

# Direction



The official annual careers publication for Skills Jersey



# We invest in individuals

**At EY we invest our time and resources in outstanding individuals, like you, who come together to form our expert teams.**

That's why we want you to invest in the foundations of your career with EY by applying for our Graduate and A-Level Training Programmes. We're looking for individuals who can help us build a better working world.

EY is the perfect place to start your career and gain an understanding of business and finance. We are committed to training and developing our people to reach their potential, opening up a world of opportunities.

**We have Graduate and School Leaver positions available in Guernsey and Jersey, in both Tax and Assurance.**

For more information or to apply contact Anoushka Horgan, email [ahorgan@uk.ey.com](mailto:ahorgan@uk.ey.com) or visit our Facebook page.

## About EY

EY is a global leader in assurance, tax, transactions and advisory services.

The perfect place to start your career and learn about the world of finance and business whilst studying towards a professional qualification that is globally recognised and will broaden your career options.

Our trainees join together and study together. Every aspect of your life and work at EY is designed to help you achieve your goals and enjoy a fulfilling career.

At EY we're focused on your potential rather than just your degree, or A-levels. We develop our people within a structured framework of progression, which can lead you to any aspect of our business in any part of the world.

## Global Presence and Mobility

EY has over 230,000 people, in over 700 offices, in 150 countries across the globe.



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## Great Career Prospects

EY strives to create a diverse environment and is committed to training and developing their people so they can reach their full potential.



## Sport and Social Activities

At EY we have a strong commitment to involvement and teamwork and it's important that you feel part of the firm.



## Professional qualifications

EY will invest in you by supporting you throughout your professional qualifications by providing paid study leave, revision classes and covering associated costs.



ACCA  
ICAS  
ATT



# Help Create Holidays Full of Happy Memories

Founded in 1920, Seymour Hotels is the largest and longest established hotel group in the Channel Islands.

Over the past century, we have helped thousands of our team members – past and present – to go further, try harder, and achieve more than they thought possible.

A family business since the beginning, five generations of the Seymour family have worked behind the scenes. As the business has grown, so has the size of “our family” with each new member of staff and guest. Now, we are proud to provide a diverse range of career opportunities for over 350 team members from every corner of the globe.

There’s far more to hospitality than a first glance will show. From chefs to accountants, gardeners to lifeguards, our skills and roles vary. However, our desire to learn, develop, thrive, and provide holidays full of happy memories for our guests, does not. With three distinctly different hotels, cosy self-catering suites, a unique leisure club, an iconic beachfront diner, and a friendly and homely central office, there is plenty of variety and opportunities across our six brands. Whatever your skills, we’ve got somewhere you’ll fit right in.

Development, success, and enjoyment are the three pillars of Seymour Hotels careers. We provide our team with the opportunity to finesse their craft by providing expert training and guidance. Supporting our staff as they expand their skill set, we encourage our team to move between our hotels and restaurants to help them find a role they love.

From small beginnings when founders George and Ada Seymour would search for guests, through the hardship of the Occupation and the following years when we had to rebuild, to the glory of the Honeymoon Isle and the beginning of modern tourism, we have continued to evolve. Now, we are delighted to be able to give back to the community that has supported us over the past century.

As we celebrate 100 years in hospitality, we are proud to offer the new Seymour Hotels Centenary Bursaries to students.

If you’re headed to University in September 2020 to study a hospitality-related undergraduate

degree, including culinary courses, you could be awarded a bursary of £3,000. Work experience opportunities during holidays and appropriate experiences and events during placements are also included, giving you the chance to explore the different areas of the business.

We’re also proud to support local students headed to Highlands College to study Hospitality and Tourism or Culinary Arts in September 2020. An alternative option to traditional Sixth-Form, we will be offering a package for each course to support a student as they study. Each package includes the course maintenance costs, a part-time job during your studies, and a work placement following graduation.

Do you dream of a career in hospitality? If you are passionate about Jersey and want to help create holidays full of happy memories for our guests, then we would love you to join the Seymour Hotels family.

If you would like to find out more visit [www.seymourhotels.com/careers](http://www.seymourhotels.com/careers).



# Apply today for a Seymour Hotels Centenary Bursary



## Headed to Sixth Form?

You could be awarded a student sponsorship package, including a part-time job, if you're headed to Highlands College to study the Full-Time Hospitality and Tourism or Culinary Arts course in September 2020.



## Headed to University?

You could be awarded a bursary of £3,000 if you're headed to university to study a hospitality-related undergraduate degree in 2020, including culinary courses.



### To Apply

Email Claire Reynard on [creynard@seymourhotels.com](mailto:creynard@seymourhotels.com) and submit your CV before Monday 2<sup>nd</sup> March 2020, or call 01534 751609 to find out more.

[www.seymourhotels.com/careers](http://www.seymourhotels.com/careers)

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**Think  
smart**

**Dream  
big**



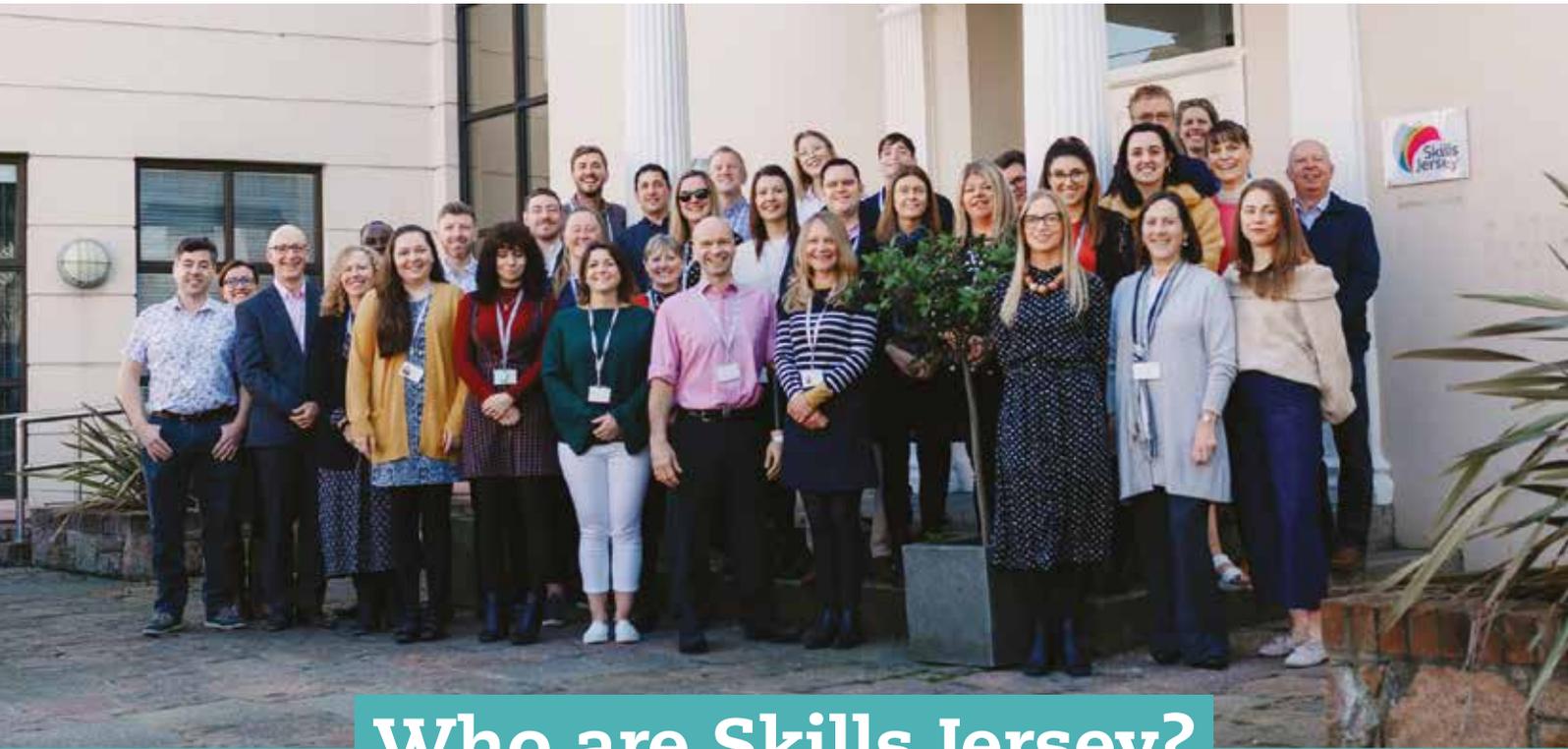
Everyone here is learning all the time. That's one of the things that makes this place so great. With innovative development programmes that break the boundaries, our people have the opportunity to align their career with their ambition.

So join us at:  
**[iqeq.com/careers](https://iqeq.com/careers)**

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# Who are Skills Jersey?

Skills Jersey, which includes Careers Guidance, Trident, Trackers, Skills Coaches and Student Finance, is part of the Children, Young People, Education and Skills Department. It is a centre of excellence with clear links connecting education and lifelong learners with industry.

## What Skills Jersey can offer:



### Careers Guidance:

The Careers Guidance team offer free, confidential and impartial careers guidance to people of all ages including school pupils, 16+ students and adults.

### Connect with Education:

Offering links between schools, colleges, universities, industry and other education training providers, Skills Jersey is the hub where industry and education can work together to benefit the local community.

### Learning through Work

Whether it is mentoring apprentices through employment and training or coordinating work placement and shadowing schemes, Skills Jersey supports Islanders to make informed decisions leading to their future employment.

## Contact us for further information

01534 449440

[skillsjersey@gov.je](mailto:skillsjersey@gov.je)

[www.gov.je/skillsjersey](http://www.gov.je/skillsjersey)



“Skills Jersey is dedicated to empowering local people of all ages to have the ability to choose and achieve positive career, life and learning goals, aligning with the needs of the island, in collaboration with industry.”

Skills Jersey's mission statement

## Careers Guidance – Who are we?

Our Careers Guidance team offer free, confidential and impartial careers guidance to people of all ages including school pupils, students and adults.

PICTURED: Rob

### What do Careers Guidance do?

We speak to Rob Campbell, one of our Careers Advisers to find out more about his role.

### Tell us why you love your job and what you do day to day?

I really like the variety of people I get to work with as a Careers Adviser. I meet with students for 1:1 appointments who are making decisions about GCSEs, further education, going to university or into work. I also deliver workshops to groups of students in the schools to make sure students are aware of their options.

Another really interesting part of the job is meeting with people through our adult service, where we provide free and impartial careers guidance for anyone in Jersey. These appointments can be with people who are returning to work, but are mostly with people who are in work and looking for a change of career. We talk about strengths, skills and values, and being able to help people achieve their career goals is really rewarding. We also help with employment advice around CVs, job searching strategies or preparing for interview.

I like meeting with employers to find out what they do to make sure we have up-to-date information for our clients. There is also our outreach service where advisers will work with specific services. I work with the Prison Service and deliver workshops on CVs and interviews, as well as 1:1 career guidance appointments to help those returning to the community find work when they are released.

### Why did you join the team?

One of the reasons I joined the team was being able to study further and I am being supported to complete a Level 7 Post Graduate Diploma in Career Guidance and Development.

*“We talk about strengths, skills and values, and being able to help people achieve their career goals is really rewarding. We also help with employment advice around CVs, job searching strategies or preparing for interview.”*

### Rob, what’s your piece of advice to someone looking for a new career?

My advice to anyone looking to make a career change is to network. If you know you want to go into a particular industry, don't wait for a job to be advertised, be proactive and speak to employers directly!



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PICTURED:  
Amanda

## Career Changer

### Amanda Bond

*Biophilic Wellbeing Consultant and 'Wild Soul Woman'*

We speak to Amanda Bond, Biophilic Wellbeing Consultant and 'Wild Soul Woman', to find out what made her make the move from Craniosacral Therapist to Wellbeing Consultant and her top tips for achieving success.

#### What are the three main skills needed to do your job?

- Facilitation and coaching skills for groups and individuals
- Leadership qualities, and an entrepreneurial mind-set
- Reflective practice

#### What motivated you to make the change?

I noticed the growing trend toward regenerative communities and wanted to use my skills honed as a therapist to support the growth of such communities through mentoring and facilitating groups.

#### Top tips for a career in this area?

Join groups, participate in activities that challenge you and reveal your 'edge' - places that you may experience difficulty. Study social and group dynamics. Be prepared to say 'Yes!'

Did  
you  
know?



- You don't need to have a career in mind to book a careers appointment
- Most adults we see are in work but are looking at a career change
- We help you make a plan but the appointment is led by you, even if that takes more than one meeting

#### Need advice?

Book a one-to-one appointment with us! It will be in a relaxed, informal and confidential environment.

**Find out more by calling the team on +44 (0) 1534 449440 or book an appointment on [www.gov.je/skillsjersey](http://www.gov.je/skillsjersey)**



**Contact us for further information**

**01534 449440**

[skillsjersey@gov.je](mailto:skillsjersey@gov.je)

[www.gov.je/skillsjersey](http://www.gov.je/skillsjersey)



# Skills Coaching: for young people

Our Skills Coach service is available to all young people in primary school, secondary school and further education. It is an impartial service which complements education plans and strategies for young people helping them connect their school studies with the world of work.

## What do our Skills Coaches do?

Our team of Skills Coaches help support students in understanding how their curriculum relates to the world of work and primarily works by:

- Providing additional support during key transition processes (primary, secondary, post-16 and 18 provisions)
- Linking industry with schools to deliver workshops and presentations
- Delivering a range of career related/work related presentations within schools
- Using coaching and mentoring techniques in 1:1 sessions with students
- Facilitating short work insight visits with employers
- Using these work insights to identify interests for a future work placement
- Identifying, managing and overcoming barriers to progress into the world of work
- Inputting and contributing to multi-agency meetings



PICTURED: Skills Coach supported events 2019



Contact us for further information

01534 449440

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www.gov.je/skillsjersey

## Trident – Who are we?

Trident is an introduction to the world of work for students in Years 10 or 11. Students spend two or three weeks of curriculum time out of school and in the work place. At this stage most have never worked so the concept is totally new to them – the aim is to give them a chance to see what different working environments are like, instil a work ethos and start to develop basic life/employability skills. Whilst they are in the work place they can learn all of these for themselves (by doing them) rather than being told what is expected of them in a classroom setting – which is never as effective.



### Deborah and Fiona's top tips

A good work placement can inspire you, help you to develop your skills, give you an idea of industry areas you might be interested in and help build contacts – setting you up for more opportunities in the future!

#### Here are just some tips from the Trident team on how to make the most of your time:

- **Think carefully when making your choices** – Would you like to be in an office or do something more practical? Do something you think you will enjoy and have a genuine interest in. There are no right or wrong choices.
- **Make a good first impression** – Turn up on time and make sure you're dressed appropriately for the job. First impressions count!
- **Get to know people** – Being friendly and approachable is a valuable skill in any industry. It's a great opportunity to ask people about their roles which could prove useful for your own career path.
- **Ask questions** – Don't be afraid to ask relevant questions. It shows you're keen to learn and employers are eager to share what they know if you take an interest.
- **Enjoy it** – It's all good experience even if it's not the career you want to do in the future. Make sure you think about the elements you enjoyed, and those you didn't, and work from there.

### Did you know?

- Trident is run by just two team members who place around 1,000 students in work placements each year!
- Around 500 island employers take part in the scheme each year by offering placements to students...but we're always looking for more!
- Trident has been running for 35 years and is one of the largest examples of corporate social responsibility in Jersey.

### More learning through work schemes: Young Enterprise

#### A company programme for Year 12 students

Between October and April around 70 students experience directly the trials and successes of running their own company under the guidance of mentors from the business community.

Each student will assume a role within the company – e.g. Managing Director, Sales and Marketing Director, Finance Director etc. – Including deputy roles to each directorship. The teams are mixed from all of the island's secondary schools so that students will be working with people they may not know.

