

Civil Service – Virtual Workplace Tour Resource

Overview of the tour

The Civil Service delivers public services and supports the government of the day to develop and implement its policies. Employees of the Civil Service are known as Civil Servants and the work they do touches all aspects of life in the UK, from education and the environment, to transport and defence. Using the 360-workplace tour, you can navigate your way around the Civil Service (Benton Park View site in Longbenton) and meet a range of employees from various departments, discovering more about job roles and careers opportunities on the way. The employees will give you an insight as to what opportunities there are at the Civil Service, how you can access them and what skills and/ or qualifications you might need to work at the Civil Service.

Using the additional information provided in the tour, can you name five departments that make up the Civil Service for example, Cabinet Office.

- 1
- 2
- 3
- 4
- 5

Who will you meet?

Mark Gill – Senior Civil Service Leader (North East): Welcome to the Civil Service

Chris Tait – Regional Change Lead (HMRC): Lobby

Bruno Porter – Principal Inspector of Health & Safety (H&S): Breakout Area 2

Aoife O'Neil – DWP (Digital): Office 3

Dominica Russell - HMRC (Risk & Intelligence Service working on Covid schemes) : Breakout Area

Michela Groundwater: Civil Service Fast Stream (Lead for cultural change):
Central Team Meeting Area

Michelle Peacock – Cabinet Office, (Government Recruitment Service, Strategic Operations Manager): Meeting Room

Your task

To test your knowledge of the Civil Service, use the 360-workplace tour and encounters with employees to answer the following questions.

You will find all of the answers by listening to each of the employees throughout the workplace.



Mark Gill – Senior Civil Service Leader (North East)

Q. What department of the Civil Service did Mark join first and what was his first role?

Q: How many people does the Civil Service employ across the North East?

Q. Mark discusses some of the different ways people can join the Civil Service, can you name three of them?

Q: What three qualities does Mark say are favourable to join the Civil Service?

Chris Tait – Regional Change Lead (HMRC): Lobby

Q. Chris highlights that the Civil Service have a code of conduct and core values they follow; can you list the core values?

Q: What are some of the expectations of Civil Service staff?





Bruno Porter – Principal Inspector of Health & Safety: Breakout Area 2

Q. What qualification does an Inspector typically require?

Q. In what ways are English and maths important in Bruno's role as an Inspector?

Aoife O'Neil – DWP (Digital): Office 3

Q. What is the Department for Work and Pensions (DWP) responsible for and how do they help people?

Q. What skills does Aoife highlight as being the most important to her job?

Q: Although maths is used every day in Aoife's role as a statistician, why is English also important?

Dominica Russell - HMRC (Risk & Intelligence Service working on Covid schemes): Breakout Area

Q: What is Her Majesty's Revenue & Custom's (HMRC) core function?

Q: What are the two main methods Dominica uses to communicate?



Michela Groundwater - Civil Service Fast Stream (Lead for cultural change): Central Team Meeting Area

Q: How did Michela join the Civil Service?

Q: What does a typical working day look like for Michela?

Michelle Peacock – Cabinet Office, (Government Recruitment Service, Strategic Operations Manager): Meeting Room

Q: How and when did Michelle start working for the Civil Service?

Q: What is the main objective of the Cabinet Office?

Q: What opportunity did Michelle have as a Civil Servant in 2012?



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Answer sheet

Mark Gill – Senior Civil Service Leader (North East)

Q. What department of the Civil Service did Mark join first and what was his first role?

A. Mark first joined the Civil Service in the Department for Work and Pensions (DWP) as a Trainee Project Manager, straight from university.

Q: How many people does the Civil Service employ across the North East?

A: There are over 30,000 people employed by the Civil Service across the North East.

Q. Mark discusses some of the different ways people can join the Civil Service, can you name three of them?

- A. 1. As entry level administrative officers in front line teams
2. Via formal apprenticeships – gaining level 3 vocational qualification
3. Through the Civil Service Fast Stream Programme
4. Through professional entry routes (typically after university)
5. From the private sector following relevant employment experience

Q: What three qualities does Mark say are favourable to join the Civil Service?

