

# How people work in the civil service

## Profile 3 of 6: ‘Cross-team collaborator’



“Having to email around a document for review by 10 people creates a huge amount of work to combine the versions... and it’s a legal risk if I miss something.”

‘Cross-team collaborators’ work across government departments and often outside government. They have lots of meetings and collaborate to co-ordinate activities and create documents or plans.

They work in office environments and often travel between offices to meet with people. They need to work and communicate on the move to maximise their time.

Example roles are managers, policy advisers, and communications officers.

They do not have specialist software needs, typically spending their screen time using email and common productivity tools, though some may use line of business applications

They need to:

Meet remotely with colleagues in different locations.

Access the tools they need (for example, video editing software), so they don’t have to buy unapproved devices or use personal equipment.

Have open access to the internet, so they can use online collaboration tools (such as Trello and Basecamp) to work with colleagues across government.

Start work as soon as they arrive at different government offices, without having to spend time setting up access to printers or the internet.

### Attributes

Cross-government interaction

■■■ Often

Work in different locations

■■■ Sometimes

Urgent requests from others

■■■ Rarely

Working hours

■■■ Some non-standard

Software needs

■■■ Standard