



Civil Service  
Local



## iShadow with CS Local

Job shadowing scheme for the North East,  
Yorkshire & Humberside

### Opportunity Details

<b>REFERENCE No</b>	<b>IS1</b>
<b>Shadowing opportunity offered:</b>	Shadow a HR Capability Officer
<b>Department:</b>	HR Shared Services, HM Revenue and Customs
<b>Location:</b>	Benton Park View, Newcastle upon Tyne
<b>Duration:</b>	1 day

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	EO
<b>Role:</b>	HR Capability Officer
<b>No of years in your current role:</b>	6 years

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
The Capability team supports the whole of HRSS (approx. 470) and is located across 4 locations (Newcastle, Cumbernauld, Worthing and Liverpool). We deliver training, create training packages to enhance the capability of managers and advisers across HR.

<b>Host role outline. What a day's shadowing may involve?</b>
Dial into our virtual hub meeting, see how a remotely managed team discusses workload, shares information and allocates tasks. Shadow officer in day to day duties, as we are also part of ODP give overview of profession and how we fit into it. Depending on work on hand, have overview of our portfolios and how we align tasks using pacesetter tools i.e. TIP (Team Implementation Plans).

<b>What do you think people may gain from shadowing you?</b>
A greater understanding of HR and how we support staff over numerous locations to enhance capability.



<b>REFERENCE No</b>	<b>IS2</b>
<b>Shadowing opportunity offered:</b>	Legal Aid Agency
<b>Department:</b>	Civil Case Management, Legal Aid Agency
<b>Location:</b>	Viking Business Park, Berkley Way, Jarrow
<b>Duration:</b>	1 day (more if required)

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	Ministry of Justice Band C
<b>Role:</b>	Manager for Employee Guidance, Policy and Training
<b>No of years in your current role:</b>	1.5 years

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
I have worked for the Legal Aid Agency for over 20 years in a variety of roles including Admin, Caseworker, Auditor and Team Manager. In my current role, I provide support and guidance to managers and staff on the H.R. policies and guidance. This includes ensuring a consistent approach is taken when managing attendance, assisting with disciplinary & grievances, managing recruitment campaigns, facilitating workshops and training sessions on H.R. policies and some of the softer skills – e.g. dealing with difficult conversations. I also organise and co-ordinate events and coach staff.

<b>Host role outline. What a day's shadowing may involve?</b>
Preparing or delivering training, dealing with queries, attending daily management meeting, dealing with recruitment i.e. sifting applications or doing interviews, Preparing stats on sickness absence, coaching staff. There would also be the opportunity to spend some time with other managers in our office.

<b>What do you think people may gain from shadowing you?</b>
A better understanding of the work undertaken at the Legal Aid Agency – we are fairly new to the Civil Service. They would also get an insight into how the South Tyneside office is managed. We have received excellent scores in the people surveys in recent years and we are proud of how the management team work together to achieve the Agency's goals.



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### Opportunity Details

<b>REFERENCE No</b>	<b>IS3</b>
<b>Shadowing opportunity offered:</b>	Visit Child Maintenance Group Newcastle
<b>Department:</b>	Child Maintenance Group (CMG), Department for Work and Pensions
<b>Location:</b>	Newcastle
<b>Duration:</b>	0.5 or 1 day

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	EO
<b>Role:</b>	Learning and Development Lead for CMG North East
<b>No of years in your current role:</b>	2 years

<b>Host role outline. What a day's shadowing may involve?</b>
This is a chance to visit Child Maintenance Group and see how the 2012 system works. There is opportunities within Applications, New Case and Change of Circumstances. We can also offer opportunities within the Regional Team which covers Learning and Development; Comms; Managing Attendance; Managing Performance etc.

<b>What do you think people may gain from shadowing you?</b>
An insight of Child Maintenance Group.



<b>REFERENCE No</b>	<b>IS4</b>
<b>Shadowing opportunity offered:</b>	Shadow a User Researcher
<b>Department:</b>	Department for Work and Pensions
<b>Location:</b>	Leeds
<b>Duration:</b>	1 or 2 days

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	SEO
<b>Role:</b>	Senior User Researcher
<b>No of years in your current role:</b>	1 year

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
I have worked in DWP for over 14 years in a variety of operational roles. I began working in Jobcentres, I've managed benefit processing and worked in performance improvement and business partnering teams. This means I am really focussed on our claimants and making services the best they can possibly be. That is why a year ago I took the plunge and decided to re-train as a User Researcher.