A: If you have ambition, like working in teams and are prepared to learn then you would be a good fit for the Civil Service.

Chris Tait – Regional Change Lead (HMRC): Lobby

Q. Chris highlights that the Civil Service have a code of conduct and core values they follow; can you list the core values?

A: Integrity, honesty, objectivity and impartiality

Q: What are some of the expectations of Civil Service staff?

- A: 1. Attend work punctually and regularly
2. Fulfil terms of your employment contract
3. Maintain expected standards of conduct, behaviour, performance and attendance in line with civil service values
4. Be aware and comply with health and safety guidelines
5. Understand the Data Protection Act (DPA) and UK General Data Protection Regulation (GDPR)
6. Sign the Official Secrets Act

Bruno Porter – Principal Inspector of Health & Safety: Breakout Area 2

Q. What qualification does an Inspector typically require?

A. Inspectors generally require a good degree – class 2:1 or above

Q. In what ways are English and maths important in Bruno's role as an Inspector?

A. English is important as he is required to communicate verbally and in writing to all sorts of people; judges in court or members of parliament. It is also important for grammar to be right and that inspectors speak in clear language.

Maths is often used to understand figures relating to investigation e.g. safety limits of equipment and in managing outputs where basic arithmetic is required for targets, quantities of time and percentages.

Aoife O'Neil – DWP (Digital): Office 3

Q: What is the Department for Work and Pensions (DWP) responsible for and how do they help people?

A: DWP are responsible for administering support to people out of work or who are unable to work because of a health condition. The support can be financially through benefits or helping people back into work by providing courses, practicing interviews or securing work experience.

Q: What skills does Aoife highlight as being the most important to her job?

A: Aoife highlights communication, computer programming and statistics as skills that are important to her job.

Q: Although maths is used every day in Aoife's role as a statistician, why is English also important?

A: English is also important to Aoife's role as she is regularly required to communicate results to colleagues through reports and presentations.

Dominica Russell - HMRC (Risk & Intelligence Service working on Covid schemes): Breakout Area

Q: What is Her Majesty's Revenue & Custom's (HMRC) core function?

A: HMRC collects tax from UK tax payers across the country to support vital UK public services including the NHS, schools and road maintenance.

Q: What are the two main methods Dominica uses to communicate?

A: Email and over the telephone

Michela Groundwater - Civil Service Fast Stream (Lead for cultural change): Central Team Meeting Area

Q: How did Michela join the Civil Service?

A: Michela joined through the Civil Service Fast Stream programme as a graduate.

You can find out more about this here:

[Home | Civil Service Fast Stream](#)

Q: What does a typical working day look like for Michela?

A: A typical working day sees Michela signing in at 8:30 to check emails and reply to messages.

She attends the customer services briefing at 9:00 to stay up to date with the team's performance.

Then attends meetings often multitasking as she receives emails, using free time to complete tasks.

Often, she is required to write reports and produce and deliver presentations.

At the end of each day, Michela sets aside around 30 minutes to write up any notes, add to her to do list and reflect on her day thinking about anything she could do differently.

Michelle Peacock – Cabinet Office, (Government Recruitment Service, Strategic Operations Manager): Meeting Room

Q: How and when did Michelle start working for the Civil Service?

A: Michelle started working with the Civil Service at the age of 16, as an Administrative Assistant within HMRC on a part time contract working between 16:00 – 21:00 each evening as well as studying at sixth form.

Q: What is the main objective of the Cabinet Office?

A: The Cabinet Office supports the Prime Minister and ensures the effective running of Government.

Q: What opportunity did Michelle have as a Civil Servant in 2012?

A: Through her role at the Civil Service, Michelle had the opportunity to work on the 2012 London Olympic Games for 13 weeks as a Vehicle Services Team Leader, leading volunteers who drove Olympic cars for delegates to attend the games.