



REFERENCE No	IS1
Shadowing opportunity offered:	Legal Aid Agency
Department:	Civil Case Management, Legal Aid Agency
Location:	Viking Business Park, Berkley Way, Jarrow
Duration:	1 day (more if required)

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

Pen Picture <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.

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

What do you think people may gain from shadowing you?
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.



REFERENCE No	IS2
Shadowing opportunity offered:	Shadow the Deputy Director for Housing Delivery
Department:	Department for Work and Pensions
Location:	Sheffield or Leeds (could be London)
Duration:	Flexible

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

Pen Picture <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.

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

What do you think people may gain from shadowing you?
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.



REFERENCE No	IS3
Shadowing opportunity offered:	Shadow a Contract Manager
Department:	Legal Aid Agency
Location:	Jarrow
Duration:	1 day

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

Pen Picture <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.

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

What do you think people may gain from shadowing you?
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.



REFERENCE No	IS4
Shadowing opportunity offered:	Shadow a Taxes Telephony Adviser
Department:	HM Revenue and Customs
Location:	No1 The Interchange, Bradford
Duration:	1 day

Who is offering this opportunity	
Grade:	AO
Role:	Taxes Telephony Adviser
No of years in your current role:	7 years

Pen Picture <i>(Brief description of you and your work history)</i>
My first full time employment has been my current role with HMRC which I started in January 2009. I really enjoy my job and I love to teach others about it. I am passionate about my role and teaching others and ensuring they understand what I am aiming to teach. I am friendly and easy to get on with (which definitely helps when mentoring!) I am a good listener and understand what it is like for someone who is learning and does not fully understand a subject.

What will a day shadowing you incorporate?
The day will incorporate an introduction to my job role as well as an overview of the systems I use to carry out my duties whilst on the phone, the person shadowing will experience what it is like to deal with phone calls from taxpayers in regard to their income tax and self-assessment. I deal with a wide variety of calls on these lines of business and I think it will be a very good and insightful learning experience for someone who is shadowing to see how the telephone side of things works in HMRC.

What do you think people may gain from shadowing you?
I have mentored many colleagues, all of whom have provided positive feedback on the way I have conducted these sessions. I always give my colleagues the chance to put forward their questions and queries and answer these in line with my extensive knowledge of taxes. If I cannot answer a question, I will find out the answer and inform my colleagues of this ensuring their understanding throughout the process. I always ensure I am available to answer any questions or queries they may have after any session also by informing them of my contact details (email). I believe I am a good teacher and have received feedback to this effect from colleagues and I think anyone who shadows me will benefit from my experience. I feel they will gain valuable insight and an understanding of the role of a taxes telephony adviser in terms of how we deal with these queries and the processes and actions involved before, during and after a call.



REFERENCE No	IS5
Shadowing opportunity offered:	Shadow the lead of the DWP Finance Transformation Programme (Future Finance)
Department:	DWP
Location:	Leeds
Duration:	1 day

Who is offering this opportunity	
Grade:	TDA SCS PB1
Role:	Lead for DWP Finance Transformation
No of years in your current role:	6 months

Pen Picture <i>(Brief description of you and your work history)</i>
I am a CIMA qualified accountant with 21 years post qualification experience within a variety of roles in the public, private and voluntary sectors. I have worked in DWP finance for 10 years (on the change programme, UC, contracted health services), and am currently leading the 'Future Finance' initiative. My time out of work is predominantly spent with my children (I have 3 kids 10 and under); although I do also try and sneak out for a run or a bike ride each morning before everyone else in the house gets up.

What will a day shadowing you incorporate?
My days cover a variety of engagement / update / governance meetings (with the team and stakeholders across finance group in DWP, government and business stakeholders).

What do you think people may gain from shadowing you?
People will get exposure to the leadership and challenges of a large transformation programme.



REFERENCE No	IS6
Shadowing opportunity offered:	Disputes and Resolution Team
Department:	DWP
Location:	Hartshead Square, Sheffield
Duration:	1 day

Who is offering this opportunity	
Grade:	HEO
Role:	Operations Manager
No of years in your current role:	4 years

Pen Picture <i>(Brief description of you and your work history)</i>
I joined DWP in 1976 and throughout my career I have had job roles serving the public directly or dealing with staff. I would describe myself as a people person as I enjoy the daily interaction with colleagues at all grades. I have also developed my knowledge of DWP HR Policies and Procedures particularly around Attendance Management. This knowledge was utilised in my role as Group Attendance Management Coach supporting sites in the North East and Scotland in 2015.

What will a day shadowing you incorporate?
Looking at the varied range of issues impacting upon Operations within a busy telephony environment. Discovering how we measure performance at individual and site level and reviewing staff development. Observing how Ops is impacted by issues outside of direct control, the flexibility required in role and key points in prioritising deadlines.

What do you think people may gain from shadowing you?
An appreciation of how decisions made by other arms of business are dealt with on front line. The importance of good communication, wellbeing and engaging large numbers of staff in order to serve customer demands effectively.



REFERENCE No	IS7
Shadowing opportunity offered:	Shadow a Customer Service Delivery Manager
Department:	HM Revenue and Customs
Location:	Bradford Centenary Court
Duration:	0.5 day

Who is offering this opportunity	
Grade:	HEO
Role:	Customer Service Delivery manager
No of years in your current role:	2 years

Pen Picture <i>(Brief description of you and your work history)</i>
I have worked for the department for 34 years and have progressed through the grades. I have been an HO since February 2015. In my current role I manage 10 Band O team leaders, with 96 members of staff. They take PAYE and SA phone calls, Web chat with our PAYE customers, deal with Digital mail and work management items. I drive performance, attendance, quality and engagement on my span and coach and support my team leaders.

What will a day shadowing you incorporate?
Analysing stats, meeting with team leaders, coaching team leaders. Driving the business by looking at customer demand and reviewing work steer. Reviewing attendance. Communicating messages, engaging staff in span activities.

What do you think people may gain from shadowing you?
An insight into the role of a delivery HO in PT Operations. Being organised and methodical to work at a fast pace and deliver the business. Making decisions quickly and effectively and supporting my team to do the same.



REFERENCE No	IS8
Shadowing opportunity offered:	Shadow a Delivery Manager in Digital group introducing Agile ways of working
Department:	DWP
Location:	Benton Park View, Newcastle
Duration:	0.5 to 1 day

Who is offering this opportunity	
Grade:	G7
Role:	Delivery Manager
No of years in your current role:	1.5 years

Pen Picture <i>(Brief description of you and your work history)</i>
<p>I have worked within Digital for over 12 years in Financial Services and Retail environments. For the last 2.5 years I have worked in Digital for HMRC and now DWP spanning Making Tax Digital, Retirement Provision and Universal Credit.</p> <p>Throughout this time I have been involved in delivering digital services using agile methodologies and coaching others to adopt these techniques.</p>

Host role outline. What a day's shadowing may involve?
<p>As a delivery manager every day is different but I am accountable for the performance of a multi-disciplinary team. This involves ensuring they are motivated, collaborating and working well, coaching and mentoring team members and others to apply the most appropriate agile tools and techniques.</p> <p>As such the day will involve various team session and individual sessions, use of range of agile tools and methodologies (such as JIRA, Confluence, Whiteboards and lots of post its!)</p>

What do you think people may gain from shadowing you?
<p>An overview of how we are adopting agile methodologies in Universal Credit Live service and the challenges and opportunities this brings</p> <p>How we have created a work space and co located multi-disciplinary teams to deliver digital services</p> <p>Ability to observe a range of agile tools and methodologies in use</p>



REFERENCE No	IS9
Shadowing opportunity offered:	Shadowing a collections officer in Debt Management
Department:	Debt Management
Location:	Centenary Court Bradford
Duration:	1 day

Who is offering this opportunity	
Grade:	AO
Role:	Collections Officer
No of years in your current role:	10

