

# Operational Delivery Officer

An Apprenticeship that contributes to the UK

Operational Delivery Officers have the vital job of keeping the country running. They make sure that citizens get the services and protection they need, and help people understand what is available and what they need to do to comply with the rules. Operational Delivery Officers make a difference every day to the lives of millions of people. They do hundreds of jobs in most departments and agencies in central government. They also work in local government, delivering services for towns, cities, boroughs or counties.

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.

## What Apprentices will do

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.

Operational Delivery Officer roles include bringing data and evidence together, and making sure it is correct. You may also be considering applications, analysing information and making decisions.

Duties will depend on who the public service employer is and what they are responsible for: you could find yourself working in any occupational delivery area of central or local government. As an Operational Delivery Officer you could be:

### Services

- 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

### Protection

- validating peoples' identities, and carrying out background checks or interviews
- carrying out searches on people, vehicles, freight and baggage
- collecting outstanding debts
- stopping entitlements for people who should not be getting them
- rehabilitating offenders and supporting victims and witnesses
- responding to outbreaks and incidents, co-ordinating information and deploying resources

When trained, you may move around roles or departments to develop and make the most of your skills.

## Values, Knowledge, Skills and Behaviours

Values	What is required
Integrity	Putting the obligations of public service above your own personal interests
Honesty	Being truthful and open
Objectivity	Basing your advice and decisions on rigorous analysis of evidence
Impartiality	Acting according to the merits of each case and serving the government of the day impartially

Knowledge	What is required ( <a href="#">click here to see a Knowledge Annex for examples</a> )
Legislation, policies and procedures	Understanding the principles, practices, regulations and law in your own area of operational delivery, and how it is applied and the effect it has, from supporting the needs of the most vulnerable individuals to keeping the UK's borders secure
Customers	Understanding the diverse range of customers and communities, and their needs, rights and expectations, from individuals to the biggest multi-national businesses
Range of services	Having an appreciation of the range of public services available that are delivered across government, from ensuring money is available to fund public services to making payments to pensioners

Skills	What is required
Customer service	Delivering services to a wide range of customers, including those most in need and vulnerable, recognising that some customers will need extra support to access and use

services. You will be providing a professional service at the right time and in a non-judgmental way. This includes carrying out calculations based on information received and giving accurate advice and guidance to help citizens understand what they need to do

Communicating effectively	Understanding the importance of effective communication in the workplace and communicating effectively in different situations and communicating in the best way to meet the needs of different audiences. This includes questioning and listening when carrying out interviews or investigations, and communicating in a clear and concise way using letters, e-mails or social media, over the phone, or face-to-face
Working together	Working well with your team, colleagues and others and developing productive working relationships to achieve individual, team and business results
Gathering and managing information	Complying with data protection principles. Accurately reviewing, validating, processing and storing information from a range of sources and accurately using it to meet customers' needs in a way they find clear and easy to understand. You may be analysing information for discrepancies, potential fraud or non-compliance. This could also support interviews and investigations
Negotiating and influencing	Using tact and diplomacy to negotiate with individuals or businesses to ensure they comply with the rules, and reaching solutions that suit all parties and are right for the business
Problem solving and decision making	Identifying problems quickly and using a range of techniques to solve them and stop them happening again. This includes preventing a customer having to contact us a number of times
Tools and equipment	Using IT systems to manage, share and store information. This includes using office equipment appropriately and reporting poor performance of services you use to do your job
Professionalism, self-management and awareness	Taking responsibility for your own actions. This includes being self-motivated, and planning work to make sure that tasks are completed and deadlines met

Behaviours	What is required
Changing and improving	Being open to change. This includes being creative in supporting continuous improvement or changes to systems or processes that affect the way you do your job
Making effective decisions	Having sound judgement. This includes making decisions about the relevance, quality and accuracy of the information available to you and using and sharing it appropriately
Leading and communicating	Leading by example. This includes being even-handed, supportive, and not letting personal opinions override business needs, and communicating professionally, openly and honestly
Collaborating and partnering	Working collaboratively and building professional relationships with colleagues. This includes working as part of a team and developing contacts so you can support each other
Building capability for all	Learning and building your own knowledge and skills, and developing the mindset and ways of working to continually improve
Managing a quality service	Delivering a quality service. This includes 'going the extra mile', and showing an awareness of different customer needs (for example, those with disabilities)
Delivering at pace	Delivering at pace, working to agreed goals and activities, and responding to challenges constructively, for example managing time well and thinking positively

#### Additional Information

<b>Entry Requirements</b>	Age 16 and over
<b>Duration</b>	12 -18 months
<b>Level</b>	Level 3
<b>Qualifications</b>	<p>Apprentices must achieve:</p> <p>a Level 2 Award in Operational Delivery (Principles)</p> <p>This allows learners to develop the knowledge required for employment and/or career progression within Operational Delivery. The qualification includes units on principles of working in operational delivery, providing customer service, equality and diversity.</p> <p>and</p> <p>a Level 3 Certificate in Operation Delivery (Advanced)</p> <p>This allows learners to develop the knowledge required for employment and/or career progression within Operational Delivery. The qualification includes units on working in operational delivery, providing customer service, managing team performance, operational delivery interviews and visits.</p>
<b>Renewal</b>	This Standard will be reviewed in September 2017