



Office of the
Public Guardian

Welcome to the Office of the Public Guardian

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Welcome to the Office of the Public Guardian (OPG)



At OPG our purpose is to protect adults at risk and support them to make their own decisions – you can come into the office every day knowing you're making a positive difference to people's lives.

We work hard to make OPG a brilliant place to work, putting our values at the heart of everything we do. We're passionate about inclusion and creating a sense of belonging for all our people. With a wide range of staff networks, there's rarely a week that passes without an opportunity to celebrate and embrace our successes and our diversity. We also place a value on learning, training and flexible working.

The following pages of this pack will tell you more about OPG and the nature of the role you're applying for.

If you believe you have the experience and qualities we're seeking, we look forward to hearing from you.

Amy Holmes
Public Guardian

About OPG

Role and Responsibilities

The Office of the Public Guardian (OPG) is an executive agency of the Ministry of Justice (MOJ).

Our Chief Executive, Amy Holmes, is responsible to the Lord Chancellor and Secretary of State for Justice for the effective operation of the agency.

OPG supports the Public Guardian in carrying out the legal functions of the Mental Capacity Act 2005. The Act protects people in England and Wales who do not have the mental capacity to make certain decisions for themselves in relation to their health and welfare or property and financial affairs. OPG has a role in supporting and providing safeguarding to the adults at risk who we come into contact with.

OPG is responsible for

Registering lasting and enduring powers of attorney (LPAs and EPAs) so that people can choose who they want to make certain decisions on their behalf, if they lose capacity to make those decisions for themselves.

Maintaining the public register of attorneys and deputies appointed by the Court of Protection.

Supervising deputies appointed by the Court of Protection, making sure they carry out their responsibilities in the best interests of their clients and in line with the requirements of the Mental Capacity Act, and carrying out investigations and taking action where there are concerns about an attorney or deputy.

OPG Values

PURPOSE

Justice matters. We are proud to make a difference for the public we serve.

OPENNESS

We innovate, share, and learn. We are courageous and curious, relentlessly pursuing ideas to improve the services we deliver.

HUMANITY

We treat others as we would like to be treated. We value everyone, supporting and encouraging them to be the best they can be.

TOGETHER

We listen, collaborate and contribute, acting together for our common purpose.



People Promise

OPG is already a great place to work. By 2025 we want to be an even better place to work, for everyone. The People Promise is about building on our culture and these values to support you to be your best self at work.

It's there to support us all to do our jobs, with the right actions and tools informed by evidence to create a positive environment for us all. There are many actions that need to be delivered centrally at OPG, but there are lots of things we can all do to get involved.

The People Promise is grouped into five key themes:



- **Great Leaders at all levels**

We have great leaders and communicators providing excellent leadership and management. Our leaders reflect the society we serve and are inclusive leaders. They lead through and live by our values and are confident coaching, engaging and inspiring others.

- **Belonging**

This means we belong in a workplace where we all feel connected, to each other and our purpose. How we interact, build trust and support each other to be our best selves at work brings our values to life.

Our actions within the belonging theme of our People Strategy align with MoJ's commitment to make real, long-term systemic change to build and sustain a diverse workforce at all levels and improve the experience of our staff through the belonging approach.

- **Fit for the future**

Through our People Strategy and our annual people plans we will also ensure OPG can thrive in the future, attracting the best people with the right skills and potential to grow with us and stay with us on our OPG journey.

- **Feeling Good**

We know what improves our own wellbeing and resilience and that of our teams. We are supported and we support each other to be well and thrive through our 'how are you?' culture.

- **Developing ourselves**

We know that development is achieved through many routes. We have person-centred development so that we deliver the best services, fulfil our individual potential and achieve our career goals.

OPG Locations



Victoria Square House, Birmingham, B2 4AJ

Located on Victoria square, the nearest train stations are Birmingham New Street, Moor Street and Snow Hill, all a short walk away. There are also trams which stop just outside the building.

There is no onsite car parking available.



Embankment House, Waterside Business Park, Electric Avenue, Nottingham, NG2 1AS

The nearest train station is Nottingham and you can get to Embankment House by catching the Navy 49 or 48 buses from next to the station, Monday to Friday, every 15 minutes (journey time of approximately 8 minutes).

