



Civil Service  
Local



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

**Available Opportunities**

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 Deputy Director for Housing Delivery	Head of Housing Benefit Delivery	SCS PB1	DWP	Sheffield/ Leeds (could be London)	Flexible
IS 3	Shadow a Contract Manager	Contract Manager	SEO	Legal Aid Agency	Jarrow (North East)	1 day
IS 4	Shadow a Taxes Telephony Adviser	PT Operations	AO	HM Revenue and Customs	No1 The Interchange, Bradford	1 day
IS 5	DWP finance transformation programme (Future Finance)	Lead for DWP Finance Transformation	SCS PB1	DWP	Leeds	1 day
IS 6	Disputes and resolution Team	DRT Admin Manager	HEO	DWP	Hartshead Square, Sheffield	1 day
IS 7	Shadow a Customer Service Delivery Manager	Delivery Manager	HEO	HM Revenue and Customs	Bradford Centenary Court	0.5 day
IS 8	Shadow a Delivery Manager in Digital Group	Delivery Manager	Grade 7	DWP	Benton Park View, Newcastle upon Tyne	0.5 – 1 day
IS 9	Debt Management	Collections Officer	AO	HM Revenue and Customs	Centenary Court, Bradford	1 day
IS 10	Jobseekers Allowance Decision Making	Jobseekers Allowance	Band C	DWP	Hull Service Centre	1 day
IS 11	Shadowing Needs Enhanced Support Advisor	Needs Enhanced Support Advisor	AO	HM Revenue and Customs	Peterlee Contact Centre	0.5 – 1 day
IS 12	Fresh Thinking Business Partner	Fresh Thinking	HEO	HM Revenue and Customs	Benton Park View, Newcastle upon Tyne	0.5 day
IS 13	Business Manager in the Complex Case Unit	Complex Case Unit	HEO	Crown Prosecution Service	Leeds	0.5 day
IS14	Decision Making and Appeals	Technical Team Member	EO	DWP	Quarry House, Leeds	1 day
IS15	Benefits and Credits Compliance Operations	Group Leader in Compliance Operations	HEO	HMRC	Tyneview Park	0.5 day

IS16	Customer Experience Cross Cutting Communications	Communications Officer	HEO	DWP	Durham House, Washington	0.5 – 1 day
IS17	Universal Credit Programme Trusted Partner and Landlord Portal Team	Universal Credit Service Portal Account Manager	SEO	DWP	Sheffield / London	0.5 – 1 day
IS18	Shadow a Visiting Officer	Visiting Team Manager	HEO	DWP	Various locations in Northumberland and Tyne and Wear	1 day
IS19	Community 10,000	Volunteer Manager	Band C	DWP	Washington Jobcentre	0.5 day
IS20	Cyber Security, Information and Risk Change Programme Team	Senior Project Manager	Grade 7	HMRC	Benton Park View	1 day
IS21	Doncaster Opportunity Area Delivery Team	Delivery Advisor	HEO	Department for Education	Doncaster	0.5 or 1 day
IS22	<b>*New*</b> HR Strategy Directorate Services	Business Support Manager	HEO	DWP	Leeds / Sheffield	0.5 or 1 day
IS23	<b>*New*</b> Shadow in the Pensions Directorate	Centre Manager and Bereavement Community Lead	Grade 7	DWP	Seaham or Newcastle	1 day
IS24	<b>*New*</b> Head of Operations, Customer Services	Head of Operations for the North East and Belfast	Grade 6	HMRC	Waterview Park, Washington	1 day
IS25	Fusions Events	Digital Fusion Leader	Grade 7	HMRC	Benton Park View or Shipley	1 day
IS26	<b>*New*</b> UK Operations	UK Operations Manager	HEO	HM Passport Office	Durham	1 day
IS27	<b>*New*</b> Road Traffic Enforcement Team	Enforcement Support Officer	AO	Driver and Vehicle Standards Agency	Newcastle upon Tyne	1 day
IS28	<b>*New*</b> Passport Office Operational Team Leader	Operational Team Leader	EO	HM Passport Office	Durham	1 day