Pen Picture <i>(Brief description of you and your work history)</i>
<p>I have worked in PT Ops for 10 years, involving processing of tax returns or p45 for individuals who were commencing or leaving employment. Checking correct tax codes were in place & d/w employers/HR depts.</p> <p>I currently work in Debt Management & have 4 years of d/w County court cases, preparing them for legal action. I am currently involved in a high profile trial for the cabinet office, which is looking at ways to change the whole debt management process.</p>

Host role outline. What a day's shadowing may involve?
<p>D/W Ltd Companies, Individuals, Partnerships who are non-compliant in paying taxes. Taking enforcement action against them in the guise of County Court action/Bankruptcy/Closing the companies down. Lots of telephony work, many IT systems to interrogate to enable us to make the correct decisions.</p>

What do you think people may gain from shadowing you?
<p>Variety of work, interrogating IT systems, how to make decisions based on fact & fact finding exercises. Telephony work & learn new techniques to deal with customers.</p>



REFERENCE No	IS10
Shadowing opportunity offered:	Jobseekers Allowance Decision Making
Department:	DWP
Location:	Hull Service Centre
Duration:	Mondays, Tuesdays or Wednesdays

Who is offering this opportunity	
Grade:	Band C
Role:	Jobseekers Allowance
No of years in your current role:	10 Years

Pen Picture <i>(Brief description of you and your work history)</i>
<p>I have worked for the DWP for 30 years. Starting work as an admin assistant in, those days working on Supplementary Benefits. On gaining promotion to Band B I worked for about 15 years on the National Insurance Contribution Team (now merged with HMRC). I then worked on Income Support, overpayments and NINO allocation before gaining promotion to Band C. I then worked as a visiting Officer, Child Support Interviewer, and Complaints Manager and before becoming a Jobseekers Allowance DM for 3 years. I then moved to ESA HRT appeals before returning to JSA Decision Making. I have also experience in Business Continuity and Planning.</p>

Host role outline. What a day's shadowing may involve?
<p>Looking at the types of decisions made by our team to support the processing of a claim to Jobseekers Allowance – in particular Habitual Residency in the UK and how that affects claims to benefit.</p>

What do you think people may gain from shadowing you?
<p>Shadowing would be particularly good for colleagues in Jobcentres to gain an insight into why customers are asked certain questions and the impact they have.</p>



REFERENCE No	IS11
Shadowing opportunity offered:	Shadowing Needs Enhanced Support Advisor
Department:	HMRC – Needs Enhanced Support Team. Tax Credits/Taxes/Child Benefit
Location:	Peterlee Contact Centre
Duration:	0.5 or 1 day

Who is offering this opportunity	
Grade:	AO
Role:	Needs Enhanced Support Advisor
No of years in your current role:	3 years

Pen Picture <i>(Brief description of you and your work history)</i>
The NES tax Credit/Taxes/Child Benefit service are specialist phone and mobile advisors who identify those customers who need extra help and offer support that best suits them.

Host role outline. What a day's shadowing may involve?
The day would involve sitting with a NES Advisor whilst going through cases and taking incoming calls passed from our main line of Business Tier 1. These cases will be of vulnerable customers. ie abuse, Mental health issues, complex issues and HMRC errors. We deal with all departments relating to Appeals, Complaints and complex cases.

What do you think people may gain from shadowing you?
The shadowing will give any person an insight into the varied work the NES team deal with. It is an interesting job as we can deal with may vulnerable cases and errors.



REFERENCE No	IS12
Shadowing opportunity offered:	Fresh Thinking Business Partner
Department:	HMRC
Location:	Benton Park View
Duration:	0.5 day

Who is offering this opportunity	
Grade:	HO
Role:	Business Partner
No of years in your current role:	18 months

Pen Picture <i>(Brief description of you and your work history)</i>
<p>I joined HMRC 18 months ago from DWP on promotion. I have previous experience of introducing Continuous improvement to a local DVSA office.</p> <p>I have had a very varied career, amongst other things I have been self-employed as a driving instructor, worked at Heathrow Airport as a Training Officer, and been a Police Officer in The City of London Police Force. I started my career in Selfridges in Oxford Street, London.</p>