Limited onsite car parking is available on a rota basis along with a bike storage facility.

What's it like to work for OPG?



Sarah Buttery

"OPG is a fantastically supportive and friendly place to work. The values of purpose, humanity, openness and together are evident throughout the workplace - both in how OPG operates, and how staff behave and work together."



Georgina Allsop

"I've been able to enrol in so many great development programmes including REACH; a 6-month development programme for staff with a disability and the Catapult scheme which is part of MoJ's social mobility development programme. I have learnt so much from all my mentors."



Hamza Raja

"Our people make OPG tick. I love how the organisation is so diverse and embraces and celebrates its diversity. One of the things that makes me proud is seeing and supporting the development of our great people."



Supriya Karmarkar

When I joined OPG my daughter was 5 years old and my husband worked in London all week. OPG's flex policy was really helpful for me to achieve work-life balance.

Career progression potential at OPG

Stephen talks about the opportunities he's had to develop his career at OPG.



I joined OPG as an Administrative Assistant (Band E). I got on really well with my new colleagues but wanted to get more experience and successfully applied to be an Executive Officer (Band D) line manager. My new role was brilliant and I gained a lot of valuable experience very quickly.

I moved roles, into IT Support, getting new experiences, new skills and seeing new areas of the business. I loved the job. I had a high-level of autonomy, and it was a problem-solving role which fitted me to the core. I moved again, to the Continuous Improvement team. The problem-solving aspect appealed massively to me. It was a fantastic role – really understanding how each part of the business worked and collaborated. Lots of training was made available too and I took every opportunity. I honed my mentoring skills which also developed me. I worked with the Investigations team who had a number of problems which provided opportunities to really improve customer service.

I successfully applied for a Senior Investigators (Band C) position and was tasked with trialling a new way of managing cases and training new Investigators. I really worked on my soft skills, which were my weakest - but this was a good opportunity to improve that.

The next opportunity was the role of Digital Service Manager (Band B) for our Supervision and Investigations Service. The role was about taking responsibility for developing and delivering of our services in the digital space and again enabled me to develop more skills.

After two years, I was then successful at becoming the OPG Digital Service Owner (Grade 7), where I am now responsible for all of the OPG's digital services – an increasingly important part of our operation.

So there's my career to date. I'm now in a place where I am thinking again about next steps, but I will follow my own advice and look for a role that interests and challenges me.

About the role

Job Title: Customer Service Advisor

Location: Nottingham

Salary: £21,775 P/A

Contract Type: Permanent

The Role:

This Customer Service Advisor role is Contact Centre based, with the main duties answering incoming telephone calls, dealing with customer queries about OPG's services and relating to the Mental Capacity Act 2005. This includes lasting powers of attorney and the supervision of court-appointed deputies. Advisors play an important role on the front line of OPG by advising and guiding our customers that are supporting vulnerable adults who have started to lose or have lost mental capacity. Therefore, it's crucial that advisors can demonstrate empathy and understanding towards our customers and maintain professionalism in this role.

Responsibilities may include any of the following, but not limited to:

If successful, and after comprehensive training, you will:-

- Answer inbound telephone calls from external customers in a contact centre environment, providing appropriate responses to customer queries and escalating requests to other teams where appropriate. You will act as point of contact for the customer, dealing with enquiries in a professional and courteous manner.
- Provide high-quality customer service in line with Departmental behaviours, ensuring that all information provided to customers is accurate, timely, clear and easy to understand.
- Be clear, honest and transparent in your communication, making decisions that involve the relevant people at the right time.
- Act as a role model for staff, demonstrating behaviours within the MoJ Leadership statement and OPG's Values (Purpose, Openness, Humanity, Together).

Person Specification

Essential Skills:

- You will be working in an inbound call centre so experience of speaking to customers over the phone in a customer service role is essential
- Experience of using Microsoft computer packages, i.e. Word, Excel, Outlook and MS Teams
- Proficiency in written and verbal communication.
- Ability to make informed decisions based on evidence.

Desirable Skills:

- Experience of working in an operational delivery area or administration role.
- Experience of working in a compliance environment.

