



Civil Service
Local



iShadow with CS Local

Job shadowing scheme for the North East, Yorkshire & Humberside

Opportunity Details

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

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.