

Overview of the role

Operational delivery officers are the face of public sector organisations, working directly with the public or supporting colleagues who do.

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Standard in development

L3: Public service operational delivery officer

Version 1.2

Title of occupation

Public service operational delivery officer

UOS reference number

ST0314

Core and options

No

Level of occupation

Level 3

Occupational maps data

Route: Business and administration

Pathway: Management and Administration

Cluster: Administrator

Typical duration of apprenticeship

12 months

Resubmission

No

Would your proposed apprenticeship standard replace an existing framework?

No

Does professional recognition exist for the occupation?

No

Regulated occupation

Is this a statutory regulated occupation?

No

Occupational summary

This occupation is found in...

organisations and authorities across the public sector. The Operational Delivery Profession is the public face of the Civil Service and other public sector organisations. Public service operational delivery officers provide services to millions of citizens at home and abroad.

The broad purpose of the occupation is...

to ensure 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. Roles within this occupation are varied and skilled, ranging from prison officers to counter fraud, across a range of government departments, agencies, public services and local government.

In their daily work, an employee in this occupation interacts with...

the public, service users, internal and external stakeholders, Other Government Departments, agencies and public bodies.

An employee in this occupation will be responsible for...

the services that people use every day, such as processing visas, passports and driving licences, running benefit offices, job centres, and courts across the country, and working in consular offices around the world, providing front line help and advice, service delivery, validation and compliance, safety and enforcement or operational support. The public service operational delivery officer occupation is varied, often fast paced and can be challenging. They provide exceptional service to people who need support, either in person or remotely via telephone or digital services, deliver operational process and services to internal and external stakeholders for a particular requirement, make decisions that have the potential to change people's lives. They also ensure compliance with statutory legal requirements, public safety, and efficient and effective business support or management across a range of operational administrative services.

Typical job titles

Advisor Border force officer Case worker Debt collector Decision maker Delivery officer Driving examiner Enforcement officer Standards assessor

Are there any statutory / regulatory or other typical entry requirements?

No

Occupation duties

Duty	KSBs
	K1 K2 K6
Duty 1 Communicate with stakeholders or service users providing accurate information using appropriate channels to resolve queries.	S1 B1 B2 B3 B4
	K3 K4
Duty 2 Manage challenging conversations, seeking support and guidance when required.	S2 B1
	K5 K6
Duty 3 Develop and maintain relationships with internal and external stakeholders.	S3 B1 B2
	K7 K8
Duty 4 Work as part of a team and act as a role model, promoting an inclusive workforce.	S4 S5 B1 B2 B3 B5
	K9 K10 K11
Duty 5 Take ownership of personal development, seeking ways to continuously improve.	S6 S7 B3
	K4 K12
Duty 6 Develop solutions to problems with a focus on bringing about change and improvement, refer to others where necessary.	S2 S8 S9 B1 B3 B4 B6
	K13 K14
Duty 7 Gather, process and record information and data.	S10 S11 B6

Duty	KSBs
	K4 K15 K16
Duty 8 Make timely decisions and support others in decision making, escalating complex or difficult issues where necessary.	S2 S12 B1 B4
	K17 K18
Duty 9 Comply with legal requirements and organisational policies, following relevant processes and frameworks.	S13 S14 B5 B6
	K19
Duty 10 Take responsibility for own health, safety and wellbeing, be alert to health and safety concerns at work, raising issues or taking appropriate action for self and others.	S13 S15 B1 B5
	K17 K20
Duty 11 Identify non-compliance or legal offences and the actions required to respond appropriately.	S16 B4
	K21
Duty 12 Perform activities to deliver the service, ensuring work meets quality standards or objectives.	S12 S17 B6
	K22 K23 K24
Duty 13 Provide high standards of service delivery when dealing with service users with differing needs or enquiries.	S17 S18 S19 B2 B4 B6
	K25
Duty 14 Carry out tasks and activities to meet your organisation's administrative requirements.	S20 B5 B6
	K26 K27
Duty 15 Use digital equipment and resources confidently and effectively to complete tasks, including applications, tools and systems.	S21 B6

KSBs

Knowledge

K1: Communication styles and techniques.

K2: Information presentation techniques.

K3: Techniques to handle challenging conversations.

K4: Principles of escalation and support arrangements in the organisation.

K5: Techniques for stakeholder and relationship management, including the importance of building and maintaining internal and external professional relationships and the impact these can have.

K6: Methods to identify stakeholders and their needs or requirements.

K7: Relevant Diversity, Equity and Inclusion policies within the organisation.

K8: How to role model appropriate behaviours within the workplace and identify and tackle inappropriate language and behaviours.

K9: The Profession's skills framework and its application within your role, and how to use it to support personal development.