<b>Host role outline. What a day's shadowing may involve?</b>
User Research is about putting the needs of our claimants at the heart of service design. It's my job to bring the experiences, attitudes and behaviours of users into the design team. My role involves planning, undertaking and analysing research to answer the team's questions and prove or dismiss our assumptions.

<b>What do you think people may gain from shadowing you?</b>
An insight into what goes on in this new and exciting area of Government as well as the opportunity to get hands on with agile ways of working. I have always been passionate about strong leadership and developing others. There is nothing I enjoy more than seeing others achieve their goals.



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### Opportunity Details

<b>REFERENCE No</b>	<b>IS5</b>
<b>Shadowing opportunity offered:</b>	Shadow the Deputy Director for Housing Delivery
<b>Department:</b>	Department for Work and Pensions
<b>Location:</b>	Sheffield or Leeds (could be London)
<b>Duration:</b>	Flexible

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	SCS PB1
<b>Role:</b>	Head of Housing Benefit Delivery
<b>No of years in your current role:</b>	3 years

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
I joined the Civil Service on graduating from Sheffield University as a Fast Stream Economist. I have worked in a number of government departments covering employment, benefits, skills, business and local government and have worked in a number of different specialisms including project and programme, operations, policy, finance and commercial. I have headed Housing Delivery Division for 3 years and I am responsible for assuring government expenditure of £24bn per annum.

<b>Host role outline. What a day's shadowing may involve?</b>
Opportunity to discuss diary and current challenges, participate in meetings, talk to other staff in my team about their roles.

<b>What do you think people may gain from shadowing you?</b>
Understanding of a significant but sometimes overlooked area of government business. Understanding of working arrangements at more senior levels and of career paths. A better understanding of the role of local government and the impact of the introduction of Universal Credit.



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### Opportunity Details

<b>REFERENCE No</b>	<b>IS6</b>
<b>Shadowing opportunity offered:</b>	Shadow a Correspondence Officer
<b>Department:</b>	Department for Education
<b>Location:</b>	Sheffield
<b>Duration:</b>	1 day

<b>Who is offering this opportunity</b>	
<b>Role:</b>	Correspondence Officer
<b>No of years in your current role:</b>	6 years

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
I work on a team that deals with official and Ministerial correspondence for the Further and Higher policy areas. I have trained a number of new members to our team over the years and continue to mentor colleagues. I have been a mentor on the Yorkshire & Humberside talent management programme for the last two years. I coordinated and delivered work experience for a number of school pupils and also for people undertaking a traineeship programme.

<b>Host role outline. What a day's shadowing may involve?</b>
I would give an overview of the department and of the work my team is responsible for, I would demonstrate the systems we use and I would get the person actively hands on involved in processing some of the work. I would introduce them to colleagues we work closely with and if there was any specific meetings / events on that day I would invite them along as a guest.

<b>What do you think people may gain from shadowing you?</b>
I have received positive feedback from people who have already spent time with me – that they enjoyed actually doing some of the work rather than it just been a day of talking and listening.



<b>REFERENCE No</b>	<b>IS7</b>
<b>Shadowing opportunity offered:</b>	Social Media Team
<b>Department:</b>	PT Operations, HM Revenue and Customs
<b>Location:</b>	Bradford
<b>Duration:</b>	0.5 or 1 day

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	EO
<b>Role:</b>	Front Line Manager Social Media Team
<b>No of years in your current role:</b>	1 year

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
<p>Prior to working for HMRC I have had several employments ranging from an Aircraft technician in HM Forces to working as a Sports Therapist in professional football and rugby league. I joined HMRC in May 2015 as a customer service consultant, my role was initially to deal with inbound telephone calls helping customers with various queries on Taxes, Self Assessment and also Tax Credits helplines. Experience gained in previous jobs gave me a mind-set to continue to develop and help others, this outlook helped to get me an opportunity to become a front line manager of a team of customer service advisers after 6 months in my role. After 4 months in my management role, my digital experience gained me an offer to manage the HMRC Social media team who deal with customers via Twitter and Facebook alongside telephone queries.</p>

<b>Host role outline. What a day's shadowing may involve?</b>
<p>An overview of front line management in a Contact Centre environment. The different roles and structure of PT Operations. The various work carried out within the Contact Centre. An insight into delivering customer service through Social Media.</p>