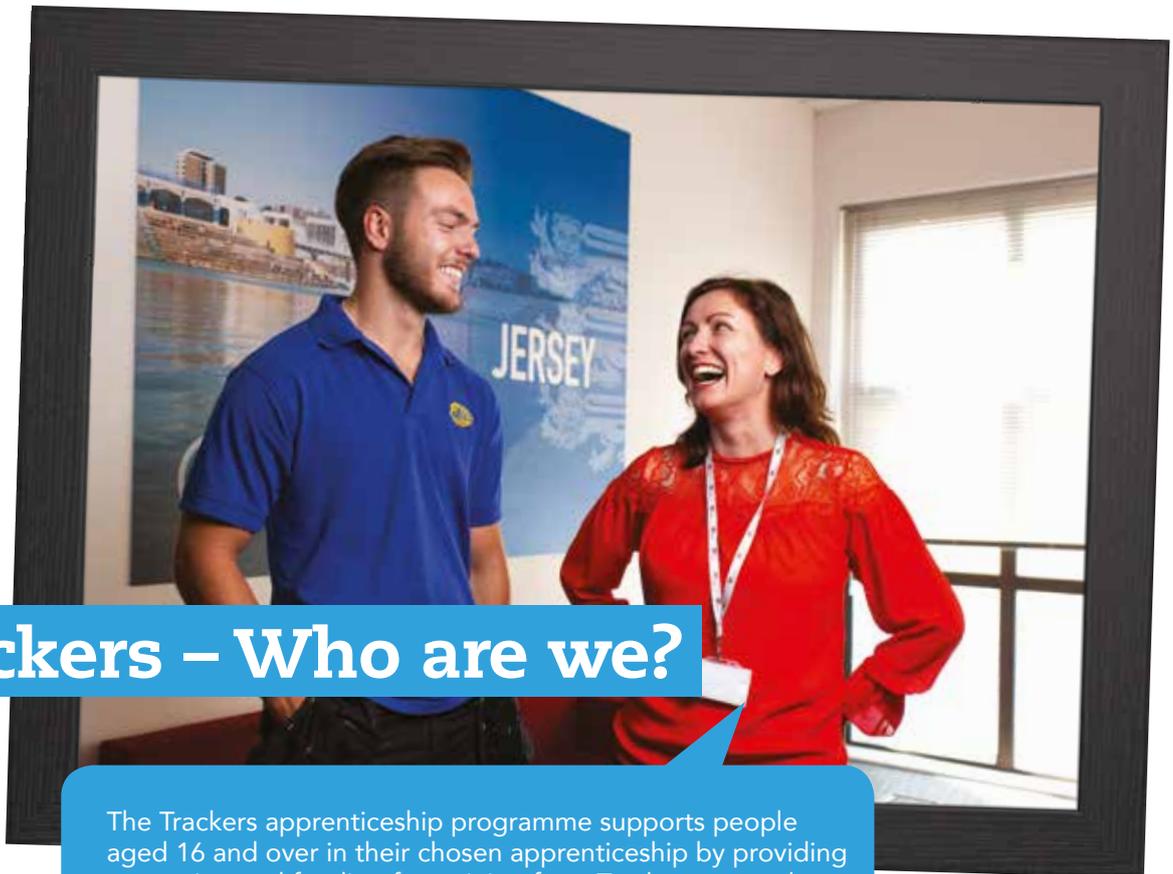


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**01534 449440**

[skillsjersey@gov.je](mailto:skillsjersey@gov.je)

[www.gov.je/skillsjersey](http://www.gov.je/skillsjersey)



## Trackers – Who are we?

The Trackers apprenticeship programme supports people aged 16 and over in their chosen apprenticeship by providing mentoring and funding for training fees. Trackers currently supports 400 apprentices across 26 different industries. We're constantly researching and exploring new industry areas that could benefit from our apprenticeship model in order to fill skills-gaps on the island and help to upskill Jersey's workforce.

PICTURED: David & Natalie

### What does Trackers do?

We ask David Vincent De la Haye who recently completed his Electrical Apprenticeship and his Trackers mentor, Natalie Strecker, about his experience on the Trackers apprenticeship programme.

### David Vincent De la Haye

**Fire & Security Alarms Engineer at AFM**

#### When did you start?

I started the Trackers Foundation programme in the summer of 2014 and gained work experience in plumbing and electrical and decided electrical was for me. I was then offered an apprenticeship which I started in September 2015.

#### Did you have any barriers during your apprenticeship and what helped you overcome these?

*Work side:* After working for a year in the first electrical company the work dried up and I unfortunately got made redundant. Natalie, my mentor at Trackers, helped me produce a CV and personal statement and gave some advice in how to approach companies. This led to me getting offered two jobs within the first week and I was immediately offered work again.

*College side:* After one of our meetings, Natalie approached my tutors at college as we were both concerned about me not being able to keep up with the workload in class and struggling with exams. After a chat with them, Natalie arranged for me to have an assessment and I was confirmed as having dyslexia. Following this, Trackers was able to arrange with Highlands College for me to have a reader and extra time for exams. This along with putting in extra work, first through meeting up with my mentor more often and then deciding I needed to do this in my own time, as it was "make or break" time, supported me in making good progress.

#### Do you feel being on the Trackers apprenticeship programme made a difference and if so how?

Yes, I knew I wanted to do a trade and the Foundation programme allowed me to try multiple trades, which was really helpful for me going into a four year apprenticeship knowing it was something I wanted to do. My mentor gave me advice throughout my apprenticeship and also told my employer how they could support me. The support helped me to go from getting low passes and fails to achieving distinctions and merits. I don't think this would have been feasible without my mentor's support.

## Natalie Strecker

*Trackers Mentor at Skills Jersey*

### What does mentoring involve and what training do you require?

Our role as mentors at Trackers is basically to assist apprentices to be successful in their chosen industries. We act as an independent body both to the employer and the training provider, which is very important as it means we can focus exclusively on supporting the apprentice. We look at our apprentices holistically so we are able to tailor our approach to suit each individual, always using the empowerment model.

During our catch up sessions we will support apprentices by helping them to set goals and targets; acting as a sounding board; assisting them in identifying barriers and options available to overcome these, considering the pros and cons of each one; providing relevant advice and guidance, signposting to other agencies if relevant and liaising with educational providers as needed.

Each mentor is required to undertake a Level 5 Diploma in Coaching and Mentoring.

### What is your favourite part of mentoring an apprentice?

Without a doubt, being part of an apprentice's journey and watching them grow. Especially, as with David, when you witness them overcome significant barriers. To have been part of that journey is a huge privilege. Also, as you meet with your apprentices regularly and generally for an extended period, you obviously build a relationship with them and so watching them get to the finishing line and graduating as professionals in their chosen industries is a proud moment. You also learn so much during each journey with each apprentice.

*“My mentor gave me advice throughout my apprenticeship and also told my employer how they could support me. The support helped me to go from getting low passes and fails to achieving distinctions and merits. I don't think this would have been feasible without my mentor's support”*



Contact us for further information

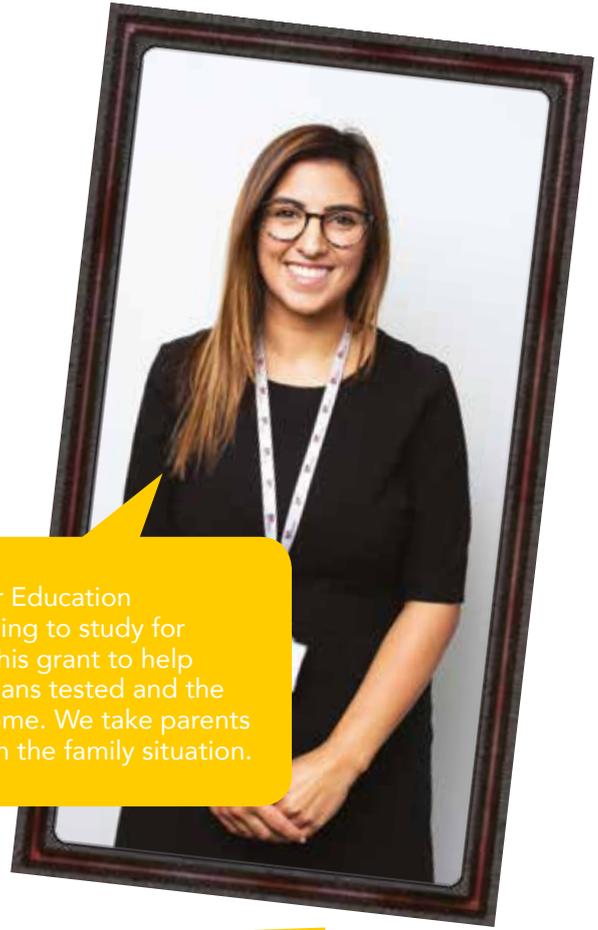
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[www.gov.je/skillsjersey](http://www.gov.je/skillsjersey)

## Student Finance – Who are we?

Our Student Finance team assess and administer Higher Education applications for funding. We offer a grant for those wishing to study for a degree, be it on or off Island. Students can apply for this grant to help towards University fees and living costs. The grant is means tested and the amount that you will receive is based on household income. We take parents and/or their partners' or students income, depending on the family situation.



### What do Student Finance do?

We speak to Andreia Vieira, Trainee Student Finance Officer, who gives us an insight into her role.

### Tell us about your role in the Student Finance team?

I have worked within the department for the past six academic years and have progressed from an assistant role which entailed inputting data onto the system, to a Trainee Officer where I process payments and authorise assessments. I have learnt a great deal working for Student Finance and realise that there are a lot of individual case by case situations. The team has to ensure that detailed responses are provided in an efficient and timely manner.

There are many opportunities open to the Student Finance team that keep the job exciting. The team has the beauty of being able to work away from our desks, providing presentations on what is available from student finance, how to apply, our processes and time scales to apply to budgeting workshops for the students. These are a great opportunity to get students and parents thinking about the real costs of university. We now also provide drop in sessions at 'YES' and evening talks at the new Skills Jersey's building.

### Andreia's top tip:

#### Do your research!

This is crucial, many students don't do their research, whether this is about their course, the University or having no idea on how to budget and expecting someone to bail them out. This just causes additional stress, during an already pretty stressful time.

*“We offer a grant for those wishing to study for a degree, be it on or off Island. Students can apply for this grant to help towards University fees and living costs.”*



Contact us for further information

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skillsjersey@gov.je

www.gov.je/skillsjersey

# Bursaries and funds

## Top tip:

A student who has successfully applied for a bursary is still able to apply for Government funding.

## Did you know?



There are over 30 additional bursaries provided to Jersey students through private companies or charitable trusts. These are not run by the Government of Jersey so students need to contact the administrators direct.

**Find more information at:**

## Bursary Case Study

**Luke Tumelty**  
*Studied an Integrated Masters in Environmental Science at the University of Stirling*

**Bursary: Jersey Water**



### Where did you hear about the Bursary?

I heard about the bursary through a friend of my Mum's whose son had applied for it a few years before, there was also a big eye-catching poster up in Hautlieu advertising the scheme.

### What did you have to do to apply?

The application was really simple. There were a few basic questions and then I had to send a CV and cover letter. I was called for an interview which was relatively informal, the atmosphere was really friendly and encouraging.

### Apart from the financial help, how else have you benefited from the Bursary?

The biggest benefit for me has been the work experience

opportunity that comes with the bursary. Being able to spend my summer working in an industry relevant to my degree and interests, with people who have years of experience to teach me, has been such a huge boost to my confidence for any future career prospects I might have.

### What advice would you give a student who is looking to go to University?

Go into it with an open mind, when you're choosing where to go it may seem like everything needs to be perfect and this may lead to a lot of anxiety. The reality is that 'uni life' is not going to be how you expect it to be so there is little point in trying to predict everything and meticulously planning your whole life out, there are nice people everywhere and they are what really make a place feel like home so wherever you go you'll fit in just fine.

# 4

Members of staff in the Student finance team



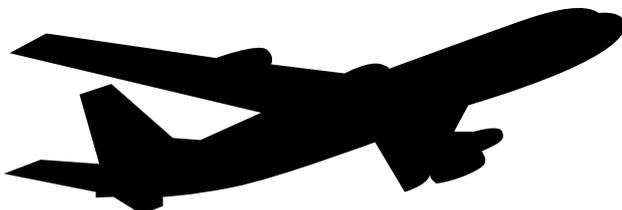
# 232

Jersey students attending Universities across the world in 2018/19



# 10,450

The university furthest away from Jersey, in miles, that a Jersey student attends is the University of Queensland in Australia



# 50

Approximately 50 presentations, drop in session and workshops took place for parents and students during 2018/19.

# Home-Grown Talent

Jersey Finance, the representative body of the finance industry, is proud to support the Government of Jersey's strategic priority of 'Putting Children First' which includes improving their education outcomes. With the future of Jersey in the hands of the next generation, we continue to work with young people and our education partners to ensure students are well equipped for what is to come and that they are aware of the opportunities available to them.

As a result, a career in Jersey's finance industry has become an increasingly attractive option, offering those who work in it a huge amount of opportunity to broaden their horizons, make a positive difference to the future of the Island and work with some fantastic people.

Over the past decade, more than 3,000 young Islanders have found employment in all areas of the finance industry in Jersey and, with more and more firms looking for fresh talent to help take their business to the next level, there has never been a better time to start a career in finance.

### Something for Everyone

The make-up of Jersey's finance industry means that there are a wide range of roles on offer across a variety of sectors, and there is plenty of flexibility when it comes to moving into new areas. It remains a fact that there is no such thing as a typical day in the life of a finance industry professional.

Nowadays, there are a whole range of complementary roles within the industry too, such as marketing, event management, programming, analytics, fintech, IT, human resources or business development and much more.

The scope of opportunities in the finance industry is broad, but they all form part of a vibrant network of professionals offering some truly rewarding and exciting career experiences. There are opportunities for all Islanders, whether they're starting out on a career path, or looking to change direction.

### Put it Simply

Jersey Finance works closely with its education partners on providing relevant tools and resources to young Islanders setting out on their career journey. It's why we have worked with industry experts to create clear and simple explainers about the finance sector.

'Put Simply - Private Wealth' looks at trusts, family offices and foundations, and 'Put Simply - Capital Markets' describes stock exchanges, the listings process and more about how this sector works. Look out for 'Put Simply' banking, funds and fintech campaigns coming soon.

## Discover more at [jerseyfinance.je/put-simply](http://jerseyfinance.je/put-simply)

### Skills Show 2019

Discover your Future in Finance at the 2019 Skills Show on Friday 18 October! Come and meet us and a whole range of Jersey finance companies offering young Islanders advice and insights about the many exciting career opportunities available. Visit the Finance Village to find out more.

Don't forget to follow us on Instagram and Facebook so you can keep up to date with the exciting plans we have in store in 2020 and beyond for young Islanders interested in a career in finance.



## Private Wealth

# PUT SIMPLY

Trusts are not just for the super-rich.

Company pensions schemes, life insurance policies and charities are often set up as trusts.



Private wealth is about helping people manage assets to help grow and protect their wealth for the future.

People use Jersey trusts to protect assets, for the freedom to choose inheritors (not all countries allow you to choose) and to keep private affairs private.



People use Jersey foundations for private family benefit, to collect donations and perform charitable work, and to own shares in a private trust company that then looks after the family's assets.

Wealthy families use family offices because they can be tailored for specific needs, offer a high degree of control and families can participate in managing the wealth.



People set up trusts and foundations in Jersey because: it's easier to pass wealth on, it's safe, they protect assets and are confidential.

# Discover a Bright Future in Finance



Opportunities  
to travel



Training  
and career  
progression



Meet  
like-minded  
people



Team-building  
community  
initiatives



Roles to suit  
everyone

Over the past decade, more than 3,000 young Islanders found their first job in finance.

