

Reference Number: ST0314

Details of standard

The funding band for this standard has been reviewed as part of the apprenticeship funding band review. The new funding band is £2500 and will be implemented for all new starts on 30 September 2019.

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

Integrity

What is required

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

Legislation, policies and procedure

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

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

Using IT systems to manage, share and store information. This

Tools and equipment

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

Communicating effectively

Understanding the importance of effective communication in the workplace and communicating effectively in different situations and communicating 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.

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

Entry requirements

Age 16 and over

Duration

12 - 18 months

Level

Level 3

Qualifications

Apprentices must achieve:

a Level 2 Award in Operational Delivery (Principles)

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.

and a Level 3 Certificate in Operation Delivery (Advanced)

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.

Renewal

This standard will be reviewed in September 2017

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Version log

VERSION	DATE UPDATED	CHANGE	PREVIOUS VERSION
2	01/07/2019	The funding band for this standard has been reviewed as part of the apprenticeship funding band review. The new funding band is £2500 and will be implemented for all new starts on 30 September 2019.	Not available
2	21/06/2019	Spelling errors corrected on page 21.	Not available
2	15/05/2019	The assessment methods have been updated to provide more detail on how assessment should take place and what should be involved with each method. This has improved validity and quality. The assessment methods remain the same.	Not available
1	27/08/2015	Assessment plan for a public service operational delivery officer added. This standard is now ready for delivery.	Previous version
1	09/12/2014	Standard first published	Not available

