



PUBLIC SERVICE OPERATIONAL DELIVERY OFFICER

Level 3, Apprenticeship Standard

ELIGIBILITY/ENTRY REQUIREMENTS

- Aged 16+ years.
- Typically candidates will have achieved a grade 4 or above in at least 5 GCSEs including English and maths.

A career in Operational Delivery is varied and involves working on the front line in different public-facing environments. You will be dealing with different types of customers and delivering a range of public services, but the skills and behaviours you need will be the same whatever you do.

You could be:

- Managing cases and resolving customer enquiries
- Assessing and collecting various taxes across central and local government
- Giving people welfare or pensions advice, or supporting them to get back to work
- Issuing UK passports and making decisions about who has the right to visit or to stay in the country
- Processing driving licence applications
- Supporting citizens in court

APPRENTICESHIP REQUIREMENTS

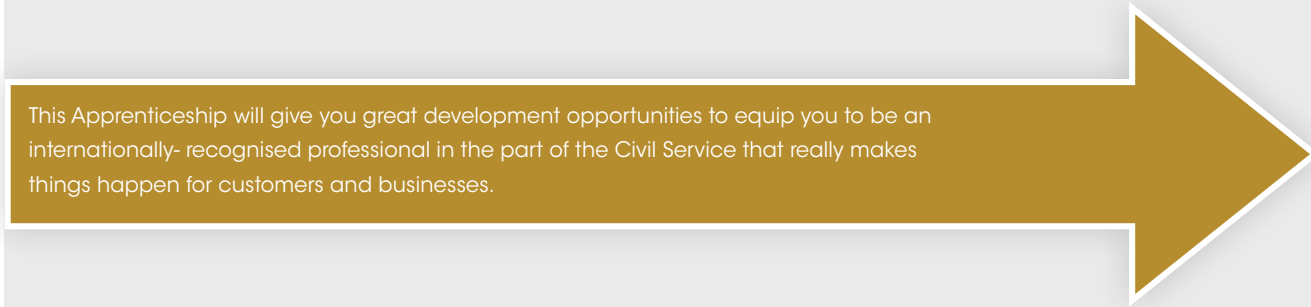
Provide Customer Service. Manage team performance. Deliver a quality service. Work collaboratively and build professional relationships with colleagues. Use IT systems to manage share and store information.



TYPICAL JOB ROLES IN THIS AREA INCLUDE:

The roles are varied depending on the department you work in.

PROGRESSION ROUTE:



This Apprenticeship will give you great development opportunities to equip you to be an internationally- recognised professional in the part of the Civil Service that really makes things happen for customers and businesses.

KEY FACTS:

Delivery location	Workplace.
Typical duration	12 months.
Study mode/frequency	Blended learning approach and monthly support within the workplace by a dedicated specialised sector assessor. Regular communication throughout the month.
Apprenticeship Standard	Upon completion the apprentice will receive a level 3 Public Service Operational Delivery Officer Standard.
Knowledge and skills	<ul style="list-style-type: none">• Understanding of Legislation, Policies and Procedures.• Understanding of their customers• Having an appreciation of the range of Public services
Competency/skills or behaviours	Both independently and within a team shut down/complete a run of the manufacturing batch or continuous process in line with appropriate Standard Operating Procedures, understanding the principles of operation.
Functional Skills	Functional Skills will be required for English and Maths at level 2 if you have not attained a GCSE at grade 4 or above (or equivalent).
Assessment	The qualifications must be passed as a pre-requisite to taking the end-point assessment. <ul style="list-style-type: none">• Showcase Portfolio• Work based project• Presentation• Interview

For further information contact START on **0161 886 7461** or email start@tcg.ac.uk
Stockport, Trafford, Apprenticeship, Recruitment Team



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