Application process:

Please provide a Personal Statement of no more than 500 words capturing your suitability for the role based on the Job Description, Essential and Desirable criteria, providing specific examples that demonstrate your relevant skills and experience as detailed above.

The key points to demonstrate within your application is how your experience meets the essential and desirable skills within the job description. We actively encourage you to sell yourself as an individual and the personal skills and experience that you could bring to the role.

Interview Process

If successful at sift, you will be invited to an interview which will follow the Civil Service [Success Profiles](#) process. This will consist of a blended assessment, and candidates should expect Experience based questions and questions relating to the following Civil Service Behaviour: **Working Together – Level 1** (AO).

Feedback will only be provided if you attend an interview.

How to complete your Application Form

You will need to give evidence showing that you have the capabilities, skills and other personal qualities for the role.

Each behaviour is described by a number of activities/skills taken from the [Success Profiles Framework](#). Please take time to read these thoroughly.

Providing Evidence of Your Skills & Knowledge

Assessors will be looking for statements that are short and to the point. Part of the skill which is required for completing the form is to express yourself clearly in as few words as possible while covering all necessary points.

When completing the form you will need to provide examples of a particular situation or situations from the past where you displayed all or most of the activities/skills making up that required behaviour. By describing what you did, how you did it, why you did it and the effect this had - you show the assessors who will be marking the application form, that you understand what is required and that you are capable of

doing it.

By quoting examples of why and how you demonstrated the knowledge and other qualities in the past you show that you have the potential to apply them in a new role in the future. It is not sufficient proof to say that you have had relevant experience; you must show evidence of making a success of that experience by describing how you acted in particular situations and what the effect of those actions was.

Some useful tips to help you write your statement of suitability:-

You need to give very specific examples to support your claims (see STAR technique below).

It is not enough to state you possess a certain behaviour, for example communicating effectively; you need to explain why you think you have the right level and to tell us how you have used it.

The statements are your opportunity to let us know what you have done and how you have done it, try to think about the 'I' rather than the 'we'.

Use concise text – business style rather than essay style, using grammatically correct English.



You may wish to draft your statements offline; and perhaps ask someone else to read them, to give their opinion of the structure and flow of the statements, before submitting online.

Evidence can be drawn from your experience in your current or previous work situation but can also be taken from; your school or college work, your home responsibilities; or your leisure activities or voluntary work.

When providing your evidence, you might want to present it using the STAR technique to describe:

The Situation or Task you were involved in

What Actions you took in dealing with the situation – what exactly did you do and when (hint: avoid using the word 'we')

What the Results were and how well you met your aims



Benefits of working for the OPG

Whatever your role, we take your career and development seriously, and want to enable you to build a successful career with the OPG, Ministry of Justice and wider Civil Service. It is crucial that our employees have the right skills to develop their careers and meet the challenges ahead, and you'll benefit from regular performance and development reviews to ensure this development is ongoing. As an OPG employee, you'll be entitled to a large range of benefits

Equality, Diversity and Inclusion

The Civil Service values and supports all its employees.

We have strong and pro-active staff networks, special leave policies for hospital appointments, reasonable adjustments put in place for those who need them, and diversity talent programmes to help everyone irrespective of background, to achieve their potential.



Pension

Your pension is a valuable part of your total reward package.

A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire.

Visit www.civilservicepensionscheme.org.uk for more details.

Flexible arrangements to enhance 'work/life balance'

- Standard 37 hour working week.
- Weekday working only (no mandatory weekend shifts).
- Flexible working arrangements (reduced hours and/or days) available.
- Flexi time – flexible start and finish times subject to business needs.
- OPG encourages smarter and remote (including home) working for some roles.
- Generous paid paternity, adoption, maternity and sickness leave.
- Up to 5 days paid Special Leave per year for voluntary service.
- Job-share scheme.
- Career Break or Sabbatical leave of up to 5 years.
- Onsite kitchen facilities.
- Bike storage facilities.
- 6 month probation period for all new entrants.

Flexible benefits

- Recognition & Reward scheme.
- Salary sacrifice arrangements for childcare vouchers.