Discover your bright future,  
visit [www.jerseyfinance.je/careers](http://www.jerseyfinance.je/careers)



Follow Jersey Finance on Instagram



**Jersey Finance**

Delivering Insight • Driving Innovation

## SENIOR CLAIMS HANDLER

**Debbie Duarte**

Islands

The great thing about working in the Claims Team at Islands is that every day is different! Anything can happen from dealing with a minor car collision to a burning building. Although I still handle and make claims decisions on a daily basis, my role has expanded to sharing my knowledge and experience to train new members of staff.

**How did you get your job?**

I was on a Business Studies course at Highlands College and I chose insurance as a placement for work experience as I wanted to learn something new. I was offered position at Reed Insurance which I really enjoyed and upon completion of my course in 2009, I became a full time employee. In 2011, Islands acquired Reed Insurance and we merged into one ... the rest, as the saying goes, is history!

**What motivates you in this role?**

Getting the job done! Our main priority is delivering excellent Customer Service. When our clients visit or telephone the claims team, a stressful event has occurred in their lives and this gives us the opportunity to "turn their frown upside down" by delivering excellent customer service. It is very rewarding when you have made a personal impact on someone's life by the way you have personally dealt with their claim.

**Are there any future skills you will need to learn for your role?**

The Chartered Insurance Institute (our governing body) has a qualifications framework offering different levels so you can work towards what suits you personally. I achieved my Certificate in Insurance and I am currently studying for my Diploma in Insurance. The great thing about Islands is that they encourage your development by providing numerous internal and external training courses throughout the year to build on your knowledge and experience.

**What are the three most important skills required for your role?**

A team player with a positive attitude and a desire to provide excellent customer service is all it takes to fit within the Islands team, everything technical can be taught!

**What advice would you give someone interested in a career in your profession?**

If you're looking for a career where you are constantly kept on your toes, learn on a daily basis and Monday's aren't a dreaded day of the week, then look no further!

**FUN FACT**

None of the Islands staff can sing – check out our Youtube Channel for proof (Islands Insurance).

**islands**  
taking care of tomorrow.

# WHAT'S ALL THE BUZZ?

A game of multiple skills - fun, but focussed

Have you got  
what it takes  
to work in  
Insurance?

Jersey  
Skills  
Show



**Not a boring 9-5!**  
The fun alternative  
in finance!



If you're looking for a career path that's not your boring nine to five, you may want to consider the BUZZING world of **Islands**.

Working in the insurance industry gives you a huge variety of challenges plus the added reward of a professional qualification.

So, if you're a people person, a problem solver and can keep a cool head when the pressure is on, then maybe a career with **Islands** is for you.

**Visit us at the Jersey Skills Show and see what all the BUZZ is about!**

## The Future's bright!

There has never been such a diverse range of Trainee opportunities within the financial services sector. As well as a wealth of Trainee Trust & Fund Administration roles and a strong selection of Trainee Accountant positions we also see opportunities for Trainees within the IT, Legal, Marketing, Compliance, Tax, Telecommunications, Relationship Management, Trademark, HR and Business operations areas.

Here's a selection of just some of the roles that the team are currently working on.

### Want to find out more?

Come chat to us, we will work with you to find the right role and company for you as well as supporting you to navigate through the varied recruitment processes.



### CHIARA

GRADUATE  
TRAINEE TAX

An excellent position for those holding strong numeric skills and a real eye for detail. Tax Professionals work closely with both the numbers and the law. This role is joining a fun, young, sociable environment.

### TONI

IT SERVICE  
DESK TRAINEE

Fantastic opportunity for a candidate with passion for all things tech! This role joins a busy service desk supporting varied IT issues as well as supporting projects. The company will happily support professional qualifications.

### JESSICA

GRADUATE TRAINEE  
REAL ESTATE

If you are interested in an exciting, progressive career, working for a leading multi-jurisdictional business then this is the role for you. The real estate sector is booming, and this role is very varied.

*“Unsure about committing to a career? Want to work to save some cash for travelling? Then we have a range of longer-term temporary positions which can offer you the best of both worlds – experience without long term commitment and cash for your next adventure!” ~ Megan*

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## APRIL

### ROTATION PROGRAMME

If you are unsure what area you want to develop in then this role could be ideal. As the title suggests it offers you the chance to rotate throughout the business and get a taster of all the different areas.

## GEMMA

### MARKETING ASSISTANT

A busy position for a graduate wanting to develop within marketing, this role supports a team who run award winning campaigns! They will also support CIM Qualifications.

## MEGAN

### TEMPS!

Unsure about committing to a career? Want to work to save some cash for travelling? Then we have a range of longer-term temporary positions which can offer you the best of both worlds – experience without long term commitment and cash for your next adventure!

## SENIOR TAX ASSOCIATE

**Georgia McCarthy**

PwC

I'm an early riser so I get to work early to get settled into my working day. I always check my calendar as soon as I get in to see what work lies ahead. Tax is changing all the time and for this reason every day is different. One day I might be writing comprehensive advice and the next I might be completing UK partnership tax computations and so my role is quite vast. My line of work also allows me to work with offices all over the world, such as California, Luxembourg and New York to name a few, which opens opportunities for me to work abroad.

**How did you get your job?**

I joined PwC as part of their school-leaver scheme, after completing my A-levels at Hautlieu. A position in audit was the most advertised role, however, following a talk that I attended at PwC I was keen to work in tax. I put my CV forward and went for a couple of interviews and got the job!

**What motivates you in this role?**

Working at such a reputable firm comes with a desire to always grow and improve. The fact that PwC provides you with so many great opportunities spurs me on to always try my hardest and grab opportunities with both hands.

Working in tax specifically motivates me because of the nature of tax work. Tax is constantly changing and so keeping on top of it is important and the extent of multi-tasking required is immense, as I may be working on 20 different jobs at one given time.

**Are there any future skills you will need to learn for your role?**

As I move up in my career, I will transfer from having more of a 'preparer' role to a 'reviewer' role. Therefore, I will need to focus on training junior staff and how to effectively review their work, whilst helping them develop.

Further, as I become more senior it is likely I will have to deliver more presentations, both internally and externally, and so will need to master my public speaking skills.

**What are the three most important skills required for your role?**

Attention to detail. Tax is complex and even one word in the legislation can change the outcome of your conclusion. Which is important when providing tax advice.

Organisation. I can be working on multiple jobs at the one time, which requires a lot of organisation to manage effectively.

Teamwork. Essential to get work completed and pushed out the door on time.

**What advice would you give someone interested in a career in your profession?**

Go for it! There is a huge variety of characters and skill-sets in our tax team, so you don't need to be a maths whizz or a tax genius to be a valued member of the team. If you enjoy doing something different every day, are willing to learn and have an interest in technology, then give it a go!



*School-leavers,  
graduates, summer  
internships, work  
experience, business  
placements*



*Great  
network*



*All degree  
backgrounds*



*Iconic clients  
across all  
industry  
sectors*

*Discover where  
a career with  
PwC in Jersey  
could take you*



*Exceptional  
training and  
support*

*Voted employer of  
choice by students  
in The Times Top  
100 Graduate  
Employers survey  
for fifteen years  
running*

## *The experience stays with you*

Opportunities are at the heart of a career with PwC. Opportunities to grow as an individual, to build lasting relationships and to make an impact in a place where people, quality and value mean everything.

Be part of the world's leading professional services network and get the experience of a lifetime working for PwC in Jersey. We have what it takes to make sure you thrive.

**We're now accepting trainee applicants to join our August 2020 intake.**

*Take the opportunity of a lifetime, email [ashley.o.connell@pwc.com](mailto:ashley.o.connell@pwc.com), today!*

**[pwc.com/jg/careers](https://pwc.com/jg/careers)**

**f /pwccareerschannelislands** **✉ @pwc\_ci**

**Work in:**  
Assurance  
Tax  
Advisory





## Maria Craciun-Georgescu

SENIOR FUND ADMINISTRATOR

PRIVATE EQUITY

**Describe a typical day at work.** I check my inbox for any urgent matters needing attention, revisit my to-do list, then our team has a quick catch up to understand everybody's workloads and this enables us to assist one another should it be necessary. I oversee the day to day administration of a complex fund and work closely with an administrator who supports me. Tasks performed are varied i.e. preparing or reviewing payments, liaising with clients, directors and investors, assisting with preparation of board meetings and board packs, monitoring and responding to emails, preparing distributions and drawdowns from investors. Corresponding with tax advisors and lawyers in addition to working on internal projects.

**Three important skills to succeed in your job:**

Perseverance, excellent communication and teamwork.

**Was this something you planned to do or did you change direction at any point?**

My career started in hospitality, after a couple of years, I explored different opportunities and became interested in Finance. I took on a trainee administrator position within a small Private Equity firm, which gave me a good introduction to Funds and a better understanding of how my career could evolve. I have worked at BNP Paribas for two years and through hard work and determination have progressed to a Senior Administrator, I am immensely proud of how far I've come.

**What do you love most about work?** The complexity of the structures we administer, it is both interesting and challenging and the variety keeps me engaged. I also love having a voice. My Associate Director listens to my ideas, the team is encouraged to provide creative feedback, we then work collaboratively to make our ideas a reality. The support from our management team is invaluable.

**What training/qualifications do you have?** I have two Master degrees, one in accountancy and another in mechanical engineering. I am due to finish ICSA Level 5, with my last exam in November.



## Kerri McMurray

MANAGEMENT ACCOUNTANT

PERFORMANCE MANAGEMENT

**Describe a typical day at work.** We work to monthly, quarterly and annual reporting cycles, each day can vary and may include computing monthly accruals, analysing client income and business expenses, high-lighting and investigating variances, providing detailed reporting, preparing budgets, calculating profitability of clients and much more!

**Three important skills to succeed in your job:**

1. Communication is key! As a management accountant you need to be able to effectively communicate meaningful information to a wide range of stakeholders, both internally and externally. 2. An eye for detail. When working with large quantities of data it really is important for accountants to have a high level of accuracy. 3. Flexibility. Having a flexible approach to work is beneficial as two days are never the same!

**Was this something you planned to do or did you change direction at any point?**

I started in Operations within Fee Billing, I began studying in order to improve my accounting knowledge and really enjoyed it. I was then offered an opportunity in Performance Management to cover maternity leave, and joined the team permanently when a job arose. I've always enjoyed working with numbers and Excel so it was a perfect move for me.

**What do you love most about work?** The constantly changing work environment.

**What training/qualifications do you have?** I obtained the Foundation in Accountancy Diploma (7 exams) before converting to ACCA, (a further 11 exams). It took just under 4 years to complete and covered a range of areas including Financial Accounting, Management Accounting, Tax and Audit etc., so you gain a great understanding of all areas of accounting. ACCA also requires 3 years of relevant practical experience to become a full member.



**BNP PARIBAS**

The bank for a changing world



## Marilyn Duah

SENIOR AML ANALYST & CLIENT

DOCUMENT OFFICER, PRIVATE EQUITY

**Describe a typical day at work.** Each day is different, I can go from being the primary point of contact with clients, investors for new business and fundraising, to performing cyclical reviews of data, Global Institutional clients, Trustee & Depositories, Fund managers and managed companies. Additionally, I oversee a dedicated team tasked with a remediation project performing transfer of large data between two platforms, gap analysis, whilst also picking the role of quality assurance surrounding our client structures, related legal documentation, and ensuring all due diligence measures in scope are documented or obtained to meet group and local regulatory standards.

**Three important skills to succeed in your job:**

To be analytical, excellent communication and integrity.

**Was this something you planned to do or did you change direction at any point?** Originally I planned to be a barrister so I attended summer schools and study abroad programmes to try and get into it. One of the modules I studied was in International capital markets law which developed my interest in the Law of Economics, I then decided to do my masters after talking with a close friend who also studied the same program. I embarked on the compliance route which led to me working in Private Equity. Studying law made me more informed and enabled me to progress in my career path.

**What do you love most about work?** The various wealth structures I come across, it is interesting to see how companies and individuals grow their assets, additionally, I enjoy the mix between client communication and analytical work.

**What training/qualifications do you have?** I studied the International Diploma in Governance Risk and Compliance; this is a natural fit for my role.



## Galina Cret

SENIOR FUND ACCOUNTANT

FUND SERVICES

**Describe a typical day at work.** As a Senior Fund Accountant within our Listed Funds team, I am responsible for the accounting and reporting services for Jersey and Guernsey listed funds, ensuring compliance with relevant legal, regulatory and accounting standards. This includes: preparing financial statements including a financial statement workbook, liaising with the valuation team to ensure that information included in financial statements are complete and accurate, addressing comments from directors and auditors and performing BNP Paribas internal procedures (self-review, payments approval, checklists, etc.)

**Three important skills to succeed in your job:**

Being a proactive team player, problem solving skills and attention to detail are key for this role.

**Was this something you planned to do or did you change direction at any point?** During the last five years I worked as an auditor for one of the Big 4 companies in Jersey and Romania. I found the transition out of audit into industry as a Senior Fund Accountant easy, as skills and knowledge previously gained in audit were useful for commencing a new career in fund accounting services.

**What do you love most about work?** I chose an accounting career because I enjoy the correlation between different variables in financial statements and identifying the reason behind the movement. Additionally, I enjoy the fact that at the end of the financial reporting process a final product i.e. the financial statements is prepared and distributed to stakeholders who rely on this information to make informed decisions about their investments.

**What training/qualifications do you have?** BNP Paribas is currently supporting me with my ACCA qualification.

*The Group first set up in the Channel Islands in 1979 and has grown along with the development of Jersey as a financial centre specialising in institutional asset management, fund and securities services.*

*Across the Channel Islands, our professional team works to offer our customers a wide range of services and products, providing innovative, customised solutions. BNP Paribas' teams are committed to ensuring that the bank contributes every day to the success of everyone who places their confidence in us and to the progress of society as a whole.*

For more information contact:

SENIOR HR OFFICER

**Catherine Harzo**

815200 | [catherine.harzo@je.bnpparibas.com](mailto:catherine.harzo@je.bnpparibas.com)

BNP Paribas S.A., Jersey Branch  
IFC1, The Esplanade, St Helier, Jersey, JE1 5BP  
[www.bnpparibas.je](http://www.bnpparibas.je)



Great support, early responsibility, and fascinating clients; these are just some of the many factors that help to make KPMG in the Channel Islands a top employer. We offer the opportunity to gain an accountancy qualification or a degree in digital solutions. At KPMG, we value diversity and are keen to hear from students from a variety of backgrounds.



## Reiss Khawaja

### Audit Assistant

#### What do you think the three most important skills for your job are?

Communication - with both clients and engagement team members; The ability to think on your feet and problem solve; and Resilience.

#### What do you love most about your job?

The freedom and responsibility that I am given over my own work, whilst at the same time having a strong support structure if I need it. The teams and the people that I work with.

#### What training / qualifications have you done?

I have sat 10 exams for my ACA qualification so far. There are 15 exams in total which I hope to complete by November 2020. As well as completing exams, the qualification requires 3 years training experience, with a minimum of 450 days' worth of client work, which I am currently working towards.

#### Is there any other information that would be of interest to someone thinking of embarking on a career in audit?

Audit is a very rewarding career, and if you think that it may be for you then I would recommend trying work experience. KPMG in the Channel Islands offers flexible work experience placements for University and A-Level students, which will give you a good insight into the world of audit. This is how I personally started my KPMG in the Channel Islands career.



## India Brown

### Audit Assistant

#### What do you think the three most important skills for your job are?

Organisation, attention to detail and logical thinking skills.

**What do you love most about your job?** The variety of work and the clients I have worked with throughout my time at KPMG in the Channel Islands make my job very interesting.

**What training / qualifications have you done?** I have completed 10/13 of my ACCA exams.

**Is there any other information that would be of interest to someone thinking of embarking on a career in audit?** It can be challenging but it's a great career to go into if you are looking for an environment that is both varied and fast paced.

# Choose a brighter path

Kick-start your career in the Channel Islands and explore the world through KPMG's global network.