K10: Techniques to identify, plan and action personal development, including seeking feedback from colleagues.

K11: The purpose of the organisation, your role within it, and the broader Operational Delivery Profession.

K12: Principles of problem solving, continuous improvement and change methods, models or techniques.

K13: Techniques for gathering, recording, processing and interpreting data.

K14: Data handling statutory and organisational requirements and how to comply with them.

K15: Decision making techniques.

K16: Organisation's decision making processes including relevant legislation to be considered.

K17: Relevant policies, regulations, codes of practice, and legal requirements.

K18: Organisation's environmental and sustainability policies and procedures.

K19: Organisational health, safety and wellbeing requirements and mandatory training for the role.

K20: Organisation's framework, policy, processes for identifying non-compliance or legal offences and appropriate actions.

K21: Working practices and time and task management to meet organisational quality standards or objectives.

K22: The organisation's service users, their different needs and reasons for interacting with the service.

K23: Principles for service excellence and how to manage differing service user's needs.

K24: Characteristics and signs of vulnerable service users, and the process to provide effective support and assistance.

K25: General administrative activities as required relevant to the role e.g. dealing with correspondence, organising and preparing meetings, task and time management.

K26: Digital applications, tools and systems relevant to role, including the safe use of technology.

K27: The capabilities and benefits, limitations and risks of using AI and digital tools within the role, including organisational policy for appropriate use.

Skills

S1: Present information using appropriate communication methods to facilitate understanding and meet the needs of the individual or audience.

S2: Handle challenging conversations, following organisational procedures for escalating complex or difficult issues.

S3: Develop relationships with a diverse range of stakeholders and maintain where necessary.

S4: Support diversity, equity and inclusion in the workplace.

S5: Recognise inappropriate language and behaviours and take appropriate action.

S6: Seek ways to continuously improve, use the Profession's skills framework to identify skills gaps and create a personal development plan.

S7: Act on feedback from colleagues to identify development areas for change.

S8: Identify problems, find potential solutions and refer to others where necessary, with a focus on bringing about change and improvement.

S9: Share knowledge and skills with others to support learning, improved outcomes and readiness for change.

S10: Gather, process and record data safely and securely.

S11: Interpret data to identify gaps or issues with data integrity.

S12: Make timely decisions and recommendations considering all information, organisational processes, relevant legislation and implications of those decisions.

S13: Comply with relevant policies, regulations, codes of practice and legal requirements.

S14: Support sustainable and greener methods of working.

S15: Maintain safety and wellbeing, accessing organisational support mechanisms or signposting to others if required.

S16: Follow organisational processes for identifying and dealing with non-compliance or legal offences.

S17: Deliver services to meet organisational quality standards or targets.

S18: Identify needs of service users and deals with them or signposts to relevant teams, stakeholders or organisations when required.

S19: Follow organisational procedures to prioritise the welfare of service users and provide further support where necessary.

S20: Carry out administrative duties as required.

S21: Select and appropriately use organisationally relevant digital applications, tools or systems to complete tasks.

Behaviours

B1: Act in a professional manner, with honesty, integrity, objectivity, and impartiality, treating all colleagues, service users and stakeholders fairly and with respect.

B2: Build relationships with a diverse range of stakeholders, supporting an inclusive culture which enables understanding of different perspectives.

B3: Take the initiative and responsibility for own learning and development and listen to and act on feedback from colleagues.

B4: Look for solutions to problems and where necessary refers to others with a focus on bringing about change and improvement.

B5: Work to ensure a safe environment for themselves and others.

B6: Work collaboratively and at pace, manage own time to complete tasks to schedule and display resilience and flexibility when facing change and challenges.

Qualifications

English and maths

English and maths qualifications must be completed in line with the [apprenticeship funding rules](#).

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

No

Consultation

Progression routes

[ST1302 Governance officer-1.0 L4](#)

[ST0967 Data protection and information governance practitioner V1-1 L4](#)

[ST0602 Revenues and welfare benefits practitioner v1.1 L4](#)

[ST0575 School business professional L4](#)

[ST0930 Anti-social behaviour and community safety officer 1.2 L4](#)

[ST0747 Counter fraud investigator-1.1 L4](#)

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Involved employers

City of Bradford Metropolitan District Council, Cambridge City Council, Crown Prosecution Service, Department for Transport, Driver & Vehicle Standards Agency, Department for Work and Pensions, Essex County Council, HMRC, Home Office, Insolvency Service, Ministry of Justice, Office for National Statistics, Reading Borough Council, Rural Payments Agency, Tendring District Council, Valuation Office Agency, Lifetime Training, Realise Training, SeeTec, BPP, Innovate, City & Guilds, Government Operational Delivery Profession team.

Other involved stakeholders**Subject sector area**

1.4 Public services