Host role outline. What a day's shadowing may involve?
<p>Discuss Fresh Thinking and how it operates individual ideas and campaigns and the benefits of both. How the database can be used by policy and process owners. The communication channels we use. What a Fresh Thinking idea is. The role of a FT Business Partner. What happens to an idea once it has been submitted. Meet the team. Look at the FT site. Look at the role of the evaluator and its importance. Talk about Fresh Thinking's plans for the future.</p>

What do you think people may gain from shadowing you?
<p>A good all round understanding of Fresh Thinking. How we operate, and the benefits of campaigns v BAU. What a Fresh Thinking idea is, the role of a FT Business Partner. How their business area can get the most out of the FT team and database. What they can do for us.</p>



REFERENCE No	IS13
Shadowing opportunity offered:	Business Manager in Complex Case Unit
Department:	Crown Prosecution Service
Location:	Leeds
Duration:	0.5 day

Who is offering this opportunity	
Grade:	HEO
Role:	Business Manager
No of years in your current role:	16 years

Pen Picture <i>(Brief description of you and your work history)</i>
I have worked for the Crown Prosecution since 1986 starting as an Administrative Officer and now working as a HEO / B2 Business Manager working in the Complex Case Unit.

Host role outline. What a day's shadowing may involve?
Gaining knowledge of how cases are brought before the court. The preparation that the different grades undertake prior to the case appearing before the court.

What do you think people may gain from shadowing you?
An opportunity to see how the complex case unit operates and to see how mänge cases which go through the court system.



REFERENCE No	IS14
Shadowing opportunity offered:	Decision Making and Appeals
Department:	DWP
Location:	Quarry House, Leeds
Duration:	1 day

Who is offering this opportunity	
Grade:	EO
Role:	Technical Team Member
No of years in your current role:	4 years

Pen Picture <i>(Brief description of you and your work history)</i>
Over 20 years experience as a Decision Maker, Appeal Writer and Presenting Officer across a range of benefits before taking present role. Specialise in Income Related Benefits but also cover General Decision Making and Appeals issues.

Host role outline. What a day's shadowing may involve?
An introduction to our case law resources and how we provide guidance to DMs in the field and submissions to the Upper Tribunal.

What do you think people may gain from shadowing you?
A greater appreciation of the support and resources available to DMs and Presenting Officers in the field.



REFERENCE No	IS15
Shadowing opportunity offered:	Benefits and Credits Processing Group
Department:	HMRC
Location:	Tyneview Park
Duration:	0.5 day

Who is offering this opportunity	
Grade:	HEO
Role:	Group Leader
No of years in your current role:	1 year

Pen Picture <i>(Brief description of you and your work history)</i>
I am a HO Group Leader at TVP in Newcastle, managing a Benefits and Credits Compliance Group. I have been with HMRC for 15 years and have worked in various groups including Tax Credit Contact Centres, HR Service Centre, Debt Management and International Child Benefit so I have experience of various departments.

Host role outline. What a day's shadowing may involve?
I would be able to talk about the tasks that we do and how this is managed across the group. There would be opportunity to attend Performance meetings, attendance management meetings or Continuous Improvement meetings. We are moving to a Regional Centre in May therefore we have a lot of activity going on around the move, as we are one of the first offices in the North East area to be doing this.

What do you think people may gain from shadowing you?
They would be able to see a busy operational Compliance group and how this is managed, how decisions are made and how work is planned. They would see our Continuous Improvement work and how we approach this They would be able to understand more about our move to Regional Centre.



REFERENCE No	IS16
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 <i>(Brief description of you and your work history)</i>
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).