- Travel permits, bicycles and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
- 'Cycle to Work Scheme hire a bike and safety equipment, tax-free, if you use it to get to and from work.
- Salary advance for annual travelcards.
- Free flu jab and annual sight tests.
- Free access to an Employee Assistance Programme which provides legal advice, counselling, mediation services.

OPG is committed to staff development and offers an extensive range of training and development opportunities:

- 2-year Apprenticeships (1 day study per week on full salary) leading to industry-recognised qualifications.
- 50 paid Learning Hours per year.
- Mentoring.
- Secondments.
- Extensive support networks (e.g. Diversity & Inclusion Forum, Gender Equality Forum, Spirit (LGBTQ+) network, PROUD Black and Minority Ethnic network, Project Race, Mental Health Allies, Equality, Diversity and Inclusion Advisors, Faith Forum, Christian network, Dharmic Faiths network, Muslim network, Carers Network, Disability network, Wellbeing Champions).

Our Recruitment Process

This vacancy will use Success Profiles as a recruitment process and we will assess your experience, strengths and behaviours.

Please use the following link for further details of Success Profiles:- <https://www.gov.uk/government/publications/success-profiles>.

This recruitment will follow the Civil Service Success Profile Framework. On their application form candidates will be expected to provide evidence of the following Civil Service Behaviours.

Success Profiles

The Success Profile Framework was introduced to attract and retain people of talent and experience from a range of sectors and all walks of life, in line with the commitment in the Civil Service Workforce Plan. The five elements of Success Profiles will assess candidates using a variety of selection methods which could include the applications form, CV's personal statement, situational judgment tests and interview.

Behaviours – the actions and activities that we do which result in effective performance in a job, these are very similar to the old style competencies. These can be assessed at sift and interview.

Experience – the knowledge or mastery of an activity or subject gained through involvement in or exposure to it.

Ability – the aptitude or potential to perform to the required standard.

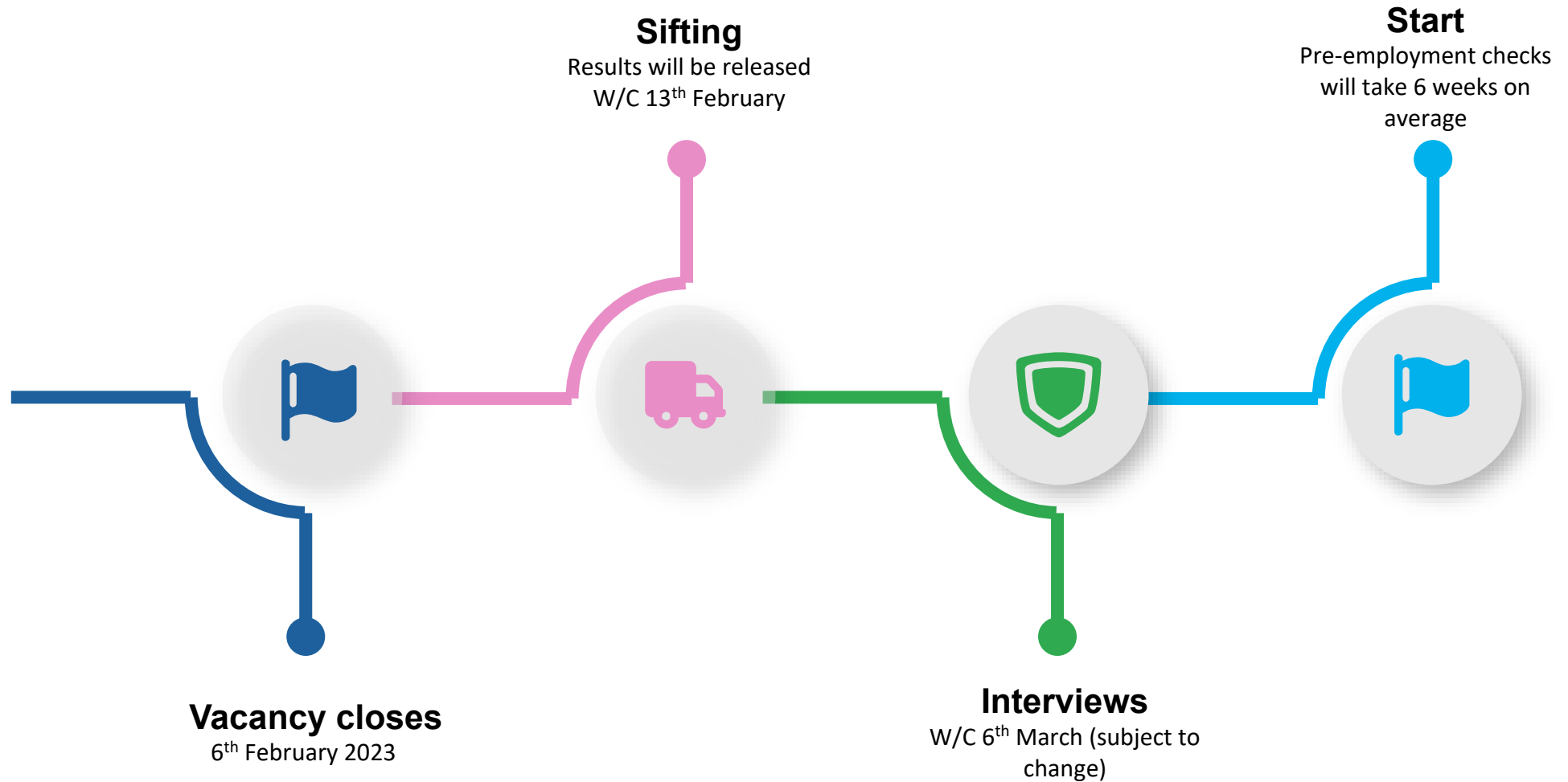
Strengths – the things we do regularly, do well and that motivate us. These can only be assessed at interview.