**Find our more and apply:  
[bit.ly/ci2020trainees](https://bit.ly/ci2020trainees)**



# JT's *Talented* Team

At JT, their culture is built around the valuable relationships they have together with their customers, something they pride themselves on. With over 400 JT employees in the Channel Islands, you're never far away from a tech expert. Whether they are part of the contact centre team giving you advice over the phone / via social media about your usage package, or the retail team helping you select the right products in the shop, or an engineer sent to your house to fix a fault; they all have one goal in common – to help JT's customers stay connected.

We recently met some of the JT team, that you see/talk to most often and asked them what they loved about their work and helping customers in today's digital world



## SAM LOGAN

### QUALITY ASSURANCE AND TRAINING OFFICER

#### *What do you do day-to-day?*

I deliver technical and skills-based training within the customer service teams, so I'm always reviewing and updating our training modules. At JT we invest heavily in our people and many of our customer service team go on to progress and build their career within the business. I see my role as ensuring new employees are equipped with the right tools, attitude and skills for future success, from the outset.

#### *What do you enjoy doing when you are not working?*

My interests revolve around fitness and wellbeing. From a young age I represented Jersey in gymnastics at several Island Games. I enjoy challenges and have combined this with raising money for several charities such as Headway and The Jersey Stroke Association, climbing Mt Kilimanjaro, walking the Great Wall of China and cycling from London to Paris.

## DOMINIC GOSATTI

### RETAIL SALES ADVISOR

#### *What do you do day-to-day?*

Each day we open our doors and help our customers with a wide range of enquiries, I love giving advice and guidance on the latest technology. I would be lost without my mobile phone, and I know how important they are to our customers. I can work from my phone, using it to explain different features to customers, showing them how to get the best from their new purchase.

#### *What's next for you in your career at JT?*

To work my way up to shop supervisor, then hopefully one day becoming the JT shop Manager.





## NIKKI WILSON

### MANAGED SERVICES TECHNICAL LEAD

#### *What do you do day-to-day?*

I am responsible for supporting a wide range of Voice and Data technologies, such as Wi-Fi, Managed Firewall and IP Telephony, so I am always close to the latest technologies like my Cisco router. My many years of experience as a Core Network Engineer enables me to develop processes and our people's technical knowledge for whatever they may need on the 24/7 JT Service Help Desks.

#### *What do you enjoy about your job?*

I love a technical challenge and empowering our teams to learn new skills and think creatively about providing meaningful customer solutions. Our business encourages collaborative thinking, and this fosters some really great work. Engineering was once the domain of men but that is no longer the case, I'm so proud to work for an employer where I can see more and more diversity joining our teams with passion for technology.

## CAT GOMES

### RETAIL SALES ADVISOR

#### *What do you do day-to-day?*

Part of my role is overseeing the stock for our JT Online Shop. I process all online orders, update stock levels and answer customer queries. We now also get orders from overseas so I'm never far away from my trusty keyboard to ensure our customers get a response as soon as possible.

#### *What do you enjoy about your job?*

I joined JT a year ago, and I've enjoyed every minute. The team I work with are encouraging and helpful, I can ask as many questions as I need to – technology evolves so fast which means we work within a really inquisitive culture where questions are welcomed; it's how we learn. We all share a genuine passion for good customer service, and we also try to have some fun along the way, a friendly sense of humour always helps.



## DAVE KITTO

### FIBRE ENGINEER

#### *What do you do day-to-day?*

A typical day for me involves working on JT's fibre optic network. The most commonly identifiable part is the ONT. Its role is to translate light signals from the fibre optic cable so the signal can be read by the Tilgin router. With the average family now connecting up to 20 devices over the internet, the Tilgin router has become an important part of the home. With most devices now connecting over Wi-Fi, the demand for Wi-Fi coverage has increased and to meet these needs JT now offers fast and reliable Wi-Fi Mesh Solutions.

#### *What do you enjoy doing when you are not working?*

We have two small boys, so they keep us very busy! I enjoy going to the gym and my sons and I are members of Jersey Krav Maga, martial art school.



## SHANNEN WRIGHT

### CUSTOMER EXPERIENCE AGENT

#### *What do you do day-to-day?*

I enjoy talking and interacting with a whole variety of people which means that no two days are ever the same. I am always happy to help with any query, from talking our customers through their monthly invoice, to changing mobile tariffs to reconfiguring routers. I'm here to help our customers get the most out of their services with JT.

#### *What's next for you in your career at JT?*

I can definitely see my long-term career at JT, with my next step being a move to the digital team. Many of our customers now interact with us via social media, Live Chat and our unique JT My Account App – so instead of using my headset I can speak to customers across a variety of other channels that suit them.



IF YOU'RE INTERESTED IN A CAREER AT JT GET IN TOUCH  
[CAREERS@JTGLOBAL.COM](mailto:CAREERS@JTGLOBAL.COM)





## TRAINEE OFFICER – PRIVATE WEALTH

# Lauren Murphy

IQ-EQ

I am part of the first cohort of the IQ-EQ Discovery Programme, which is aimed at A-Level school leavers. The two year programme is designed to give you an opportunity to work and learn about the different areas of the business. My first placement was with the funds team and I am currently working in private wealth where a typical day involves making payments, preparing checklists, preparing minutes and assisting with a variety of transactions. I am also involved with on-boarding new business with my fellow team members.

### How did you get your job?

I applied for the Discovery Programme on the IQ-EQ website. The programme appealed to me as I knew I wanted to have a career in the finance industry, however, I was unsure which area. In our Jersey office alone there are 13 different career paths available. I was invited to the office for an interview and happily I convinced the Programme Mentors I was right for the role.

### What motivates you in this role?

I am motivated by working in an environment alongside hard-working, knowledgeable and friendly people. My Programme Mentors and my team encourage me to step outside my comfort zone to try new things and to set myself targets, which all contribute to my continued development. In the 10 months I have been with IQ-EQ I have grown massively in confidence and now embrace new challenges.

### Are there any future skills you will need to learn for your role?

As a Trainee, I am yet to have clients of my own, however, I can recognise the importance of comprehensive knowledge of your clients, the building of long-term relationships and high levels of customer service. Organisational, communication and networking skills will be key to my future development.

### What are the three most important skills required for your role?

I would say the three most important skills to be successful in this role would be the ability to be relied upon to complete tasks on time, work well under pressure and importantly to have an appetite for learning.

### What advice would you give someone interested in a career in your profession?

Always start the working day with a positive attitude, be curious and do not be frightened to ask plenty of questions. Be patient and don't be fazed by taking on difficult tasks as your team will be there to support you and provide advice.

## FUN FACT!

Once the Discovery Programme comes to an end, we are given a three month sabbatical before taking a fixed position. I am planning on taking part in a turtle conservation project in the Perhentian Islands.



## TRAINEE SOLICITOR

# Loryn Bridgen

Ogier

I'm just about to start a new role as Trainee Solicitor, the latest step in my career with Ogier following on from one year as a paralegal at the firm. My new role will see me working across different practice areas and building on my experience, which has already seen me assist multiple fee earners at all levels across several jurisdictions, making the work extremely varied. A typical working day could range from listing debt on the International Stock Exchange, to assisting on the Jersey or British Virgin Islands aspect of larger multi-jurisdictional transactions.

### How did you get your job?

During my final year at university I had a discussion with the HR department at Ogier, where we discussed my ambitions for my future career in law and the opportunities that Ogier had to offer. This led to a partner interview and aptitude test for a paralegal role, with a view to progressing to the Trainee Solicitor Scheme in the future.

### What motivates you in this role?

With my future career in mind, one of my biggest motivations as a paralegal was progression onto the Trainee Solicitor Scheme. In addition to this, I was motivated to learn as much as possible in order to determine whether corporate law was an area I would like to practice in post-qualification.

### Are there any future skills you will need to learn for your role?

The majority of the key skills required for the role are already inherent and simply need to be developed. This is achieved through the support and mentoring of your senior colleagues, as well as regular seminars run by Ogier for paralegals and trainees.

### What are the three most important skills required for your role?

Communication  
Time management  
Attention to detail

### What advice would you give someone interested in a career in your profession?

Work hard, persevere and always remain eager to learn!

## FUN FACT!

In Switzerland it is illegal to own only one Guinea Pig!



## TAX MANAGER

**Kimberley Godinho**

Grant Thornton

What's it like to be an accountant? Well, that is a tricky question, as no two days are the same! My workload can vary from hour to hour, which definitely keeps me on my toes! The work I ultimately do differs depending on the time of year and what the next deadline is. There are always tax advisory pieces to do, as these come in all year round.

**How did you get your job?**

I didn't start at Grant Thornton in the most conventional way. I decided that I wasn't going to university; my A-levels were fast approaching and I had a mild panic that I didn't know what I was going to do with myself! I attended the Jersey Skills Show and visited the stand of a local accountancy firm to ask for work experience. Following completion of my exams, I was lucky to secure a role as a trainee accountant. After a few years in the role, I approached Grant Thornton. Unbeknown to me, they were in the process of acquiring my current employer's book of business, so I switched roles seamlessly. The rest, they say, is history.

**What motivates you in this role?**

My employer and my colleagues. I wouldn't have progressed in my career in the way that I have, if it weren't for Grant Thornton. The company values promote a positive working environment where people enjoy working together, whilst providing opportunities to collaborate with like-minded professionals from all over the world.

**Are there any future skills you will need to learn for your role?**

I am a bit of a perfectionist and don't like getting things wrong - but making mistakes and learning from them is a highly important skill to master. I learn new things everyday, so there is a lot of learning in front of me.

## FUN FACT

I went on a secondment working for the government on the Falkland Islands a few years ago. It has to be the most unique place I have ever visited! I had to board two military flights where I was the only civilian on board!

**What are the three most important skills required for your role?**

Organisation - Being able to work independently and manage your workload is important.  
Being inquisitive - Don't be afraid to ask questions. This enables me to know my clients better and provide more comprehensive tax advice and a better service.  
Communication - Being able to communicate with clients and colleagues effectively is a must.

**What advice would you give someone interested in a career in your profession?**

Speak to as many people in the profession as you can. Try to gain work experience as it really helps you get an understanding of the sector you are looking to work in. In all honesty, before undertaking work experience I didn't even know what an accountant did!



## ADVOCATE

# Anna Field



BoisBois

Nowadays a typical day involves drafting or reviewing legal documents, communicating with clients or other lawyers and meeting with clients. Sometimes I go on site to visit a property but my job is largely office based. This is different from when I was working within criminal and family law as much of my time was spent in the Magistrate's Court, Royal Court or Family Court representing or meeting clients to take their instructions.

### How did you get your job?

Throughout my A-level and university studies I undertook holiday work experience. I did a law degree then spent part of my year off working for a law firm before doing the Legal Practice Course (the English solicitor training course). I returned to Jersey and began work in the criminal and family law department of a large law firm. This was a firm I had built a relationship with as a student through the firm's bursary scheme. Whilst working I completed my Jersey Advocate exams. A few years ago, I joined my current employer and now work for a smaller law firm advising largely on property law matters.

### What motivates you in this role?

Assisting clients by doing the best job I can and advising them through a property transaction or assisting them with finding a resolution to whatever legal issue they may be facing. Law is varied and each area of legal practice involves different knowledge and skills. Similarly, each client case is interesting and different and poses different challenges.

### Are there any future skills you will need to learn for your role?

I find I am constantly learning and developing new skills as the law, procedures and processes change and each new case throws up different challenges. Lawyers are required every year to complete a certain number of hours undertaking Continual Professional Development courses.

### What are the three most important skills required for your role?

An attention to detail, good communication skills and an ability to give clear, reasoned advice.

### What advice would you give someone interested in a career in your profession?

Whilst studying, apply to different law firms to try to get as much work experience as possible across different areas of law. Find out which law firms offer a bursary scheme and apply, as they provide work experience opportunities, a chance to build a relationship with the law firm and an element of financial support.

### FUN FACT

I went travelling in my year off, including visiting Kenya, Rwanda and living with a family in Uganda. I also visited Peru, walked the Inca Trail, and Bolivia.



## HEAD OF EDUCATION AND DEVELOPMENT / LEADER OF THE CULTIVATE PROGRAMME

# Jessica McGovern

Royal Jersey Agricultural and Horticultural Society (RJA&HS)

Understanding the farming, food and horticultural industries is fundamental to my role. Connecting with producers and growers to learn about the story behind how our local food is produced, is such a learning experience, one that enriches a typical day for me. Planning for an upcoming educational event, forming partnerships with likeminded organisations for our membership scheme and communicating the role of the RJA&HS, keeps office-based work extremely varied. My typical day ends with a walk down to our educational Cultivate Garden to water the vegetable and herb garden and to check on what pollinating flowers (and wildlife) have sprung into life.

### How did you get your job?

I am a qualified Geography teacher who taught in Jersey for seven years. Coming from a family of teachers, I have always been intrigued by the breadth of roles that a teaching qualification offers you. When I went in search of an educational role that links with my geography qualification, it was a combination of right time, right place and the vision of the RJA&HS that got me my job.

### What motivates you in this role?

The island of Jersey and the abundance of what it has provided people in the past and what it continues to provide people living here today, is what motivates me. With its mild climate, fertile soils and its innovative stewards, Jersey is incredibly well positioned to serve as an island exemplar in sustainable food production. I feel motivated by the responsibility to promote our wonderful rural culture for future generations.

### Are there any future skills you will need to learn for your role?

I have no doubt that I will continue to learn new skills as I develop my role - that is the beauty of challenge. Our educational Cultivate Programme celebrates and promotes food provenance through co-ordinating with a range of producers and growers. We have a dynamic and interconnected network of specialists within Jersey's agricultural and horticultural industries, therefore keeping up-to-date with current and future technological innovations and skills, both on and off island, is key for the Cultivate Programme to remain relevant and to continue to thrive.

## FUN FACT

I am one of five girls. This always evokes a funny reaction from people, normally along the lines of "Your poor father!" He would disagree of course!



### What are the three most important skills required for your role?

Creative. Reflective. Pro-active.

To be reflective on what has been achieved and created so far and to continually refocus back to main objectives, is essential to maintain clarity. Also, to be proactive and immerse myself in continued learning and challenge. For me, these skills are the key to job satisfaction and therefore a fundamental part of my role.

### What advice would you give someone interested in a career in your profession?

If you are someone who can be stopped in their tracks by the beauty of a flower or a Jersey cow, who feels proud of Jersey, who believes in the power of education for sustainable development, who notices the awe and wonder of the outdoors, who thinks creatively, and who believes that they can add value to this growing profession, then what are you waiting for?

## VETERINARY SURGEON

# Emily Sabin BVSc MRCVS

All Pets Veterinary Centre

There is rarely a typical working day! I start early checking-in patients, plan for their ongoing care and update owners before consultations at 8.30am ranging from routine check-ups to unexpected emergencies.

After consultations we begin out-patient procedures from neutering, abdominal surgery, dentistry, x-rays or ear cleans! House visits are in the afternoon before evening consultations at 4pm. The practice closes at 6pm, however providing 24 hour care means that I am often on call for emergencies.

### How did you get your job?

To be a vet you need a veterinary degree. I always knew I wanted to be a vet so worked very hard towards this, obtaining my Bachelor of Veterinary Science degree from the University of Liverpool. I have since worked in Jersey, Australia and England developing my skills and experience. When I returned to Jersey I approached All Pets having enjoyed working there previously.

### What motivates you in this role?

Although this job is very demanding and at times incredibly stressful, having the ability to help my patients and clients is overwhelmingly rewarding. I really enjoy getting to know my patients and their owners, and to feel like I have made a positive difference to their lives - as they often do to mine. I am also motivated by the wonderful team around me at All Pets.

### Are there any future skills you will need to learn for your role?

Vets legally have to complete an average of 35 hours continuous professional development (CPD) each year, so we are constantly updating our knowledge and skills in order to stay in line with advancements in veterinary medicine. There is a very steep learning curve after graduation before becoming an experienced vet - however there is always room for improvement, and so the learning never really stops.

## FUN FACT

The reason I returned to Jersey was because I broke my arm (badly) arm wrestling! I took eight months out of veterinary and worked alongside the team at Skills Jersey.



