



Office of the  
Public Guardian



# Administrative Officer

Office of the Public Guardian

Pay Band E

Pay scale £20,965 - £21,448

Closing Date: 23:55 20 October 2021

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## Welcome to the Office of the Public Guardian (OPG)

“ Thank you for your interest in a career at the Office of the Public Guardian (OPG). ”

OPG offers a great opportunity to contribute to some vital work which will only increase in its significance as we react to the needs of an ageing population. Simply put, 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 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.

**Nick Goodwin**

Public Guardian



## About the OPG

### Role and Responsibilities

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

Our Chief Executive, Nick Goodwin, 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 2020/21 business plan published'](#)



## 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.



## OPG Locations



### Axis Building, 10 Holliday Street, Birmingham, B1 1TF

Next door to the Mailbox, the nearest train stations are Birmingham New Street, Moor Street and Snow Hill, all a short walk away.

There is no onsite car parking available.

A secure bike shed is available for cyclists.

In late 2021 we will be moving to Victoria Square House within Central Birmingham.



### Embankment House, Waterside Business Park, Electric Avenue, Nottingham, NG80 1EH

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?

“ My role is to help the business understand its performance and impact on our customers. When I joined OPG I was also training as a Magistrate and OPG really supported me. Flexible working helped me do my training alongside my job. I've been doing both roles ever since. I've worked at OPG for 10 years and that feeling of helping people is what makes me want to come to work every day. ”

Supriya, Performance Manager

“ I'm proud to work at the OPG because it has given me the right support I need in order to progress and I have met a lot of good people. ”

Aaron, General Case Manager

“ I joined OPG as an Administrative Officer from the private sector and the biggest difference was the purpose of my role. Previously, I'd only worked for profit organisations where the main objective was to maximise company revenue. At OPG our goal is to protect and safeguard vulnerable adults and it's great knowing my work will help someone and I can play my part serving society. ”

Sunyana, Project Support Manager

“ Every day I am surrounded by colleagues offering fantastic support to our customers and to each other. ”

Nuala, Deputy Head of Supervision and Investigations Services

“ Someday we will all be our clients and someone needs to be there to look out for them. I'm proud to be one of those people. ”

Harry, Senior Investigator

“ I am proud to work at OPG because I see first-hand the positive difference we make to countless people who are facing emotionally difficult and challenging situations. ”

Ali, Deputy Head of Power of Attorney Services



## 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

Administrative Officer

## Location

Birmingham

Please note the requirements for travel and level of flexibility available as set out in the FAQs section.

## Salary

The starting salary for this role is £20,965 - £21,448

Existing Civil Servants will be appointed in line with the Civil Service pay rules in place on the date of their appointment.

## Contract Type

This role is being offered on a Fixed Term basis for 18 Months with a view to possible permanency.

## The Role

The role advertised is for an Administration Officer based in Birmingham Power of Attorney Services. There are various roles available in different departments comprising of different functions. These roles range from casework, administration (filing, post opening etc), quality assurance and registering documents and the contact centre contingency team. We have positions available for both the day and twilight shift.

Successful applicants will be allocated to roles based on business needs at the time of recruitment. There may also be a requirement to work in different departments during your employment, again dependant on business needs.

The successful candidates will be based in Birmingham but may have the opportunity to visit our office in Nottingham.

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

- Supporting and contributing to the aims, objectives, and performance of the department to ensure the Business Plan targets are met. Providing best possible customer service, ensuring that all information is accurate, clear, easy to understand and timely.
- Being responsible for your own quality, regularly refreshing your technical knowledge and training, to maintain the highest standards. Update case management and management information systems to keep applications on track, colleagues informed and submitting your personal stats sheets accurately, reporting anomalies.
- Contribute to 'smarter working' by following procedures, providing constructive feedback where improvements and efficiencies can optimise customer experience. Participate and contribute in team meetings, developing working relationships across the business where needed.
- Act as a role model, demonstrating behaviours within the MOJ Leadership statement and being a flexible, supportive team member, with good time-management skills to prioritise work.
- Communicating clearly, being honest and transparent, making decisions that involve the relevant people at the right time.
- Most roles will require a degree of communicating with customers by telephone, email, or letter to answer questions and enquiries or ask for further information relating to their application.
- Communicating with your team within a remote-working environment (MS Teams). Some roles may include an element of remote working.
- Being responsible for your own learning and development with the support and guidance of your line manager and developing a knowledge of HR policies which you will be expected to abide by.

# Person Specification

## Essential Skills

- Experience of using Microsoft computer packages, i.e. Word, Excel, Outlook.
- Proficiency in written and oral communication as telephony work will be required.
- Experience dealing with customers.
- Ability to carry out manual handling activities in line with health and safety legislation.

## Desirable Skills

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

## Application process:

This recruitment will follow the Civil Service Success Profile Framework. On your application form you will be expected to provide specific examples that show how you have demonstrated the following Civil Service Behaviours.

- Managing a Quality Service (Level 1)
- Delivering at Pace (Level 1)

In the event that we receive a high volume of applications we may sift on the lead behaviour example given on 'Managing a Quality Service'

If you are successful at sift, you will be invited to an interview. At interview candidates should expect Behaviour-based questions where specific examples will need to be given evidencing how you '**Managed a Quality Service (Level 1)**' and on '**Delivering at Pace (Level 1)**' together with 3 strength-based questions and an Experience question relating to **IT Skills**.