REFERENCE No	IS17
Shadowing opportunity offered:	Universal Credit Programme – Trusted Partner and Landlord Portal Team
Department:	DWP
Location:	Sheffield / London
Duration:	0.5 day or 1 day

Who is offering this opportunity	
Grade:	SEO
Role:	Universal Credit Service Portal Account Manager
No of years in your current role:	2 years

Pen Picture <i>(Brief description of you and your work history)</i>
<p>I have been in the DWP (and it's previous incarnations) for 25 years. In that time I have worked on front line operations in a variety of roles and worked in a number of different locations. For the last 7 years, I have been operating as a Project lead and I have a track record of implementing/ supporting a number of departmental projects.</p> <p>I currently lead and direct a team of Account Managers who are tasked with undertaking the enrolment of social landlords onto the Universal Credit (UC) Full Service portal and ensure that the principles of the Trusted Partner scheme are communicated and successfully implemented. My current additional responsibilities include building an understanding in DWP of the challenges facing external stakeholders from the introduction of UC and working collaboratively with external stakeholders to inform and shape UC service delivery.</p> <p>I have focused recently on work with the landlord sector in the past 5 years having been involved with the design, development and introduction of aspects such as Alternative Payment Arrangements and Trusted Partner.</p>

Host role outline. What a day's shadowing may involve?
<p>Depending on timing and availability of the team / stakeholders, the intention would be to give an overview of the team and its key functions, sit with an Account Manager for a period to understand the role and visit an external stakeholder (landlord) to get an overview of how our work is deployed to assist landlords and their tenants.</p>

What do you think people may gain from shadowing you?
<p>Greater appreciation of UC Programme activity. Awareness of the efforts of the landlord engagement team and more specifically the work of the Account Manager team in working with landlords. Understanding of key issues and priorities for UC Programme relating to housing and landlords.</p>



REFERENCE No	IS18
Shadowing opportunity offered:	Shadow a Visiting Officer
Department:	DWP
Location:	Various locations in Northumberland and Tyne and Wear
Duration:	1 day

Who is offering this opportunity	
Grade:	HEO
Role:	Visiting Team Manager
No of years in your current role:	2 years

Pen Picture <i>(Brief description of you and your work history)</i>
<p>Please see below, the job shadow offer is to accompany EO's delivering visits to customer homes but also willing to have someone job shadow myself. I manage Northumberland Tyne and Wear team along with another HEO. My staff are based at Berwick, Ashington, Wallsend, Houghton le Spring, Washington and Hexham. So a lot of remote managing of EO.s I have been a visiting officer myself and now manage a highly talented team of visiting officers.</p>

Host role outline. What a day's shadowing may involve?
<p>You will accompany a visiting officer throughout the day; a large majority of the day is usually spent going round various customer homes enabling our most vulnerable customers access DWP. Our customer's range from 16 to 100 and everyone in between, we deliver 57 different types of visit, so every day is different and very varied.</p>

What do you think people may gain from shadowing you?
<p>Job shadowing a visiting officer will allow you to go out with a visiting officer into customer homes, from this you can gain valuable insight as to what exactly a vulnerable customer is, and understand how difficult it can be for these customers to access DWP through normal paths.</p>



REFERENCE No	IS19
Shadowing opportunity offered:	Shadow Community 10,000 Volunteer Manager
Department:	DWP
Location:	Washington Jobcentre
Duration:	0.5 day

Who is offering this opportunity	
Grade:	Band C
Role:	Volunteer Manager
No of years in your current role:	11 years

Pen Picture <i>(Brief description of you and your work history)</i>
I have been a Civil Servant for 32 years and have had many roles within DWP (and its predecessors) during that time, including: Benefit delivery, Various project roles, Finance and business management, Support to Senior Managers.

Host role outline. What a day's shadowing may involve?
An introduction into what DWP Community 10,000 is (DWP's employer-supported volunteering scheme), and how it came about. Time would be spent looking in more detail at our delivery processes, volunteering opportunities offered, and achievements since the Community 10,000 scheme was launched in 2011.

What do you think people may gain from shadowing you?
They would gain an overview of what the scheme is, how it is delivered, how we work with external organisations and other Government Departments, and what it achieves in terms of the benefits of volunteering to DWP staff, DWP and the voluntary sector.



