

Ref No	Shadowing opportunity:	Role	Grade	Department:	Location:	Duration:
IS 1	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 2	Shadow a User Researcher	Senior User Researcher	SEO	DWP	Leeds	1 or 2 days
IS 3	Shadow Deputy Director for Housing Delivery	Head of Housing Benefit Delivery	SCS PB1	DWP	Sheffield/ Leeds (could be London)	Flexible
IS 4	Shadow a Contract Manager	Contract Manager	SEO	Legal Aid Agency	Jarrow (North East)	1 day
IS 5	Shadow a Taxes Telephony Adviser	PT Operations	AO	HM Revenue and Customs	No1 The Interchange, Bradford	1 day
IS 6	Viewing live HMRC webinars and Twitter processes	Digital Delivery Team	EO	HM Revenue and Customs	Concept House, Sheffield or Doncaster	0.5 day
IS 7	Business Management and Support	Business Manager	Grade 7	DWP	Benton Park View, Newcastle upon Tyne	1 day
IS 8	DWP finance transformation programme (Future Finance)	Lead for DWP Finance Transformation	SCS PB1	DWP	Leeds	1 day
IS 9	Service Centre Operations Manager	Operations Manager	HEO	DWP	Hartshead Square, Sheffield	1 day
IS 10	Shadow a Customer Service Delivery Manager	Delivery Manager	HEO	HM Revenue and Customs	Bradford Centenary Court	0.5 day
IS 11	Continuous Improvement Project Work	Home Office	HEO	Home Office	Various – mainly South	1 day
IS 12	Shadow a Delivery Manager in Digital Group	Delivery Manager	Grade 7	DWP	Benton Park View, Newcastle upon Tyne	0.5 – 1 day
IS 13	Debt Management	Collections Officer	AO	HM Revenue and Customs	Centenary Court, Bradford	1 day
IS 14	Taxes Telephony	Customer Services	AO	HM Revenue and Customs	George Stephenson House, Stockton-on-Tees	1 day

IS 15	Jobseekers Allowance Decision Making	Jobseekers Allowance	Band C	DWP	Hull Service Centre	1 day
IS 16	Shadowing Needs Enhanced Support Advisor	Needs Enhanced Support Advisor	AO	HM Revenue and Customs	Peterlee Contact Centre	0.5 – 1 day
IS 17	Fresh Thinking Business Partner	Fresh Thinking	HEO	HM Revenue and Customs	Benton Park View, Newcastle upon Tyne	0.5 day
IS 18	Business Manager in the Complex Case Unit	Complex Case Unit	HEO	Crown Prosecution Service	Leeds	0.5 day
IS 19	Fusion Events	Digital Fusion Leader	Grade 7	HM Revenue and Customs	Benton Park View or Shipley	1 day
IS 20	Work Programme Management Team	Campaigns and Projects	HEO	HM Revenue and Customs	Benton Park View	0.5 day
IS 21	Digital and Agile Working	Business Analyst	Grade 7	DWP	Benton Park View	1 day