



Civil Service
Local



iShadow with CS Local

Job shadowing scheme for the North East, Yorkshire & Humberside

Opportunity Details

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

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.