

How people work in the civil service

Profile 2 of 6: ‘Front of house’



“The asylum applicant may have been telling me harrowing details about torture and abuse, and then my computer goes down and I have to ask them to repeat it.”

‘Front of house’ staff speak with members of the public and process the information they receive. Common roles in this profile are interviewing officers and call centre staff.

They don’t travel for their work, but some need to be mobile within the office. They may sit informally with citizens to work through forms, interview people formally in dedicated rooms with recording equipment, or work in booths where they receive citizens from a queue. They record information in real time, either on paper or in systems.

They don’t take their work home with them. Typically they work standard office hours, but some work shifts.

They need:

An efficient way to record information they collect during interviews.

To view information across databases, so all the information needed during an interview is available at the right time.

To edit information, such as lists of people to call, at the same time as teammates, so they can coordinate work efficiently.

To make copies of documents that the public bring to them, for example, passports.

To give documents to the public at appropriate times, for example, forms, letters, or legal information.

Attributes

Cross-government interaction

■ ■ ■ Rarely

Work in different locations

■ ■ ■ Rarely

Urgent requests from others

■ ■ ■ Sometimes

Working hours

■ ■ ■ Standard

Software needs

■ ■ ■ Bespoke, internal