### What are the three most important skills required for your role?

**Communication:** The ability to obtain a clinical history and keep your client informed of subsequent care, treatment, costs and prognosis is essential.

**Compassion:** This is a highly emotive job where sympathy and understanding of your patients and client's emotions is so important.

**Team player:** Your team is essential to your ability to do your job, but together you provide support for one another.

### What advice would you give someone interested in a career in your profession?

I would encourage you to seek as much work experience as possible! Speak to vets. This is a difficult job filled with many highs and lows, it is important to have an understanding of what your life as a vet would be like. However, if your passion is animals then it is immensely rewarding.



## LECTURER, ANIMAL MANAGEMENT

**Susie Brayshaw**

Highlands College

I work part-time as a personal tutor and lecturer in the Animal Management Department. Most days I am either planning lessons, teaching, having one-to-one tutorials or marking assignment work. The areas I teach include animal welfare, anatomy and physiology, zoo and exotic animal husbandry and nutrition.

Animal Management is a very practical subject which means that as a group we are often out visiting organisations to put theory into practice. We have a close relationship with the JSPCA and Jersey Zoo. I can often be found lecturing to students outside animal enclosures!

**How did you get your job?**

I have a BSc (hons) degree in Zoology and after a student placement at Jersey Zoo, I spent a large amount of my career as a mammal keeper and student placement manager. These steps gave me a unique set of skills perfect for vocational education.

**What motivates you in this role?**

I am a keen advocate for Animal Welfare and am passionate about keeping animals in the best conditions possible. Through teaching animal management to the next generations of animal carers I hope to instil these core values.

I work with a small group of students and want to give them all the best chance to achieve the Animal Management qualification. I know that if I can motivate students to learn, they are more likely to achieve higher grades!

**Are there any future skills you will need to learn for your role?**

I am currently studying towards a Diploma in Education and Training at Highlands College. As lecturers, we are constantly learning and developing new skills through courses and continuing professional development (CPD).

**FUN FACT**

My second-year students call me Efficient Susie. I'm not sure if this is a compliment or not! The highlight of my career was meeting Sir David Attenborough!

**What are the three most important skills required for your role?**

Organisation: planning timetables, creating lesson plans, producing resources and marking assignments; require good time management skills.

Passion: passion for your subject translates into your teaching and keeps students engaged.

In-depth subject knowledge: to teach a vocational subject you must have practical experience and background knowledge of the subject.

**What advice would you give someone interested in a career in your profession?**

I would always advise people to gain some experience and qualifications in the area you wish to teach and make sure it is something you are really interested in!

To teach in further education you must commit to ongoing training, but the first step would be to complete an Award in Education, which can be studied at Highlands College.





## ACTIVITIES & PROMOTIONS MANAGER

# Graeme Fitchett

Centre Point

My day could be anything from teaching street dance or graffiti to making slime or fires to roast marshmallows. I organise trips for the older children during the holidays, which is anything from stand-up paddle boarding, paint ball to beaches trips. We also provide short breaks for children with complex needs which I help organise activities for. My main job is to make sure the children are having fun!

### How did you get your job?

When I left college I didn't know what I wanted to do with myself. I applied for a job at Centre Point and have never looked back. I have been lucky enough to become a teacher of dance through a course run by the International Dance Teachers Association. I have also done my award in Education and Training and my award in assessing and I also teach various playwork courses on the island.

### What motivates you in this role?

I love my job and I'm very passionate about it. What motivates me the most is seeing the children engaging and enjoying the time they spend with us. The look on a child's face when they climb a tree for the first time or get to meet Batman is something very special.

### Are there any future skills you will need to learn for your role?

In my role I am always learning and I will always be gaining new skills. Currently I am studying a course on nutrition to be able to provide a better knowledge to the children about healthy eating.

### What are the three most important skills required for your role?

Passion - If you are passionate about the job you do then this can really benefit the children.  
 Knowledge - We provide play opportunities and it is important to understand the importance of play and how this can help children develop and learn through play.  
 Approachable - if you are approachable the children will see you as friendly and welcoming.

### What advice would you give someone interested in a career in your profession?

We provide childcare for children from birth all the way through. We have two nurseries, before and after school care, holiday club, short breaks, dance club and graffiti club. So if you have an interest in working with children, get yourself onto a childcare course and give us a call about possibly doing some volunteering to see what suits you best.

## FUN FACT

In 2015 I started up my own street dance school called Street Angels. I am also a big Leeds United fan, in Bielsa we trust, marching on together!



MANAGER/DIRECTOR

## Juliet Pearmain

Cheeky Monkeys at Durrell

A typical day will include an early start. I will make my way around the nursery to say good morning to the team and check that everyone is ok. After this my day is a variety of phone calls, emails, meetings, show rounds and errands. This is all fitted around any administration tasks. Interacting with parents is also a big part of my job and often they will pop in with questions or a catch up, which is lovely. I can finish up as late as 6.15pm but will often work from home in the evening.

### How did you get your job?

I had worked in childcare for over 20 years and always dreamed of opening my own nursery. I approached Durrell with my idea as I knew the grounds would be the perfect setting for my vision. Luckily I convinced them that Jersey needed a nursery that appreciates the outdoor environment.

### What motivates you in this role?

The reason I wanted to open my own nursery was to create an environment that I believe to be the most beneficial in early years. I studied the Reggio Emilia approach to early childhood education, which is a hands on attitude to learning and discovering. The children are outside as much as possible and we have a huge garden for them to explore in.

### Are there any future skills you will need to learn for your role?

Although I have many courses and studies under my belt, I am always happy to learn new skills and continue my professional development that will benefit the children and nursery. The next course I am taking is fire safety awareness training.

### What are the three most important skills required for your role?

It is hard to pick just three but patience, imagination and resilience are key to running your own nursery. Compassion would absolutely be up there too.

### What advice would you give someone interested in a career in your profession?

As well as qualifications, experience is key. It is really important to be passionate about working with children and enjoy spending time outside in all weathers. The trickiest bit is getting the work/life balance right but in the beginning be prepared to put the hours in.

My final piece of advice is STICK WITH IT. When you have a successful business that you are proud of and passionate about, it's totally worth it.

## FUN FACT

Antarctica is my favourite continent to visit and I once went on a nuclear powered ice breaker to reach the North Pole!

## SELF-EMPLOYED PAINTER AND DECORATOR

# Roisin Kelly

Decorating Jersey

My typical work day involves working on domestic houses, interiors and exteriors, redecorating various rooms. It may be preparing a room for painting or hanging wallpaper.

### How did you get your job?

When I was 16 I wrote letters to over ten decorating companies and I only got three responses. Two rejection letters and only one invite for an interview. I went for my interview with Michael Tierney Decorators LTD (Now retired) and he gave me my chance. I worked for him on and off for over 10 years until I started up my own company Decorating Jersey in 2013 with my partner.

### What motivates you in this role?

It's getting to do different things every day. I couldn't handle an office job. One of my favourite things to do is hanging wallpaper. I love to see the finished room. It gives me a great sense of achievement to know what I have accomplished and the customer is happy with my work.

### Are there any future skills you will need to learn for your role?

There are always more things to learn. New products come out with different systems of use that you have to stay up-to-date with. It's easy to get left behind. I still favour using oil based paints, although I know one day they won't exist anymore. So I am trying my best to go with the times.

### What are the three most important skills required for your role?

Patience - Especially for hanging wallpaper or doing something fiddly. A keen eye for detail - Preparation is key, you can't get a good finish on anything if you don't do the preparation right. Customer service - Trying your best to give the client what they want. This is not always possible but good communication is key.

### What advice would you give someone interested in a career in your profession?

Be prepared for hard work. It's a physical job. If you want to do a hands-on job like decorating, stick at it. Don't give up too easy. The first year is the hardest. You're using muscles you never knew you had. It's tiring but you'll get there!

## FUN FACT

I am not your average girly girl, although I do enjoy getting my nails done (when I haven't bitten them all haha). I enjoy getting my hands dirty doing up furniture in my spare time (when I get any).





## CARPENTER & BUILDER

# Dane Sutton

Multiply Design & Build

It ranges widely depending what project we are working on at the time. I could be decking someone's garden or building a loft conversion, to designing, building and fitting a bespoke kitchen or walk in wardrobe!

### How did you get your job?

My dad and both older brothers are also carpenters and have their own building companies also, we grew up on building sites so it would have been difficult for me to go down any other road.

### What motivates you in this role?

Progression and seeing our finished product. Hearing our client's feedback. Coming across new problems to figure out. Learning new tricks, and finding new materials, tools or techniques that can help our work quality or speed. All these things motivate me!

### Are there any future skills you will need to learn for your role?

Yes always,  $4+5=9$  but so is  $7+2$ ! There's always a different way to do things which people will find easier or better.

### What are the three most important skills required for your role?

Reliability, efficiency and an eye for detail.

### What advice would you give someone interested in a career in your profession?

Have an open mind, knowledge is power. Always look for ways to be better and get ahead. Listen, and think.

## FUN FACT

I am a big fan of mixed martial arts fighter Conor McGregor.





## PLUMBER

# Hannah Willcocks

Amalgamated Facilities Management (AFM)

I start work at 7.30am and have been buddied up with a senior working foreman who sets me tasks and advises in all manner of plumbing installation and fault finding techniques. I also have one day a week where I attend Highlands College for day-release. This involves us studying the theory and learning to apply this in a practical environment.

### How did you get your job?

I started working for AFM in April 2011 as a helpdesk administrator but during my appraisal in 2017 I expressed a desire to move away from the office environment to a more practical based career. AFM fully supported my decision and they enrolled me on the Highlands College Plumbing Apprenticeship day release course where I moved over to being a full time apprentice plumber in December 2017.

### What motivates you in this role?

Working on site is very different to working in the office. I think the time that I spent in the office offers me an advantage as I understand the pressure that the client facing team are under. I'm currently working with the Projects team working with the same people for the duration of the project. I like being challenged with tasks that sometimes require me to think outside the box to solve more complex issues. I love seeing the end result of a project I'm involved in.

### Are there any future skills you will need to learn for your role?

I have another two years on the course until I am a fully qualified plumber and then I will be able to become a working foreman and work with other trainees to develop their skills. I'm just about to start Level 3 in September but I'm keen to continue studying towards Level 4 which is based more on design and engineering.

### What are the three most important skills required for your role?

Enthusiasm and being proactive is vital. I love the hands-on aspect and I'm determined to succeed. I was very fortunate to be invited by my Highlands College tutor to participate in the "Skills Test: Be The Best" competition in the Isle of Man earlier this year which was amazing.

### What advice would you give someone interested in a career in your profession?

Plumbing is a great career, it is varied and enjoyable but can also be hard work. There is a lot to learn but it is all really interesting and can be fun. Be prepared to get soggy!

## FUN FACT

Once I'm qualified I'm hoping to work with a charity such as Overseas Aid to use my skills to benefit others.



## SITE ENGINEER/ PROJECT MANAGER

# Daniel John Durell

### Geomarine

Currently involved with excavation works down Grève de Lecq beach, so can involve sheet piling, excavating and framing in preparation for ducting to be laid. Luckily I'm quite involved with the marine side of Geomarine so coastally based either on land or on the boat, which is pretty awesome.

#### How did you get your job?

After arriving back in the island and sending off a few CV's, I ended up contacting Phil our Managing Director and managed to arrange an interview and it obviously went well as he ended up hiring me.

#### What motivates you in this role?

The change in jobs and sites is great as you get a major variation. I really enjoy being based on site rather than in the office, although office work is sometimes unavoidable. It's always interesting being put into a new situation and using your initiative on how to overcome problems and take the best route forward.

#### Are there any future skills you will need to learn for your role?

I'm only new to the construction industry in my current role so will be learning a lot over the next coming years. I'm aiming to learn as much as I can by being as hands-on as possible. One aim would be to end up becoming a chartered engineer but that can wait for now, as I'm adapting from a mechanical engineering degree to a civil/marine area.

## FUN FACT

There are 195 countries in the world

#### What are the three most important skills required for your role?

Quick thinking and not being held up on problems but looking for the solutions. Preparing in advance to ensure you have everything you need for the job and being able to handle the disruption of transport, as it can be a nightmare getting what you need on island within a certain timescale.

#### What advice would you give someone interested in a career in your profession?

Get as much hands-on experience as you can, as soon as you can. It's surprising how much I actually use from what I've learned from my dad, when working on the farm and doing jobs on the house which you can use the lessons learnt from that and figure out solutions. It also helps to have a get-up-and-go attitude and be willing to help and ask questions, because if you never ask the questions, you'll never know the answers.

## SENIOR ENGINEER (ENVIRONMENTAL/GEOTECHNICAL) / UCJ LECTURER

# Richard Sutton

Hartigan

My day can vary from looking at large scale projects such as the airport to looking at a small private retaining walls. Whilst I am a geotechnical/environmental engineer I am also involved in project management for a wide range of topics as well as working on business management activities for the company. I don't really have a typical day, the role gives me something different every day to do (excluding the usual items such as phone calls and emails). This role has led me to become a lecturer for University College Jersey where I teach Geology and Materials on the Civil Engineering course.

**How did you get your job?**

I started working for a small consultancy in the UK and changed job to work for an international firm all over the UK. An opportunity arose for a role with a contractor in Jersey where I spent 7 years before moving to my current role at Hartigan. It was at Hartigan where I got the position of lecturer at UCJ.

**What motivates you in this role?**

You have to want to do the role, it is not something that you can just turn up to do and plod along. I like the problem solving aspect of the work as it uses many tools to resolve some of the issues I come across.

**Are there any future skills you will need to learn for your role?**

Engineering requires constant learning, it never stops as there is always a new concept or idea that can be applied.

**What are the three most important skills required for your role?**

You have to be technically proficient, you need to be able to communicate with a wide audience and you have to be able to project and time manage.

**What advice would you give someone interested in a career in your profession?**

I would recommend that you always try to get experience, whether it is with Trident, A-level shadowing or work experience. Having this gives you an indication on what the profession is like. Do your research on university courses, specifically looking at the employability values and items such as field work. Many employers would look for qualification, experience and fieldwork first then the university second.

**FUN FACT**

I have refereed over 30 international touch rugby matches before moving to coaching at the last 2 European Championships. Also rubies and emeralds are rarer than diamonds but a marketing campaign made diamonds more popular and therefore more expensive.



## GLASSBLOWER AND ART TEACHER

**Marc McCarty**

Founder of Glassblowing Jersey

I start work at 8am so I can light the furnace (which is really impressive!). Whilst the glass melts I put the kettle on and make some drawings for the day's production. I always have a plan for my own artwork or commission, so this time is very important. After coffee, I prepare all the colours and tools to make the glass pieces for that day. I have a small gallery next to my hotshop, so I layout the glass and create signage, clean and polish the glass to prepare for the days visitors. Then I start to blow glass! The glass is gathered on hollow rods called blowing irons and shaped with tools or wet newspaper into various forms. Sometimes it goes well and sometimes it doesn't. But I have learnt to be resilient, because I love making hot glass!

**How did you get your job?**

I went to Highlands College to study the one year Foundation Diploma In Art & Design. After which I gained a place on the three year degree course in Hot Glass Design and Sculpture at Wolverhampton University. I won a scholarship to Pilchuck Glass School in Seattle and studied there for a while before touring around the famous glass factories in Sweden learning as much as possible. On returning to Jersey I studied to become an Art Teacher at Highlands College and have recently set up Glassblowing Jersey.

**What motivates you in this role?**

My motivation comes from my incessant urge to create beautiful objects that will help make the world a more interesting and beautiful place.

**Are there any future skills you will need to learn for your role?**

The skill of glassblowing requires that you learn new techniques all the time! A glassblower could spend 40 years on the irons and still not know it all!

**What are the three most important skills required for your role?**

The most important skills to acquire for hot glass making are good hand to eye coordination, a good sense of design and being able to evaluate your mistakes and plan new ways to proceed.

**What advice would you give someone interested in a career in your profession?**

Study hot glass design at University then spend a couple of years assisting other glassblowers in a studio or small factory. Alternatively you could offer your assistance for free on a part time basis or gain an apprenticeship in an established studio.

**FUN FACT**

In the old days, the glass makers of Venice, were locked away on the island of Murano, to stop them spreading glass making secrets.





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[www.garenne.je/careers](http://www.garenne.je/careers)

## DATABASE ADMINISTRATOR AND DEVELOPER

# Fabrice Le Luyer

Feelunique

A typical day would be keeping a constant eye on the health and performance of the SQL database. This is the core of my responsibilities, any negative variation in database performance/health will have a direct negative impact on the website and could limit the amount of traffic (people browsing and purchasing) or in a worst case scenario take down the site. I also work on a range of tickets that are a mix of business development requirements such as the development of new features, any ongoing technical required maintenance or optimisations and resolving technical support issues raised by other departments.

### How did you get your job?

I previously worked for Unitysoftware who provide software for Trust and Investment companies. I started out on the support desk and worked my way up to more technical roles, eventually specialising in SQL Admin and Development. After ten years I felt I needed a new challenge and I applied for my current role at Feelunique.

### What motivates you in this role?

From a young age I have had an interest in technology and how it all works. I was always fixing or building faster computers just so I could play the latest computer games. It was not until I was in my late teens that I realised I could do this for a living and by that point my attention had shifted from hardware to software.

### Are there any future skills you will need to learn for your role?

You will always need to keep learning about new features on the platforms you work on as well as new developments within your industry. I have recently been looking into undertaking the digital leadership programme or a CMI Diploma in people management which will help leading technical projects.

### What are the three most important skills required for your role?

A friendly, optimistic personality and behaving with integrity are essential for creating a professional relationship of trust and respect.

A high level of technical competency and an aptitude to implement best practices.

Willingness and eagerness to constantly learn and evolve in whatever technical field you are in.

### What advice would you give someone interested in a career in your profession?

If you are just starting out with software development then be patient with yourself, it takes time to learn and master, keep calm and carry on!



## FUN FACT

Several years back I undertook and passed a Yoga teacher training course in Dynamic yoga methodology and I am now a qualified Yoga teacher.



# COLLAS CRILL Q&A WITH THE NEXT GENERATION OF LAWYERS

Alex Wileman-Smith | Trainee | Jersey

01534 601715 | alexander.wileman-smith@collascrill.com



"As a firm, it is a fantastic place to work and I would strongly recommend applying for the trainee programme."

## WHAT ATTRACTED YOU TO COLLAS CRILL'S TRAINEE PROGRAMME?

Before starting my training programme I was lucky enough to be a student on the Collas Crill bursary scheme throughout my time at university. While on the scheme I completed numerous work placements so I had a good idea of what it would be like to be a trainee at the firm; it has a very friendly and supportive culture.

## WHAT DID YOU HAVE TO DO TO APPLY FOR THE POSITION?

As a prerequisite to application, I had to complete an undergraduate Law degree (the LLB) and then go on to complete the postgraduate Legal Practice Course (or LPC). After my four years of study, it was a case of completing Collas Crill's application process which included interviewing and certain skills and competency tests.

## HIGHLIGHT OF YOUR TRAINEE CAREER SO FAR?

The highlight of my trainee career so far would be working as part of the team on the recent £47.6m purchase of one of the International Finance Centre buildings, IFC 5. It was a high value transaction and being locally based, a prominent deal. I was involved from start to finish and was given a good amount of responsibility so it felt satisfying when the deal completed.

## WHAT WOULD YOU SAY TO THOSE CONSIDERING APPLYING FOR THE COLLAS CRILL TRAINEE PROGRAMME?

Collas Crill is a rewarding place to work and continues to allow me to grow as a junior lawyer. If you want the opportunity to learn from senior lawyers and are committed to your development, the Collas Crill programme will provide you with a supportive and encouraging environment. As a firm, it is a fantastic place to work and I would strongly recommend applying for the trainee programme.

WE ARE OFFSHORE LAW

BARCLAYS EAGLE LAB ECOSYSTEM MANAGER

# Nicolle Maltwood

Barclays Jersey

I start my working day by going through emails that may have come in overnight. Throughout the day I work with businesses of all sizes from one-man bands right the way up to large law firms - talking through their products and services and how Barclays Eagle Labs can help them to innovate, create and grow. My evenings are often spent running events for businesses, the community and also for Barclays colleagues. I use Barclays' wider network across Jersey and the UK to provide as much value for local companies as I can, often bringing over people with tech or finance expertise to help different local industries.

**How did you get your job?**

My journey into my job at Barclays started with my role as Chairwoman for Women in Tech Jersey (WIT). I ran events and initiatives to help more women from our local community get into the tech industry. Through my work I met the previous ecosystem manager Joanne Alford. Talking to Jo about the Eagle Lab I soon learnt that Barclays shared my passion for supporting tech entrepreneurs and delivering interesting events and initiatives for the Jersey business community. Essentially I could make my volunteer job my day job!

**What motivates you in this role?**

My motivation for my role is being able to work with local businesses and the local community to help them grow and understand how tech developments can help aid every industry. It is also about seeing Jersey prosper and capitalise on the skills and expertise we have access to. I feel it is a role in which I can really make a difference.

**Are there any future skills you will need to learn for your role?**

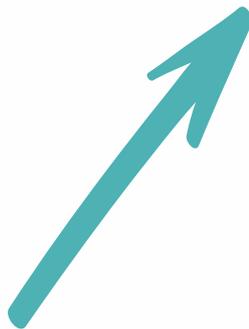
Continued learning is something I will always need. This role is very much about new tech and business developments, so every day I need to make sure I am always reading and learning.

**What are the three most important skills required for your role?**

Strategic thinking, relationship creation and management, and, practically speaking, event management is crucial.

**What advice would you give someone interested in a career in your profession?**

Find what you enjoy doing and focus on that. So if there is something you really enjoy whether that is in your spare time or work life try and knuckle down in that one area and develop it into a career that you really enjoy.



**FUN FACT**

One fun fact is that I have previously powerboat raced in the UK.

## HEAD OF DESIGN TECHNOLOGY

# Daniel Ferguson

Les Quennevais School

No one day is typical. Each day brings its own unique and surprising set of odd and brilliant encounters. I arrive at 7.30am to prepare for the day, teach 5 to 6 lessons. I also have after school clubs or meetings. Design and Technology is such a far-reaching subject that lessons can stretch from learning about materials, recycling plastics to making Bluetooth amplifiers and 3D printing using Hemp.

### How did you get your job?

I studied a BA (Hons) in Three-Dimensional Design at De Montfort University. I worked as a designer, engineer and architectural modeller before completing my PGCE in Secondary Design and Technology. After gaining experience teaching at several schools I had a panel interview for my current role, including teaching a lesson. Teacher training is a demanding process, but the job is incredibly rewarding.

### What motivates you in your role?

We all have access to the wealth of human knowledge on our mobile phones. I aim to inspire students to continue to learn and be more inquisitive than watching cat videos. I hope to pass on my passion about my subject, enabling students to think creatively and apply this across their entire life.

### Are there any future skills you will need to learn for your role?

It's about blending technology with the right curriculum design. Nowadays, I'm working to move away from traditional methods of teaching and using more creative and abstract ways of presenting topics and this involves continuous professional development. Digital literacy skills can also be paired with developing soft skills such as design thinking and numeracy skills.

### What are the three most important skills required for your role?

Enthusiasm, dedication and resilience. You will need enthusiasm for the subjects you teach; dedication refers to a love of teaching, which includes a commitment to students' success and resilience to help overcome the multiple and complex challenges teachers face every day; to have the courage and energy to push for change despite opposition to these challenges.

### What advice would you give someone interested in a career in your profession?

If a teacher inspires you, learn from them and let that inspiration help you grow. Read up on the subject in your own time and show interest in the related current educational issues.

Remember to learn from failure, you will not always succeed at everything, some of the best lessons you will have come from constantly working towards improving yourself and your craft, commitment and enthusiasm can lead to incredible things.

## FUN FACT

The word encyclopaedia literally means a "circle of learning" and was originally used to indicate a well-rounded education. It wasn't a book of general knowledge until the 17th century.



DIRECTOR OF YOUNG PEOPLE, FURTHER  
EDUCATION, HIGHER EDUCATION AND SKILLS

## Saboohi Famili

Government of Jersey - Children, Young People, Education and Skills

I am an early bird so I start my working day around 7am. I use this time to catch up and plan the day ahead. The most interesting aspect of my role is the diversity, making the days varied and different. From focusing on highly strategic matters related to the future of education in Jersey to joining the Youth Service team on street patrol on a Friday evening or taking part in industry forums planned by Skills Jersey, no day is the same.

### How did you get your job?

I heard about the job on my way to the airport while travelling to USA for a charity hiking challenge. Having previously worked in the Channel Islands, I was keen to apply. Doing the pre-interview tests in Death Valley in a tent with no power or internet connection proved rather challenging!

### What motivates you in this role?

I am driven by my commitment to influence change through education. I genuinely believe in the power of education to change the world and I have the drive, determination, vision and stamina to make things happen. I also like a challenge and this role provides that, motivating me to put 110% in achieving results that matter.

### Are there any future skills you will need to learn for your role?

I want to continue my Doctorate studies and focus my thesis on leadership and its impact on the achievement of young people in the age of the digital revolution. I am an avid learner and will use every opportunity to improve my knowledge and skills.

## FUN FACT

Well my idea of fun might not be everyone's – I am a high-altitude climber, resistance cyclist, and long-distance walker. So fun for me means completing extreme challenges.



### What are the three most important skills required for your role?

The ability to listen to, act upon and take feedback. You also need the resolve and determination to see things through and get things done. Humility and a can-do attitude are also important.

### What advice would you give someone interested in a career in your profession?

Go for it! There is no feeling like influencing change for the better. Always accept criticism and ask for help. You need the ability to think and respond, to make decisions and take people with you. Strong resilience and emotional intelligence is key. The reward of making a difference at policy level, influencing the entire education system, is priceless.



# Careers with RBS International

RBS International is headquartered in Jersey, with a presence in Guernsey, the Isle of Man, Gibraltar, Luxembourg, Edinburgh and London. Our graduate programme for 2020 will be based in Jersey, but the opportunity to travel around our business may be possible if your role requires it.

## About the programme

You'll get the opportunity to work with colleagues from across our jurisdictions and you'll have exposure to customers in the Local, Private and Institutional sectors, giving you an insight into how banking supports every part of life. You'll also get to spend time in the teams that support our customer facing colleagues to deliver an outstanding banking service to each of our customers every day.

We have our own Board of Directors and Management Team, meaning you'll also gain exposure to our executive committee; a unique opportunity to learn from colleagues at the top of our business. You'll be able to get involved in a range of projects and initiatives on top of your everyday role, giving you the chance to develop at a fast pace.

We'll be supporting your career development throughout the programme starting by allocating you a 'buddy', who'll be an existing graduate with us and they're to help you get settled, answer any questions, and share their experiences. You'll also have a Graduate Coach to provide support throughout the programme, and work with you to create a personal development plan. Together, they'll help you reflect on your progress, develop your career, and build your professional network.

*"I've enjoyed all the professional development opportunities we've had - the opportunity to learn about all the different operations here and the variety has been absolutely fantastic."* Joe Hill, RBS International Graduate

During your last rotation we'll focus your personal development plan on what roles you could step into next and your career aspirations. This programme is excellent preparation for a whole range of career paths, and at the end of the two years, we'll hope to see you join us in a permanent role.

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## SKILLS COACH

**Diana Hey**

Skills Jersey

Every day brings something different in my job. One day I could be taking young people to visit a workplace to get an insight into a specific industry (this could be a farm, building site or finance company - you name it), offering one-to-one coaching sessions, at Highlands College supporting the Budding Chef programme or presenting in schools. This is one thing I love about my job because I am constantly meeting with new professionals and young people.

**How did you get your job?**

I did Art and Design at Highlands College because I loved being creative. I spent three years working in tourism before working in finance. At 17 I started volunteering at the Youth Service before becoming a paid member of staff. Youth work gave me the opportunity to gain experience working with young people whilst the other industries gave me transferrable skills I could bring to my role today.

**What motivates you in this role?**

Working with young people started to become a real passion when I started working for the Youth Service. I realised this was an area I wanted to work in full-time. When I saw the Skills Coach job advertised I thought this was the perfect role for me as I would be able to support young people in a way that would help their future.

**Are there any future skills you will need to learn for your role?**

Giving presentations in schools is a part of my job. During school I always struggled to present to people and had avoided it. When applying for

this job I knew that giving presentations would be expected, however this did not stop me from applying. I have now presented to different year groups in schools which has increased my confidence.

**What are the three most important skills required for your role?**

Listening skills - listening is a vital part of coaching. I want our young people to know that their voice is being heard. Being open-minded and non-judgemental - I believe everyone has their own strengths and should have the opportunity to use them. Approachable and outgoing - having a good sense of humour helps!

**What advice would you give someone interested in a career in your profession?**

Get as much experience as you can working with young people and remind yourself that you were young once. Think of the support you would have benefitted from and how you can be creative and support other people in today's society.



## FUN FACT

A skill I have yet to develop is cooking, however this does not stop my love of food and all cuisines. I will always be the first person up at a buffet!

## COMPANY DIRECTOR AND MASTER DESIGNER

# Teresa De Sousa

Elmina Salon

A typical working day involves expressing my creativity through the art of hairdressing through the various services I provide; these include colouring, cutting, styling, bridal and barbering. I work between my two salon locations to accommodate my clients, developing close relationships with them. I love the creative process, where I am able to tailor every service to the client's needs and seeing them walk out of the salon with a smile on their face.

**How did you get your job?**

I decided to pursue my life-long passion for hairdressing at the age of 39 at Highlands College. I was offered work experience at Elmina and upon completing my qualification I was offered a full-time job. Over the years I have developed a loyal clientele and enhanced my skill set. Two years ago I took over as business owner and director of Elmina Salon & Spa in King Street and this year I was offered the exciting opportunity to open another salon located in St Brelade's Bay Hotel. I am also fortunate to have a diverse, creative group of professionals who love what they do.

**What motivates you in this role?**

My motivation comes from how I make my clients feel. Being able to transform somebody's appearance and make them feel more confident drives me, and enjoying what I do facilitates me in performing as best I can as a hairdresser. It's truly exciting to work for Aveda because its values of completely organic, natural and cruelty-free products align with my beliefs. This makes it so much more enjoyable to express my passion in a good environment.

**Are there any future skills you will need to learn for your role?**

As a hairdresser it is crucial to keep up-to-date with current trends and attend professional training courses such as the Aveda academy to watch masterclasses with global hair artists and designers allowing me to acquire tips and tricks to expand my stylistic abilities.

**What are the three most important skills required for your role?**

A love of learning and allowing yourself to grow creatively, teamwork and having confidence in your own ability.

**What advice would you give someone interested in a career in your profession?**

Don't be afraid to make mistakes. This is where personal growth and problem-solving is created. Hairdressing is a creative profession where being passionate about what you do is absolutely necessary; it allows for the best result. As long as you're happy, this will be reflected in your work.

**FUN FACT**

Aside from owning a hair salon, I also own a restaurant!



## BEAUTY THERAPIST & SALON OWNER

# Yasmin O'Shaughnessy

Yasmin Taylor Beauty

I grab a coffee for the girls. Get ready for our first clients at 10am. We normally see 8 to 10 clients each in a day with treatments such as brow waxing, lashes, nails or make-up. In between we can be doing anything from scheduling appointments, placing orders to cleaning up or eating!

### How did you get your job?

I decided after working in a few salons at 19 to work for myself. For a long time I was on my own under Hello Beautiful Jersey, a concession in Blades Hair Salon and in 2017 I decided to take the plunge and open my own salon, Yasmin Taylor Beauty located at Snow Hill.

### What motivates you in this role?

I really enjoy what I do. Over time you build a bond with your clients and it becomes like seeing friends all day and doing fun stuff I enjoy. I love who I work with and I have been lucky enough to build a strong team, without them the salon would not be what it is.

