



Civil Service
Local



iShadow with CS Local
Job shadowing scheme for the North East, Yorkshire & Humberside

Opportunity Details

REFERENCE No	IS18
Shadowing opportunity offered:	Customer Experience Cross Cutting Communications
Department:	DWP
Location:	Durham House, Washington
Duration:	0.5 day or 1 day

Who is offering this opportunity

Grade:	HEO
Role:	Communications Officer
No of years in your current role:	1 year

Pen Picture (*Brief description of you and your work history*)

I write communications that are sent to customers. Usually these are letters but can also be forms, emails and Gov.uk content. My communications are those sent regardless of the benefit received so either fraud and error or national insurance.

Host role outline. What a day's shadowing may involve?

Tour of the building. How my role fits into the larger department. Explanation of the external communications commissioning and delivery process. Challenges faced and how I overcome them. Attendance at, at least one telephone conference. How I plan and organise for myself and cross cutting team.

What do you think people may gain from shadowing you?

Challenges faced and autonomy expected of HEO's. I am also an experienced trainer, coach and mentor so happy to support on individual concerns also (CIPD qualified since 2009).