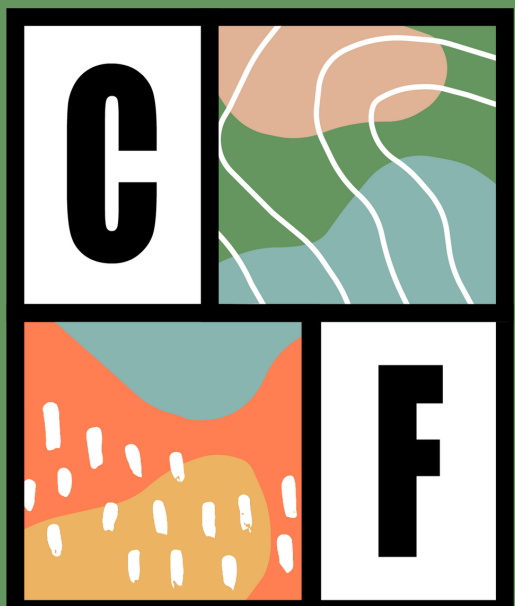


# CIVIL SERVICE ADMINISTRATION OFFICER



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Civil service administrative officers can work in a variety of government departments, carrying out policies and running the day-to-day operations of public services including local councils.

Your day-to-day duties will depend on the department you work for, but you will generally carry out duties such as:

- Handling enquiries from the public in person, by telephone or online
- Researching information
- Contacting customers to follow up enquiries
- Dealing with complaints
- Processing benefit payments
- Updating computerised and paper-based records
- Filing, photocopying and other administrative tasks
- Referring complex queries or cases to an executive officer

# CIVIL SERVICE ADMINISTRATION OFFICER

## How to become one:

You could apply directly to join the Civil Service as an administrative officer, although you'll usually need at least 5 GCSEs

You may need A levels, or equivalent qualifications, for some administrative jobs

You may also find it useful to have experience in related work like office administration or customer service

You will need to have great customer service skills, have good attention to detail and be able to use a computer

You will also need to be able to manage your time effectively and juggle various tasks

You will need to apply as an administrative assistant first, for which you will need 2 GCSEs at grade C/4 or above including English and Maths

You can also do various levels of apprenticeship in Business Administration where you will work as you learn