## How to complete your Application Form

The online application form requires you to provide statements against each of the stated behaviours, demonstrating your expertise/knowledge. 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 behaviour, 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 behaviour examples: -

- 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](http://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.
- Twilight shift - 6 hours per evening, starting at 4:00 pm.
- 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, 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.

- Managing a Quality Service (Level 1)
- Delivering at Pace (Level 1)

In the event that we receive a high volume of applications we may sift on the lead behaviour Managing a Quality Service.

At interview candidates should expect Behaviour-based questions relating to **Managing a Quality Service (Level 1)** and **Delivering at Pace (Level 1)** together with 3 strength-based questions and an Experience question relating to **IT Skills**.

## 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.

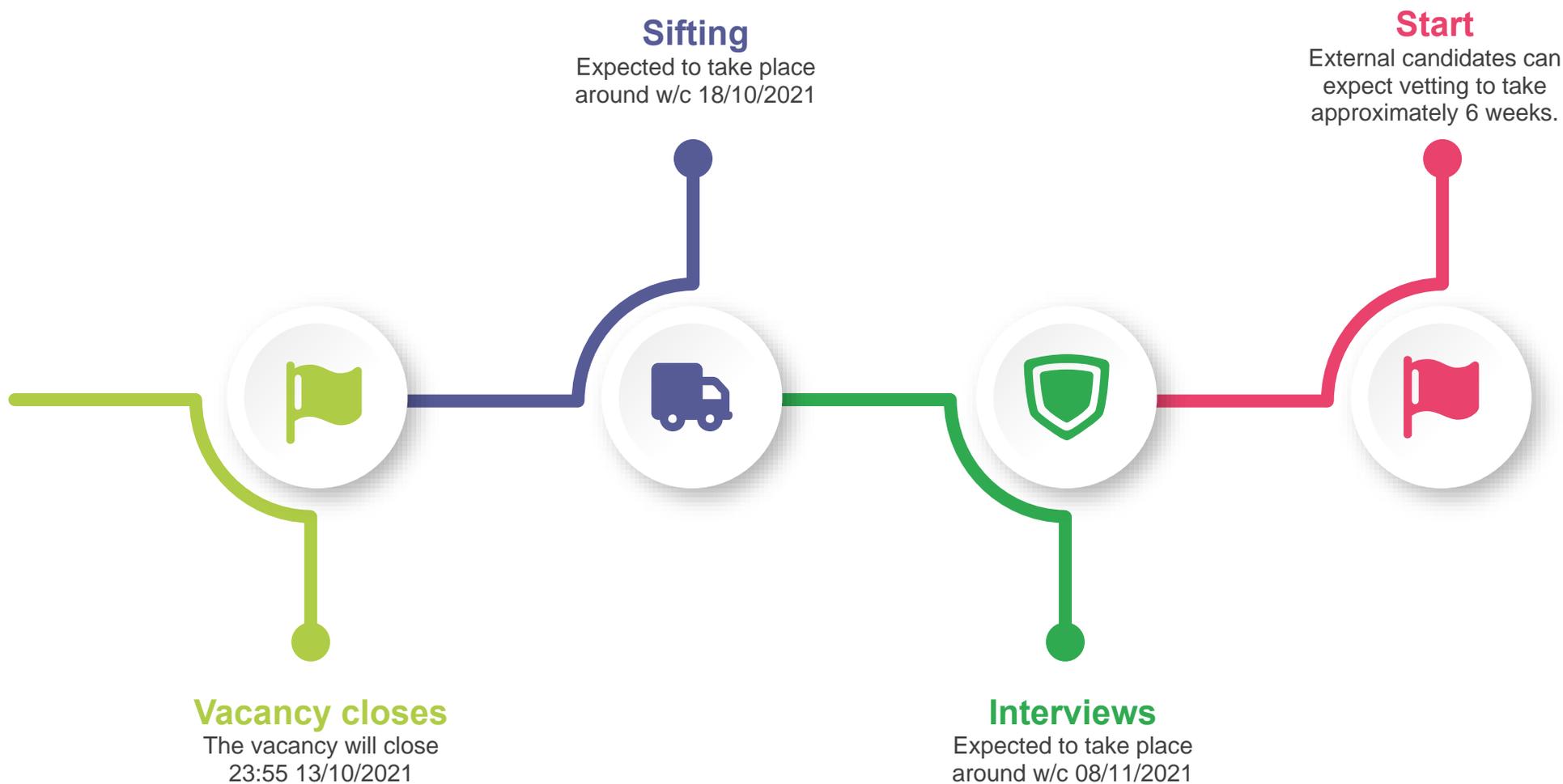
**Strengths** – the things we do regularly, do well and that motivate us. These can only be assessed at interview.

**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 Birmingham. 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](mailto: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 [OPGRecruitment@publicguardian.gov.uk](mailto:OPGRecruitment@publicguardian.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?

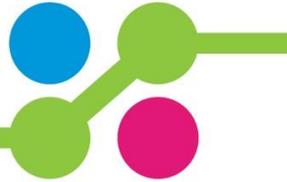
We want to maximise the potential of everyone who chooses to work for us – regardless of background.

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.](#)



## Contact us

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](mailto:MoJ-recruitment-vetting-enquiries@sscl.gse.gov.uk).

Should you have any queries regarding the job role please email [OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk](mailto:OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk)