Civil service profiles

These 6 profiles describe the different ways of working across the civil service.

Profiles are not defined by seniority or role, but by the main differences in the ways staff work. While some people will fit into one profile, others may fit into more than one in the course of doing their job. These profiles are the result of user research in several government departments, which involved hundreds of interviews, observation sessions and workshops.

You can add factors that affect all 6 profiles, for example, working at different levels of security, having specific access needs or working internationally. Contribute on our GitHub page: https://github.com/alphagov/civil-service-profiles.

When to use these profiles

- When you're designing, delivering or choosing something for a department or for all of government.

- As a starting point for your discovery project to understand the characteristics of the department you're working with.

- As a foundation for further research activities throughout the phases of your project.

How to use these profiles

- Inform decision making - check that your solutions make sense for each profile. For example, "Will this work for 'Behind the Scenes' and people who work 'In the field'?"

- Build empathy - keep focused on your users and their everyday working context.

- Develop a common language - make sure teams are aligned and have a collective understanding.

- Recruit research participants - to ensure you have a representative sample

- For engagement - when presenting to stakeholders and running workshops with user groups.

Posters and information: https://github.com/alphagov/civil-service-profiles

Feedback and questions: contact.cts@digital.cabinet-office.gov.uk

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