Technical – the demonstration of specific professional skills, knowledge or qualifications.



Recruitment Timeline

Candidates are asked to note that these dates are only indicative at this stage and could be subject to change.



FAQs

Can I apply if I am not currently a civil servant?

Yes. This role is open to suitably qualified people in the external market and to existing civil servants and those in accredited Non Departmental Bodies.

Is this role suitable for part-time working?

Some roles may be suitable for part-time or flexible working arrangements (including job share partnerships). If you wish to discuss your needs in more detail please get in touch with the named point of contact in this pack.

Will the role involve travel?

Travel to other OPG sites may be required.

Where will the role be based?

If successful you will be based in Nottingham. Unfortunately relocation costs will not be reimbursed.

Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

What nationality do I need to hold in order to apply?

To be eligible for employment to this role you must be a national from the following countries:

- The United Kingdom
- The Republic of Ireland

- The Commonwealth*
- A European Economic Area (EEA) Member State
- Switzerland
- Turkey

Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality.

(*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.)

For further information on whether you are eligible to apply, please visit [Gov.UK](https://www.gov.uk).

Is security clearance required?

Yes. If successful you must hold, or be willing to obtain, security clearance to DBS (standard) level. More information about the vetting process can be found [here](#).

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

Do you offer a Guaranteed Interview Scheme for Disabled Persons?

Disabled applicants who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

What do I do if I want to make a complaint?

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#).

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk in the first instance.

If you are not satisfied with the response you receive from the Department, you can contact the [Civil Service Commission](#).

What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department.

If you believe that you may have a conflict of interest please contact OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk before submitting your application.

Diversity & Inclusion

The Civil Service is committed to becoming the most inclusive employer in the UK.



We are committed to understanding, respecting and representing as broad a range of views and backgrounds as we have in UK society. We know that diverse perspectives and experiences are critical to an effective, modern Civil Service. Our vision is to ensure the Civil Service represents modern Britain and is a truly inclusive employer – an example to other employers. We will create an organisation where diversity is not only respected and valued – but celebrated.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us – regardless of background.

If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for you.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours. [Read more.](#)



We encourage candidates to thoroughly review the Candidate Information Pack which explains the role and requirements before submitting an application.

To contact Shared Services Recruitment Team please email

MoJ-recruitment-vetting-enquiries@sscl.gse.gov.uk.

Should you have any queries regarding the job role please email

OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk

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