



Civil Service
Local



iShadow with CS Local

*Job shadowing scheme for the North East,
Yorkshire & Humberside*

Host Guide

Benefits

There are many potential benefits of job shadowing for the host, the participant and the Civil Service as a whole:

- Improved communication between colleagues and departments
- Sharing of best practice and experiences amongst colleagues
- A chance to see how others work and to learn from each other
- An opportunity to see the work of other government departments
- A chance to 'see the bigger picture' of the Civil Service's roles

For the host, some things to consider **BEFORE** hosting a job shadow participant:

Think about what you would hope to gain from having someone shadow you. For example, could it help you to network with colleagues, or could it be an opportunity for you to develop your coaching skills?

Consider what elements of your role would be of most interest to a participant. Is there anything peculiar to your role that others may not have knowledge of?

Decide on the best date and time for a participant to shadow you. Is there a day of the week when you cover the largest range of duties? Remember to consider your own colleagues and the best time for you to be away from your work while you spend time with a job shadow participant.

Does the participant need to know anything before they arrive? Does your department have a website or any literature that would give someone understanding of your department's work in advance of a visit?

Make contact with the participant in advance of the visit to ascertain if there is anything specific that they are interested in seeing; why have they chosen to shadow you and what do they hope to get out of the experience?

Also, consider whether there are any health and safety requirements that need to be fulfilled before any visits to your workplace take place.

When contacting the participant before the shadowing takes place, find out if there are any additional support requirements that you need to be aware of.

As a host, you should consider the following **DURING** any job shadowing:

Explain to the participant how the job shadow will be structured; a timetable and what activities will occur.

At the start of the day, explain any relevant health and safety procedures (e.g fire drills) and confirm whether the participant requires support requirements (e.g for reduced mobility).

Give the participant an overview of the team(s) and department that they will be observing during the session and the types of work that you are responsible for.

Ensure that your colleagues are aware of the job shadow session and know why the participant is there.

Give the participant the opportunity to ask questions at regular periods throughout the session, perhaps between tasks to clarify what has occurred.

Before the session, you should have already been in touch with the participant to ask if there is anything specific they would like you to cover, but also ask on the day as it is important that you both get as much experience out of the day as possible.

Be open to questions and do not assume that the participant has prior knowledge of any of your processes or the reasons behind them. Having a fresh pair of eyes looking at your role could help you to identify new ways of working, as well as providing an experience for the participant.

Keeping in touch with the participant following the shadowing:

- If you are happy to, confirm that you would be willing to answer any follow up questions with the participant and agree how you would like to be contacted.
- Could you shadow the participant in a reciprocal arrangement in the future?

As a host, you should consider the following **AFTER any job shadowing:**

Take time to reflect on what you have gained from the experience. Was it what you expected?

Did any questions arise that you did not have the answer to? How can you gather further information to broaden your own understanding of your workplace?

Do you feel that the participant found the session to be worthwhile? Will you remain in contact with them?

If you were to host another job shadow participant, what would you do differently to make the session more valuable for both of you? Would you recommend the experience to colleagues?