

# How people work in the civil service

## Profile 5 of 6: ‘In the field’



**“I start my computer and dongle thing in my car when I’m on the way to a visit, in the hope that it is working by the time I get there.”**

‘In the field’ staff move extensively as part of their jobs and may not have access to the facilities of an office environment. Fieldwork may take place at the last minute and in unknown locations.

Common roles in this profile are inspectors, incident managers, immigration officers, and border officials.

Many people in this profile work shifts, as their services are required around the clock.

They need:

- Access to the same systems in the office and in the field.
- Equipment that enables them to work on the move.
- To have IT issues resolved quickly.
- To share information as they gather or produce it, so other people can access it immediately.

### Attributes

Cross government interaction

■■■ Sometimes

Work in different locations

■■■ Often

Urgent requests from others

■■■ Sometimes

Working hours

■■■ Some non-standard

Software needs

■■■ Bespoke, internal



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