### Are there any future skills you will need to learn for your role?

It's a fast growing industry, there are always new things to learn. I make sure I set aside time for me and the team to learn and train every year with a mixture of local and overseas training to ensure we are exposed to a good range of trends. Human interaction is always good. As we move into a digital world, our clients tend to come in and want to talk, catch up and offload.

### What are the three most important skills required for your role?

Passion, timekeeping and patience.

None of these are rocket science but all go a very long way when working with loyal clients. We need to want to do a good job and be proud of the treatments we have done. Timekeeping is so important, both we and our clients are very busy so being strict and realistic.

### What advice would you give someone interested in a career in your profession?

Definitely do it! It's really rewarding and fun. It is hard work but you will get to meet great people every day. You'll make people feel good and if you have pride in your work you will enjoy each treatment.

## FUN FACT

I once applied for a job doing door-to-door sales, selling hoovers. The man told me I would be rich and driving a new car in a month. My mum told me not to believe him but I always think... what if?!





## SONOGRAPHER

# Josie Whitaker

Jersey General Hospital, Government of Jersey



I start work by looking at the electronic ultrasound diary, ultrasound requests, prioritise and book them into available spaces according to clinical urgency. When a patient arrives I will explain the procedure to them and take a clinical history relevant to the scan request. I obtain the patient's consent for the procedure and answer any questions. The scan involves producing and saving detailed medical images, interpreting the images and producing a diagnostic report. The results then need to be communicated to the requesting medical team so the patient receives the appropriate care. Some patients will require further imaging with either an MRI, CT or X-ray and if this is the case I will discuss the ultrasound with a radiologist (imaging doctor) to ensure the patient receives the appropriate management.

### How did you get your job?

After finishing my degree in Biological Sciences at Sheffield University, I knew I wanted to work in the healthcare sector and applied for a trainee vascular (arteries and veins) ultrasound position at my local hospital. After completing my practical training and a postgraduate certificate in vascular ultrasound the vascular department merged with radiology and I took the opportunity to complete my training in general ultrasound. I completed my postgraduate Diploma in Medical Ultrasound at Sheffield Hallam University. Since then I have worked as a sonographer at different hospitals in the UK and New Zealand.

### What motivates you in this role?

I enjoy working with people and knowing that every day will be different with new challenges. I take pride in knowing that if I do my job well and to a high standard it will ensure patients receive the best treatment and care possible.

### What are the three most important skills required for your role?

Communication- Effective communication is essential to be a good sonographer.  
 Dexterity/hand eye co-ordination- Excellent co-ordination is required to manipulate the ultrasound probes to obtain accurate and detailed ultrasound images.  
 Organisational skills and the ability to cope with pressure - You need to be able to cope with making life changing decisions as the ultrasound findings may mean a patient needs to be operated on immediately.

### Are there any future skills you will need to learn for your role?

As a sonographer I am committed to continuous learning throughout my career. The technology of the machines is always improving and new ultrasound applications are emerging. I attend regular continuous professional development sessions and attend external courses to ensure my knowledge and expertise are up-to-date.

### What advice would you give someone interested in a career in your profession?

Ultrasound is a very varied and interesting career. Working as a sonographer can be very rewarding and your clinical expertise will be sought after in a range of medical settings, this could enable you to work and travel in other countries.

There are now a number of different pathways into the profession. If you have decided upon a career in sonography there is a direct entry undergraduate course at Birmingham City University. If you are interested in imaging and working in the healthcare sector you may prefer to train as a radiographer first to keep your options open and specialise in ultrasound at a later date by completing a post-graduate ultrasound course.

## FUN FACT

Ultrasound can be used to detect botfly larvae which can live under the skin. Ultrasound is also used in Industry to look for cracks in airline parts.

## SENIOR BEHAVIOUR ADVISER, POSITIVE BEHAVIOUR SUPPORT TEAM

# Dr Darren Bowring

Government of Jersey

The day typically starts checking emails, meeting with my team and reviewing behavioural data or reports. I can then be out on appointments in schools, family homes or care settings. This involves capturing data to help understand why challenging behaviour is occurring, working with people to develop intervention plans or monitoring how they are working. In an afternoon I may be delivering a training course or engaged in research and preparing a paper for publication.

### How did you get your job?

I was working in education in the UK with children with emotional and behavioural issues. I had never been to Jersey before my interview! There was a desire in Jersey to return people placed off island for behavioural treatment, to avoid sending people away from their families like many authorities were doing in the UK, and to close institutional care settings. I wanted to help make this a reality which we have done very successfully.

### What motivates you in this role?

Achieving positive behaviour change and seeing people and families enjoying life is hugely rewarding. Whilst Positive Behaviour Support is based on the science of behaviour analysis, it is an ethical framework model. We avoid using punishment and teach skills to replace problem behaviour. We improve environments and work to improve people's quality of life and the people around them.

### Are there any future skills you will need to learn for your role?

Positive Behaviour Support is an evidenced-based science where you are constantly learning. I am an Honorary Research Fellow at the Centre for Educational Development, Appraisal and Research at the University of Warwick. The research we are doing in Jersey is leading the way in Positive Behaviour Support development which I will be presenting at international conferences.

### What are the three most important skills required for your role?

Communication skills: Presenting research to academics, data to professionals, advise families and work with people who may not have verbal skills.  
Being analytic: Collating behavioural data to assess its causes and maintaining factors.  
Empathy: Supporting people who can be struggling or in distress.

### What advice would you give someone interested in a career in your profession?

Get experience working or volunteering in care, education or charity settings - Mencap and Autism Jersey would be good organisations to contact. Think about helpful subject areas in education like psychology. A behaviour adviser would be required to hold a master's degree in a relevant subject area so university courses would be required.

## FUN FACT

I am a massive Manchester City fan. In England I followed them home and away often ending in disappointment. Since moving to Jersey they have been brilliant!





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## HEAD CHEF

# Patrick Hogge

Highlands College

My day starts as every day should start with a high quality double espresso. Then I get the ovens on and start preparing breakfast. Two of my six staff are with me by now. We continue preparing fresh soups and hot meals for 60 to 1000 people a day. When I have a quiet moment I go to my office and ensure all my paperwork is done.

### How did you get your job?

I had always hoped to end up working at Highlands College in the catering and teaching department. I saw the job advertised on the Gov.je website and I knew I had to get the job.

### What motivates you in this role?

I am driven daily to better myself and to also do my best for my customers, providing them with the best quality food. As my opportunities continue to expand, it keeps my passion alive. For example, teaching Low Water Fishing through the ACE programme and my Budding and Aspiring Chef courses.

### Are there any future skills you will need to learn for your role?

I am currently doing an assessors course to ensure I am able to assess students that come in to my kitchen and I keep up-to-date with current trends in catering to broaden my skill set.

### What are the three most important skills required for your role?

Patience, it seems simple but it is extremely important when you are working under pressure and with so many people, whether its staff or customers.

## FUN FACT

One of my favourite things to do is foraging at the low water mark for fresh shell fish and other marine life. (Sometimes for the pot!)

Flexibility, is important because I have customers with specific needs. I need to be able to cater for them at a moment's notice or the cheeky ones that always come in late.

I keep an open mind to the fact you never stop learning and can always improve.

### What advice would you give someone interested in a career in your profession?

You have to have a passion for cooking for people and always be willing to take a risk.

## FOUNDER / OWNER

# Nick Perchard-Rees

Pizza Projekt

No one day is ever the same but it usually starts at 6am with some social media and email responses, breakfast and school run, then back to admin before meetings. I then pop to the café to assist if it's busy or problem solve any issues. I'll start setting up an event or maintain equipment. Then it's time for the afternoon school run followed by working at an event or business growth ideas.

**How did you get your job?**

I created it but it took almost seven years to realise my dream. I've had many different jobs which have given me lots of great experience. I knew that working for myself, being my own boss and bringing my ideas to people would always be the thing that made me most happy.

**What motivates you in this role?**

Passion for my product and making people happy. We live in an age of realisation. People are more aware of what they are doing to the planet but also to themselves. Pizza for example is seen as a junk food, but if you take it back to its roots, using the best ingredients and proper artisan skills you end up with a beautiful product that is also pretty healthy.

**Are there any future skills you will need to learn for your role?**

I never stop picking up lessons from each day – one of my favourite sayings is 'every day is a school day'. I'm also quite dyslexic which can be challenging at times when dealing with the business side of things but makes me more determined to succeed.

**What are the three most important skills required for your role?**

Passion – It took me seven years to research the product.

Customer service – The customer isn't always right but you need to make them leave feeling like they are. It's a skill that seems to be disappearing.

Logistics – I need to plan every detail of events and think on my feet to overcome challenges.

**What advice would you give someone interested in a career in your profession?**

Think of an idea and research it, make sure you have a passion for it, make sure you enjoy it and you want to live it. Then realise to make it work, it won't be what you do all the time. You'll be running a business but you'll be doing it for you.

## FUN FACT

Not sure if it's fun or just weird but I'm obsessed with the colour orange, it's my weakness in life. I can't help but collect anything orange.





MARKETING MANAGER UK/IE

## Ryan Thorpe

Revolut

I spend the morning executing my priority tasks that are going to move the needle on growth, high impact campaigns or initiatives. Going into the afternoon, answering slack messages and emails that have piled up overnight from different areas of the company and partners. I also line-up any meetings I may need to have internally or externally to align with Revolut's overall growth strategy across product, key markets or campaigns.

### How did you get your job?

I actually just applied to them via indeed.com to be their growth launcher in UK/IE in 2017 during winter break of my last year at uni. I got given the job after three interviews and one week later I was in London being on-boarded before I'd even gone back for my last semester at university.

### What motivates you in this role?

Doing something that is making an impact. Being from Jersey I've had first-hand experience of how slow and traditional the finance industry works, this is epidemic across all countries in Europe and beyond. Revolut is making life 10x better, 10x faster and 10x easier in all areas of finance. To be responsible for growing this company worldwide as we expand internationally gives me a great sense of purpose to actually make a significant change in the world.

### Are there any future skills you will need to learn for your role?

Running more complex data queries in our databases so that campaigns, initiatives and decisions about how to improve our growth in product or perception can be realised, measured and improved upon so we can grow faster.



### What are the three most important skills required for your role?

Creativity, logic and speed of execution.

### What advice would you give someone interested in a career in your profession?

Startups and Financial Technology is a new wave of industry that was bound to happen. My advice for people who want to get involved is to get some experience in building a startup of your own, an agency, an app or a small website and find a way to monetise this. In doing so you learn to execute and iterate fast on learnings. Don't over-analyse, just do and keep building on that. This is the difference between startups or fintechs that survive and those that don't and also employees that succeed or leave.

### FUN FACT

I lived in Bali for a year.

## MARKET GROWTH MANAGER

**Elis Joudalova**

OLIO



There is really no typical day for me but I prefer it like that. I talk to and convince businesses to let us collect their surplus food, recruit and manage Food Waste Heroes (volunteers) in Jersey and now also Stockholm, run our social media, raise and grow awareness about OLIO and the issue of food waste, communicate with media, government, schools, and charities, attend relevant events/conferences. I very much enjoy public speaking and educational talks that inspire others to make a difference.

**How did you get your job?**

My story is perhaps a bit unconventional. I was told by the OLIO founders I had created my own role. I brought OLIO to Jersey and was growing it for over a year in a voluntary role only. Due to its great success I was then offered a full-time role last summer and I got promoted to my current role early this year.

**What motivates you in this role?**

My main motivation is inspiring others and making a difference, locally and now also globally, in terms of how we use precious food. There are two key drivers behind what I do - its huge environmental and social benefits. There is also a growing economic benefit of reducing food waste and redistributing edible surplus food to people.

**Are there any future skills you will need to learn for your role?**

OLIO is a startup which is an environment that is constantly changing and evolving. That is also the main reason behind its success. This means every team member is always learning, from external sources as well as from each other. We use technology to redistribute surplus food and new technologies are changing extremely fast. There is and always will be so much to learn in this area!

**What are the three most important skills required for your role?**

Creativity as in thinking outside the box and excellent communications skills are vital. However, I would say the most important is a genuine passion for what you do, that on its own has taken me a long way.

**What advice would you give someone interested in a career in your profession?**

Never give up on your dreams and follow your passion. It is one of the most rewarding feelings to follow a truly meaningful career. Technology is the future but we cannot live without food. If you like change and ideas and like solutions to problems then founding or working for a startup is for you.

**FUN FACT**

I am so passionate about food waste that once my hair caught on fire over a candle in a cafe as I was trying to convince the manager to donate their surplus food.





## AIRLINE PILOT (TRAINING CAPTAIN)

# Richard White

British Airways

There is no such thing as a typical day. I could be training other pilots in the simulator, flying through the night over Africa or watching the sunrise over the glaciers of Greenland. In between flights "down route" we get the chance to relax which could be running in San Francisco or going on a Safari in Johannesburg.

### How did you get your job?

I got my job through a scholarship scheme where the airline paid for my training but at present this isn't available. These days there are schools that will train you with the qualifications you need to enter one of the commercial airlines taking you from having no experience to being a qualified commercial pilot in around two years.

### What motivates you in this role?

I just love flying, I am a little boy who never grew up. I dreamt of doing it when I was a child and was so lucky to get the chance to fulfil the dream. I love the travel, the people I work with and the challenges that the job provides. To sit on a fully loaded Airbus A380 with 470 passengers knowing you are leading a team responsible for getting them 6000 miles around the world is fantastic. When you land in a typhoon or bad weather knowing you have done a great job it is very satisfying.

### Are there any future skills you will need to learn for your role?

For me, training people always provides challenges and the skills required for that always need developing and improving.

## FUN FACT

The surface area of the wings on an A380 is 845 square metres, I am reliably informed that means there is enough space to park 144 cars, on each side!



### What are the three most important skills required for your role?

Teamwork as you will be working in a close knit team under testing conditions and with many varied personalities, this can be fairly interesting.

Flexibility so that when you are delayed or things go wrong you just go with it and get the job done.

Prioritisation is really important. You have lots of things going on at the same time and it's important to decide which tasks need to be done first.

### What advice would you give someone interested in a career in your profession?

Because it is an unusual job and a difficult career to get involved with there will be many people telling you that it's impossible. Ignore those people and hang onto the dream. My family used to laugh when I said I wanted to be a pilot because to them it was such a difficult and unusual career choice. I am so glad I didn't listen, it's the best job in the world!

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## TEAM MANAGER PARTNER

**Courtney O'Connor**

Waitrose &amp; Partners, Red Houses

A typical day for me starts with checking any internal and external communications and catching up with colleagues to discuss where we are with the day. This can be followed by checking on any recruitment updates that may require attention or actions to be completed. I am also my Branch's holiday planner and a part of the Branch Rota team. My day can also involve being a Customer Service Lead on the shop floor which allows me to interact with both Partners and Customers. No day is the same for me and will structure around the needs of the Branch.

**How did you get your job?**

I started at Waitrose & Partners when I was 17 as a Christmas Temporary Partner working as a cashier. When I was unsure of what career path to take when leaving full time education, Waitrose & Partners gave me the opportunity to develop my skills and create a career path which involved expanding my knowledge across areas such as Customer Service, Compliance and Personnel which has ultimately led me to being a Partner for almost 6 years.

**What motivates you in this role?**

My current role allows me to have an interaction with not only the Partners within my branch but also external stakeholders which have an impact on our day-to-day business. I enjoy helping Partners of all levels and finding out information to be able to share this with them which could help at a later date.

**Are there any future skills you will need to learn for your role?**

I believe there is still a lot of knowledge for me to learn for my role which will come with time and experience as different situations can arise. I am in a good position where I have picked up a variety of skills from the previous positions that I have held at Waitrose & Partners.

**What are the three most important skills required for your role?**

I believe the three most important skills required are having an understanding nature, patience and an eye for detail.

