

Ref No	Shadowing opportunity:	Role	Grade	Department:	Location:	Duration:
IS 1	Shadow a HR Capability Officer	Capability Officer	EO	HR Shared Services, HMRC	Benton Park View, Newcastle upon Tyne	1 day
IS 2	Civil Case Management	Manager for Employee Guidance, Policy and Training	Ministry of Justice Band C	Legal Aid Agency	Viking Business Park, Berkley Way, Jarrow	1 day (more if required)
IS 3	Visit Child Maintenance Group Newcastle	L&D Lead for CMG North East	EO	DWP, CMG	Newcastle	0.5 or 1 day
IS 4	Shadow a User Researcher	Senior User Researcher	SEO	DWP	Leeds	1 or 2 days
IS 5	Shadow Deputy Director for Housing Delivery	Head of Housing Benefit Delivery	SCS PB1	DWP	Sheffield/ Leeds (could be London)	Flexible
IS 6	Shadow a Correspondence Officer	Correspondence Officer		Department for Education	Sheffield	1 day
IS 7	NINo Policy and Strategy	NINo Policy and Strategy Senior Advisor	SEO	HMRC	Benton Park View, Newcastle upon Tyne	1 day
IS 8	Shadow a Contract Manager	Contract Manager	SEO	Legal Aid Agency	Jarrow (North East)	1 day
IS 9	Shadow a Business Support Manager	Business Support Manager/Ops Manager	HEO	DWP	Sheffield Service Centre, Hartshead Square, Sheffield	0.5 day
IS 10	Shadow a Taxes Telephony Adviser	PT Operations	AO	HM Revenue and Customs	No1 The Interchange, Bradford	1 day
IS 11	Viewing live HMRC webinars and Twitter processes	Digital Delivery Team	EO	HM Revenue and Customs	Concept House, Sheffield or Doncaster	0.5 day
IS 12	Business Management and Support	Business Manager	Grade 7	DWP	Benton Park View, Newcastle upon Tyne	1 day
IS 13	Opportunity to shadow the lead of the DWP finance transformation programme (Future Finance)	Lead for DWP Finance Transformation	SCS PB1	DWP	Leeds	1 day
IS 14	Service Centre Operations Manager	Operations Manager	HEO	DWP	Hartshead Square, Sheffield	1 day
IS 15	Shadow a Jobcentre Work Coach	Work Coach	EO	Jobcentre Plus	Sunderland	1 day
IS 16	Shadow a Customer Service Delivery Manager	Delivery Manager	HEO	HM Revenue and Customs	Bradford Centenary Court	0.5 day
IS 17	Continuous Improvement Project Work	Home Office	HEO	Home Office	Various – mainly South	1 day
IS 18	Shadow a Delivery Manager in Digital Group	Delivery Manager	Grade 7	DWP	Benton Park View, Newcastle upon Tyne	0.5 – 1 day

IS 19	Debt Management	Collections Officer	AO	HM Revenue and Customs	Centenary Court, Bradford	1 day
IS 20	Taxes Telephony	Customer Services	AO	HM Revenue and Customs	George Stephenson House, Stockton-on-Tees	1 day
IS 21	Jobseekers Allowance Decision Making	Jobseekers Allowance	Band C	DWP	Hull Service Centre	1 day
IS 22	Shadowing Needs Enhanced Support Advisor	Needs Enhanced Support Advisor	AO	HM Revenue and Customs	Peterlee Contact Centre	0.5 – 1 day