REFERENCE No	IS20
Shadowing opportunity offered:	Cyber Security, Information and Risk (CSIR) Change Programme Team
Department:	HMRC
Location:	Benton Park View, Newcastle
Duration:	1 day

Who is offering this opportunity	
Grade:	Grade 7
Role:	Senior Project Manager
No of years in your current role:	2 years

Pen Picture <i>(Brief description of you and your work history)</i>
<p>Worked in the civil service for 36 years in a variety of roles including operational management, project management, communications and learning and development manager, aide to a director. My current role is working in HMRC as a Senior Project Manager delivering IT projects as part of the Cyber Security, Information and Risk (CSIR) Change Programme team. I also have an interest in Diversity and Equal Opportunities issues having completed a Post Graduate degree as a mature student.</p>

Host role outline. What a day's shadowing may involve?
<p>Looking at the programme of projects being delivered by the CSIR Change team, specifically the activities involved with the 3 projects I am accountable for which relate to Insider Threat, Incident Management and Business Continuity.</p>

What do you think people may gain from shadowing you?
<p>An understanding of which parts of HMRC are involved in the delivery of IT security projects, an introduction to project management and how change is managed in HMRC and the CSIR business areas.</p>



REFERENCE No	IS21
Shadowing opportunity offered:	Doncaster Opportunity Area Delivery Team
Department:	Department for Education
Location:	Doncaster
Duration:	0.5 or 1 day

Who is offering this opportunity	
Grade:	HEO
Role:	Delivery Advisor
No of years in your current role:	Less than 1 year

Pen Picture <i>(Brief description of you and your work history)</i>
I have done a variety of commercial, policy and delivery roles in two different departments in the Civil Service. Before that, I worked for a local MP in their constituency office.

Host role outline. What a day's shadowing may involve?
<p>The DfE has identified 12 'Opportunity Areas' in the country, which are social mobility "cold spots". My team and I work in Doncaster with local partners to break the link between background and destination.</p> <p>A day shadowing us (including me and my G7 Delivery Lead) would involve meeting with local stakeholders in the borough to discuss progress being made against our delivery plan. This is an exciting role and would be great for someone looking to improve their stakeholder engagement skills. It's a really exciting project that is making a real difference to the lives of young people in Doncaster and it may be possible to see some of this in practice.</p>

What do you think people may gain from shadowing you?
They would gain insight into how the DfE is delivering a place-based delivery approach to improving educational outcomes. It would be good for someone looking to move into a delivery role or wanting to improve their stakeholder engagement skills.



Opportunity Details

REFERENCE No	IS22
Shadowing opportunity offered:	HR Strategy - Business Support across multiple delivery areas
Department:	DWP
Location:	Leeds/Sheffield
Duration:	0.5 or 1 day

Who is offering this opportunity	
Grade:	HEO
Role:	Business Support Manager
No of years in your current role:	New to role – have worked in this area for 5 years

Pen Picture <i>(Brief description of you and your work history)</i>
<p>I've been a Civil Servant since 2010, when I joined the Ministry of Justice processing appeals against Social Security and Child Support decisions made by other government departments. My next role was working as a Tribunal Clerk supporting tribunal panels during appeal hearings, so I've got lots of experience in seeing the 'human face' of the work of the tribunals. Dealing with customers in stressful and difficult situations was a big part of this role.</p> <p>Following this I moved to work in the Magistrates' Courts and managed a small HR team responsible for overseeing the lifecycle of magistrates in North and West Yorkshire – from recruitment, training, peer appraisal and attendance, annual judicial officer elections through to retirement and end of service.</p> <p>I then moved to the Department for Work and Pensions as an HR Finance Manager, with responsibility for managing the central learning budget for the department, as well as working alongside the learning events team to ensure we were only paying for events that had actually taken place. I've recently been promoted to the position of Business Support Manager with responsibility for managing a team of 10 who support the delivery of various HR Strategy work strands; apprenticeships, movement to work, learning events, directorate finance as well as project support for talent and leadership initiatives across the department.</p> <p>Prior to joining the Civil Service I worked in retail and sales management for around 15 years. While working full-time in retail and in the Civil Service I've studied and graduated from university with a degree in business. I'm currently working towards an HR apprenticeship and actively support the work of Civil Service Local by volunteering as a facilitator in my regions annual leadership academy.</p>

