>
Duration	Flexible dates for 1 day shadowing
Closing Date	None Stated
Further Information Contact: Name, Email Address, Telephone number.	<p>Mary Harris (Counter Manager) mary.harris@hmpo.gsi.gov.uk Tel: 0191 3707159</p>
How to Apply	Complete the application form and email to richard.armstrong.csresourcing.gsi.gov.uk