<b>What do you think people may gain from shadowing you?</b>
<p>Currently the Social Media team are at the forefront of HMRC's Digital Transformation and staff who shadow will gain an insight into the digital methods we are now using to provide a service to our customers. This is a refreshing change and major addition compared the standard telephony or face to face conversations. Our customers are able to talk to someone at a time and place convenient to them without sitting in a queue. Staff shadowing will see the benefits and possibilities that Social Media could hold for their department. This opportunity will give people a view of how team management works in a Contact Centre environment and is opportunity to share best practices and knowledge.</p>



<b>REFERENCE No</b>	<b>IS8</b>
<b>Shadowing opportunity offered:</b>	NINo Policy and Strategy
<b>Department:</b>	HM Revenue and Customs
<b>Location:</b>	Benton Park View, Newcastle upon Tyne
<b>Duration:</b>	1 day

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	SEO
<b>Role:</b>	NINo Policy and Strategy Senior Adviser
<b>No of years in your current role:</b>	Under 1 year

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
I have built a raft of experience throughout my career as a Civil Servant, from working as a Jobcentre Adviser, External Relations Manager to Operational Management responsible for over 150 FTEs, making strategic decisions as part of the SLT. 2 years ago I changed departments, from DWP to HMRC which has given me a broad perceptive of government priorities/strategies. I have recently started working in NINo Policy and Strategic which also includes Digital Projects.

<b>Host role outline. What a day's shadowing may involve?</b>
The day to day policy and strategy roles are very diverse and cover a range of areas of interests. Job-shadowing would involve collaborating with OGDs on high-level Policy decisions, to technical issues of using a NINo within a business process, to acting as consultant advising on the implementation of Digital Programmes and Projects.

<b>What do you think people may gain from shadowing you?</b>
It will give a different perspective, which they may be able to apply in their roles and personal development. Especially how changes made to policy can impact on their ability to handle customer queries or implementation of improvements on front line processes. It will highlight the importance of why policy is implemented and the consideration behind the decisions made.





<b>REFERENCE No</b>	<b>IS9</b>
<b>Shadowing opportunity offered:</b>	Shadow a Contract Manager
<b>Department:</b>	Legal Aid Agency
<b>Location:</b>	Jarrow
<b>Duration:</b>	1 day

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	SEO
<b>Role:</b>	Contract Manager
<b>No of years in your current role:</b>	2 years

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
I started out at the DWP straight from University, of which I worked in the Benefits Office in Sunderland as a Decision Maker and Team Leader for 5 years. I subsequently moved onto the DWP Talent Management Programme, with my first placement within the Pension Directors office. I worked in this support role for just over 6 months before moving departments to the Legal Aid Agency as a Contract Manager on promotion.

<b>Host role outline. What a day's shadowing may involve?</b>
Visiting a firm of Solicitors for a Financial Stewardship meeting. This involves discussions with the firm as to MI and their current position in regards to key targets and finances. Additionally, a review of files claimed will be completed on the day to ensure the firm are claiming within the relevant contract. We cover a wide breadth of legal categories with the biggest being civil and crime. As I manage firms from Berwick all the way down to Scarborough, shadowing is not restricted to 1 particular area.

<b>What do you think people may gain from shadowing you?</b>
An insight into management of a firm of solicitors who have Legal Aid contracts and the challenges that come with this. Decision making and delivering difficult messages will be covered on most occasions, as well as building relationships.



<b>REFERENCE No</b>	<b>IS10</b>
<b>Shadowing opportunity offered:</b>	Shadow a Business Support Manager
<b>Department:</b>	Department for Work and Pensions
<b>Location:</b>	Sheffield Service Centre, Hartshead Square, Sheffield
<b>Duration:</b>	0.5 day

<b>Who is offering this opportunity</b>	
<b>Grade:</b>	HEO
<b>Role:</b>	Business Support Manager
<b>No of years in your current role:</b>	2 years

<b>Pen Picture</b> <i>(Brief description of you and your work history)</i>
I joined the department in 2001 as an AO in Sheffield Benefit Centre working on IB Admin team. I successfully got promoted to EO in 2007 setting up a new decision making and appeals admin team, during this posting I also spent some time TDA to HEO. I joined what was then Contact Centre as a Site Coach and following this became Business Support Team Leader. I have been TDA to Business Support Manager for approximately 2 years and am now also taking on Ops Management of 3 apprentice telephony teams.

<b>Host role outline. What a day's shadowing may involve?</b>
General overview of Operations, Business Support and possibly listening in to calls.

<b>What do you think people may gain from shadowing you?</b>
May well dispel some of the misconceptions about working in a telephony environment.