Host role outline. What a day's shadowing may involve?
<ul style="list-style-type: none"> -Experience of remote managing colleagues across two sites, as well as working with colleagues across the country -understanding how the HR Strategy team support the wider work of operational colleagues -meetings could include stakeholder updates, updates with work area leads, team meetings and telekits with national colleagues -it will be possible to spend time with other colleagues to get more detail on any of the work areas that my team works on

What do you think people may gain from shadowing you?
<ul style="list-style-type: none"> -a better understanding of the work of the HR Strategy team in the Department for Work and Pensions -a better understanding of the challenges (and benefits) of managing a team that covers a broad range of work -how colleagues can work together across business areas to produce results that benefit the customer -what the culture is like in a corporate centre hub



REFERENCE No	IS23
Shadowing opportunity offered:	Shadow in the Pensions Directorate
Department:	DWP
Location:	Seaham or Newcastle
Duration:	1 day

Who is offering this opportunity	
Grade:	Grade 7
Role:	Centre Manager and Bereavement Community Lead
No of years in your current role:	4 years

Pen Picture <i>(Brief description of you and your work history)</i>
Leading operational delivery units (with some spells in Business Planning, HR, and Digital) across the North East, to our most vulnerable of customer groups.

Host role outline. What a day's shadowing may involve?
Business as usual performance management (interrogation and scrutiny of performance MI and data), reacting to fresh business challenges, and showing leadership and engagement skills across a diverse work force.

What do you think people may gain from shadowing you?
An understanding of the performance management challenges faced and how positive outcomes can be developed. Additionally dealing with an operational unit of 300 plus staff, with the HR challenges this affords.



REFERENCE No	IS24
Shadowing opportunity offered:	Head of Operations, Customer Services
Department:	HMRC
Location:	Waterview Park, Washington
Duration:	1 day

Who is offering this opportunity	
Grade:	Grade 6
Role:	Head of Operations for the North East and Belfast
No of years in your current role:	18 months

Pen Picture <i>(Brief description of you and your work history)</i>
I started my Civil Service career as an AA in the Department of Education, transferring to Child Benefit Office as an AO, which then became Inland Revenue and then HMRC. I've worked in a range of roles and gained various promotions along the way up to my current post, which is Head of Operations for the North East and Belfast and part of the wider B&C Senior Leadership Team (SLT) lead by Dorothy Brown. I have the overall responsibility to provide the operational direction to enable Customer Processing teams to deliver B&C performance challenges.

Host role outline. What a day's shadowing may involve?
You will have the opportunity to meet my team and come along to a Senior Leadership meeting where you will get a first hand view of strategic operational planning and decision making.

What do you think people may gain from shadowing you?
See what it is like in a Senior Leadership team meeting. See how strategic operational planning and decision-making is done. Give some feedback on what you've seen and heard.



REFERENCE No	IS25
Shadowing opportunity offered:	Fusion Events
Department:	HMRC
Location:	Benton Park View or Shipley
Duration:	1 day

Who is offering this opportunity	
Grade:	Grade 7
Role:	HMRC Digital Fusion Leader
No of years in your current role:	6 months (department 20 years)

Pen Picture <i>(Brief description of you and your work history)</i>
<p>My role is the HMRC Fusion Leader. Fusion is a brand new concept developed by me, it is our unique collaboration tool, designed to help teams (HMRC and wider Government) find solutions to their most compelling, complex and knotty problems, in a specialist designed collaboration zone that facilitates the joint focus on the challenge.</p> <p>I have spent 20 years in Government, with time spent in various roles and teams. I have customer service experience, Project and Programme delivery, Benefits Management, Digital Delivery, Assurance and Recruitment.</p>

Host role outline. What a day's shadowing may involve?
<p>This will depend entirely on the time of the opportunity. In my day-to-day activities I spend time coaching, directing and supporting my team to plan and deliver Fusion Events, we engage with stakeholders from across the department at all levels. If the individual joins us on the day of an event it will be hands on experience to how we deliver Fusion Events.</p>

What do you think people may gain from shadowing you?
<p>Insight into how Digital operates, a view of the day in the life of a G7 Events manager. Experience of dealing with stakeholders at all levels. Product Development skills, Running a Fusion Event the approach we take etc.</p>



REFERENCE No	IS26
Shadowing opportunity offered:	UK Operations
Department:	HM Passport Office
Location:	Durham
Duration:	1 day

Who is offering this opportunity	
Grade:	HEO
Role:	UK Operations Manager
No of years in your current role:	1 year

Pen Picture <i>(Brief description of you and your work history)</i>
I have been T/HEO for one year on a UK Operations command. I look after 2 teams (5 EOs) and the post room (1 EO). I am part of a team that ensure targets are met on the UK side of passport operations. Currently we are dealing with UKVI work also and I am planning on HMRC rapid deployment team coming in who I will be managing also. Previously I have been manager of a team of 20 AOs, worked on policy and procedure and been part of a complex casework team.

Host role outline. What a day's shadowing may involve?
First of all I share out any handover from evening shift across UK operations, I look at our daily reports to see if we have met targets and also go through a report whereby someone has failed a passport interview. I will then get together with the other HEOs to discuss the previous days performance and plan for the day ahead. I then take this information to the G7 in our next meeting. We have further ,meetings at 12pm to review the morning performance and 2.15pm where all managers of HEOs and above discuss any business. Throughout the day I may dip into some complex work and assist my EOs with their training. I will be having various calls with UKVI and HMRC over the next few months as I am planning for their assistance in the new year.

What do you think people may gain from shadowing you?
They will gain an insight into how an HEO of the passport office works and I will be able to show them certain case types. They may also be interested in our joint working with UKVI and HMRC.



REFERENCE No	IS27
Shadowing opportunity offered:	Road Traffic Enforcement Team
Department:	DVSA
Location:	Newcastle upon Tyne
Duration:	1 day

Who is offering this opportunity	
Grade:	AO
Role:	Enforcement Support Officer
No of years in your current role:	15 years

Pen Picture <i>(Brief description of you and your work history)</i>
<p>I have worked for the Department for 29 years. Starting off as an Admin Assistant in Goods Vehicle Testing before moving across to Enforcement in 2001.</p> <p>I was selected to attend the first training course for stopping vehicles and the first Officer for the Department to stop a goods vehicle for the purpose of a roadside check in September 2003. A role I continue to enjoy to this day.</p>

Host role outline. What a day's shadowing may involve?
<p>A road check would entail accompanying me in a marked vehicle to select vehicles to be inspected. There would also be opportunities to observe mechanical, tachograph and weight checks. The Operators Licence Scheme would also be explained and answer the numerous questions which go with all the checks that the team does.</p>

What do you think people may gain from shadowing you?
<p>I think that colleagues would gain a valuable insight into the work that we do as goods vehicles play a major part in every aspect of life from delivering food to the building materials of houses and offices. I feel it would also raise the profile of DVSA amongst other departments in the Civil Service.</p>



REFERENCE No	IS28
Shadowing opportunity offered:	Passport Office Operational Team Leader
Department:	HM Passport Office
Location:	Durham
Duration:	1 day

Who is offering this opportunity	
Grade:	EO
Role:	Operational Team Leader
No of years in your current role:	EO 4 years, Team Leader 2 years

Pen Picture <i>(Brief description of you and your work history)</i>
<ul style="list-style-type: none"> • People Management, managing attendance • Performance management and development • Coaching and feedback • Team Briefs, Take 5s etc. • Quality/Security checks, including EAC cases • 2nd Authorisations • EO referrals for decision (Policy mandated) • Rarer/complex non-straightforward casework • Workflow management • Complaints and MP enquiries (gathering responses to support investigations) • Supporting an apprentice including acting as a single point of contact for apprentices and line manager within HMPO Durham. <p>I have completed Operational development programme at Level 4 and provide advice and guidance in this area.</p>

Host role outline. What a day's shadowing may involve?
Day to day activities including all of the above in addition the opportunity to attend senior management and operational meetings.

What do you think people may gain from shadowing you?
An insight into a day as an Operational Team leader at HMPO and how demands can change throughout the day based on business need.