**What advice would you give someone interested in a career in your profession?**

My advice to someone interested in a career in my profession would be to be able to adapt to change and the fast moving pace that is food retail. It can be a challenge but you become part of a big team that work together for similar, if not the same, goals.



## FUN FACT

A fun fact would be that I love baking! Anything from cakes to cookies and especially cheesecakes!

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## STORE MANAGER

# Robert Connor

Marks & Spencer (Sandpiper CI)



My typical working day involves making sure that our store is set-up to trade. This covers operational tasks such as making sure the shop floor is tidy and presentable and the correct staffing levels are in place. We have daily waste and sales budgets to meet so my main goal is to make sure we beat these. I also make sure Health and Safety is upheld so that staff and customers are safe while in the store.

### How did you get your job?

I started working with M&S when I was 16 as a Saturday worker. Then working my way up to supervisor and a section manager. My most recent role before becoming a Store Manager was as the Accuracy & Availability Manager. In this role I worked in our head office looking after the daily availability of food and ensuring we had a consistent range across all stores.

### What motivates you in this role?

I'm a very competitive person. I strive to do the best at everything I set out to do in both my job and social life. Working in a store we are set sales and waste budgets. I'm very motivated to make sure that we beat these every week.

### Are there any future skills you will need to learn for your role?

The future skills I would need would be develop a financial understanding when it comes to budgets and profit and loss statements.

### What are the three most important skills required for your role?

My most important skills would be being a good leader. I try to inspire my team to complete tasks and make sure that we are a well-oiled machine. You also need to have good communication to be able to communicate with all different people from customer, staff members and key stakeholders such as MD's and CEO's. Working under pressure is probably the most important skill you can have working in retail as it is such a fast paced environment.

### What advice would you give someone interested in a career in your profession?

Retail is a varied industry where not one skill set will make you good at your job. In my past roles I have had to learn many new skills from customer service, people management, IT and many more to get to where I am as Store Manager.

## FUN FACT

I represented GB in world in the World Stand Up and Paddle Board champions.

## BUYER OF GIFTS AND GREETINGS

# Anastasia Berry

Voisins Department Store

There isn't such a thing as a typical day in retail! Day-to-day tasks include helping customers and getting their feedback, replenishing stock, merchandising the shop floor and creating marketing plans. In my role as a buyer I am also responsible for reacting to any changes in customer demand, researching and finding the right suppliers, selecting new products and reviewing the old. I also maintain relationships with existing suppliers while seeking new ones, as well as buying trips to make product selection for the department; I mainly travel to London for the big exhibitions.

### How did you get your job?

I studied Textiles, Photography, Business and IT A-level at Beaulieu School. I had considered university but the cost of it put me off. When I finished I saw an advert for the Voisins Retail Academy, it's a graduate programme but I thought I would apply anyway and see if I could get in and I was delighted when I did.

### What motivates you in this role?

My motivation always comes from the customer's reactions when you have selected them the perfect product and that retail is a continually developing industry. I also enjoy working in retail because every day is different, you never know what to expect. I'm only 22 and I'm a buyer already, taking regular buying trips to London. In the future I could travel the world as a buyer, the opportunities open to me are endless.

### Are there any future skills you will need to learn for your role?

I'm constantly developing my knowledge of the industry and new products as it changes daily, technology is changing the shopping experience, so being aware of new and upcoming software is essential.

### What are the three most important skills required for your role?

Communication - Keeping open communication with both customers and suppliers is so important.  
Forecasting - Knowing the changing trends and how many of what you need.  
Organisation - I have many suppliers and an abundance of products that I need to maintain on a daily and weekly basis.

### What advice would you give someone interested in a career in your profession?

I would tell them to go and have a go! Use one of the many opportunities like a Saturday job to see if it's for you. The retail industry is a really exciting career for anyone who is active, creative and bold with decisions.

## FUN FACT

Selfridges has the largest shoe department in the world, stocking more than 100,000 pairs at any time and selling more than 7,000 pairs of shoes a week.





## CULTURAL ACTIVIST

# Kaspar Wimberley

Self-employed, while working as a Director for The Sustainable Cooperative and The Morning Boat.

I don't know if I have a typical day! It might involve serving our lovely customers at SCOOP, running a school workshop, attending meetings with project partners, writing funding applications, preparing an exhibition, building some shelves, roasting some nuts for the SCOOP nut butter machine, doing some customs clearances and reading my daughter a bedtime story.

### How did you get your job?

I usually create my own work. I build communities and develop systemic infrastructures. This keeps me pretty busy! Most recently this has involved setting up an organic food cooperative and a socially engaged Public Art programme. A lot of work is done in collaboration with my partner Susanne Kudielka. Sometimes we are commissioned to develop work at festivals and organisations or institutions around Europe.

### What motivates you in this role?

I aim to have the biggest positive impact I possibly can - in particular in relation to conservation issues and social cohesion. So it's quite strategic. I am not motivated by money or recognition. Most people would say that they find love more important than money, yet we have created a system in which we spend the majority of our time making money.

## FUN FACT

The Dutch are responsible for us all eating orange carrots.



### Are there any future skills you will need to learn for your role?

There are always new things to learn. I didn't envisage spending much of my time as a grocer five years ago! I have been a Jack of all trades and master of none. I am currently learning about Governance and the obligations that come with being a director of a company or charity.

### What are the three most important skills required for your role?

To try and be persuasive and inspirational, but always with sincerity and humility. High energy levels. To find a way of taking a break. To understand systems.

### What advice would you give someone interested in a career in your profession?

There's no time to waste. Invest your time and energy into positive change and make the most of whatever privilege you may have. Make love.



## SURF CAMP OWNER AND SURF COACH

# Jack Gibbs

Stoked Surf and Health Camp, Sri Lanka

Every day is always a little bit different, but each morning it's an early start. Our morning yoga starts at 6am, so I need to be up and on site to make sure everything is set up and running smoothly. After daily tasks involve leading surf lessons, helping prepare and serve meals, organising staff and generally socialising and interacting with guests to ensure everyone has an enjoyable and memorable visit to the surf camp.

### How did you get your job?

My passion for outdoor pursuits and water sports in particular led me to a number of different roles working in the adventure tourism industry. In 2016 I worked at a surf school in Sri Lanka, and fell in love with the country. From these experiences I gained the knowledge and confidence to pursue my own venture.

### What motivates you in this role?

Teaching people new skills, and providing new memorable experiences. I have always loved surfing, and what motivates me as a surf camp owner and instructor is being able to share this passion with others, and share my knowledge to help people get the feeling surf brings you. The joy on people's faces after they experience surfing for the first time never gets old!

### Are there any future skills you will need to learn for your role?

As a coach, I think you can constantly keep learning and developing how you coach and run your sessions. Whether it's learning off peers or attending coaching courses, it's important to keep up-to-date and to keep improving.

As an owner there are a range of business skills I want to improve in the future. Marketing skills, in particular promoting through a social media presence, is an area I

## FUN FACT

Surfing is one of the oldest sports on Earth. Archaeologists recently discovered prehistoric stone carvings in Chan Chan, Peru that date back over 5,000 years ago and show people surfing.

will need to learn more about.

### What are the three most important skills required for your role?

Organisation; managing and keeping on top of bookings, as well as planning and organising lessons, trips and transport for guests.

Adaptability; as a surf coach the ability level and types of people who join you for surf lessons always vary, therefore it's important to be flexible and adaptable with how you run your sessions.

Customer service; most importantly you are there to provide an amazing experience for your guests, therefore being able to provide great customer service is a key skill in my role.

### What advice would you give someone interested in a career in your profession?

You have to have a real passion for your job. Owning and running a surf camp is a lifestyle job. You are interacting with guests from the moment you wake up until you go to sleep at night. It's hard work, without much downtime for yourself, so you need to be really passionate about what you do.



## HEAD INSTRUCTOR

# Rob Staples

Gracie Barra Channel Islands (Brazilian Jiu-Jitsu Academy)

At Gracie Barra we have classes everyday so my day mainly consists of teaching, making sure the academy is prepared for students that are coming to improve their skills and leading the team of instructors who do everything from teach juniors to providing private lessons. However, my main focus for teaching at the moment is the Fundamentals programme – which sees all new students work through an eight week course teaching them all the basics giving them a solid base to progress from.

### How did you get your job?

I started training martial arts 40 years ago. In 2001 I opened my own club to pursue jiu-jitsu. Jiu-jitsu was not such a well-established martial art back then but now we are part of an international club (Gracie Barra) with more than 700 affiliated schools throughout the world. At Gracie Barra we believe Jiu-jitsu is for everyone so it is our goal to provide an academy that is welcoming for people from all walks of life.

### What motivates you in this role?

Seeing students' progress, be it just to master one new technique, gain some self-confidence or wanting to compete on the international stage. It's amazing to see them smash their goals!

### Are there any future skills you will need to learn for your role?

You never stop learning with a martial art, especially as your students progress! I need to stay ahead of new developments of techniques, best practice ways of teaching and training, not to mention keeping things like my First aid qualifications up-to-date.

### What are the three most important skills required for your role?

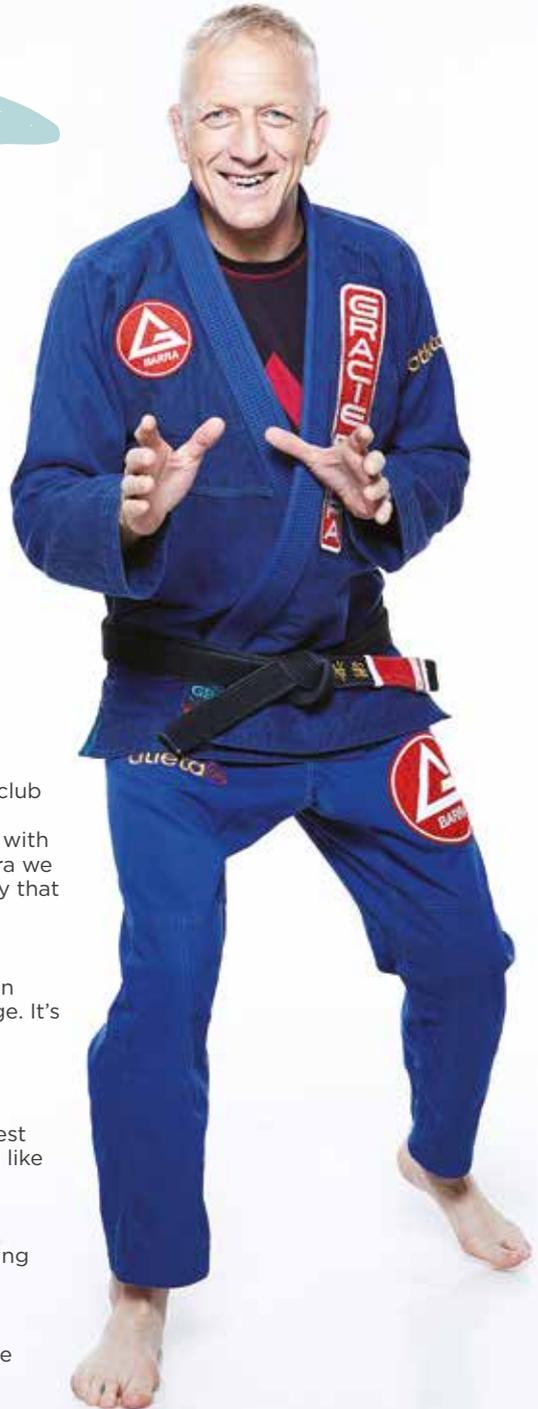
Great communication - Allowing me to explain the techniques, including their implementation and the scenarios that they represent.

Patience - This is needed as everyone learns at different speeds and through different means.

Leadership - I lead a team of instructors, as well as leading by example for fitness and health and the students through their Jiu-jitsu journey.

### What advice would you give someone interested in a career in your profession?

There's a lot more admin that you expect! Also, get yourself affiliated with a good organisation that provides training and anything is possible!



## FUN FACT

Keanu Reeves uses a lot of BJJ techniques in his John Wick series, he trains with the Machado brothers who are cousins to the Gracie Family (who formed and lead Gracie Barra).

## CHIEF EXECUTIVE OFFICER

**Catriona McAllister**

Jersey Sport

My typical working day mainly consists of working on strategic projects aimed at getting people to play sport and to move more as part of their day. As CEO, I directly manage around 10 people and indirectly around 40. This means I spend time daily supporting them and agreeing on their priorities. Responding to emails is a big part of any job, and I am no exception. I also spend time meeting partners and promoting the benefits of being active.

**How did you get your job?**

I saw the job advertised, then I had an initial phone conversation and liked what I heard. I applied and was selected for a first interview by Skype, as I lived in Scotland at the time. I was then asked for a second interview in Jersey, which lasted two long days. It was a challenging experience, but I did enjoy it and was very lucky to get the job as CEO of the newly formed Jersey Sport.

**What motivates you in this role?**

I have always wanted to make a difference to people's lives. Sport and being active is vital to support good physical and mental health, and I am motivated every day by the life-changing stories we hear of people on our programmes.

**Are there any future skills you will need to learn for your role?**

You are never done learning and whilst there is nothing specific, I always try and go to conferences and visit organisations who do similar things to Jersey Sport so we can learn from others.

**What are the three most important skills required for your role?**

Organisation  
Communication  
Leadership

**What advice would you give someone interested in a career in your profession?**

Spend time learning the industry first. I coached a lot before progressing to management roles. Today, I can still turn my hands to any role in the organisation. Qualifications through university is one route you can take, but working your way up from practical roles is equally valid.

**FUN FACT**

I once competed on One Man and His Dog!



## RETAINED FIREFIGHTER

# Chris Price

States of Jersey Fire & Rescue Service

Being a retained firefighter is quite unique as it's not your full time employment. You carry on with your normal day-to-day life and job, however every other day you're on rota for 24 hours and need to be available to go to the fire station whenever your crew is needed - any time day or night! If your pager is alerted, you could be going to anything from the job that's been called in and support the whole-time crews, to a different job if there are multiple calls or provide additional cover at the station until the crews return.

### How did you get your job?

I applied for the intake available at the time after seeing it advertised on social media. Once I had applied there were a series of rigorous assessments that you have to successfully progress through. The assessments are both academic and physical to test if you have the relevant skills required for the role. The tests range from written modules to swimming, confined spaces and ladder climbs.

### What motivates you in this role?

Being able to make a difference. Whether that's at a fire or a road traffic collision, we're taught the skills to be able to help and support the community in more situations than I ever realised from when I first joined. There's also a massive sense of pride and responsibility that comes with the job.

### Are there any future skills you will need to learn for your role?

The training and skills we learn never stops. From the initial two week induction training to the weekly evening training sessions, you're constantly learning and refining your knowledge and skills. The next step for me now would be to begin my heavy goods vehicle training to drive the various fire service vehicles.

## FUN FACT

I used to compete in local and UK rallies and hill climbs before I had a mortgage and kids!



### What are the three most important skills required for your role?

I would say good communication is one of the most important skills you need. In dynamic and time critical environments being able to communicate quickly and efficiently with your crew is essential.

Dependability and willingness to learn are also key.

A supportive employer and family are also needed!

### What advice would you give someone interested in a career in your profession?

If you want to be able to help the community, learn skills that will stay with you for life and be part of a great group of likeminded people. Then do it - you won't regret it!



## CHARITY MANAGER

**Alan Le Pavoux**

The Bosdet Foundation

I'm not sure I have a typical day at work. I usually arrive at the office at about 8.15am and check the volunteer.je system to clear any new volunteers or organisations. I then respond to emails inbetween meetings and calls. I have an incredibly varied role and much of my time is taken up meeting with the charities we support or delivering specific programmes for the Bosdet Foundation, this could be Swim Safe or promoting volunteering, talking to students or meeting groups of mature people.

**How did you get your job?**

I originally join the Foundation as the aquatics manager at Les Ormes. Very soon I was given the opportunity to move to deliver the foundations charitable aims and support the organisation applying for funding, and checking that they are meeting the terms of their agreements.

**What motivates you in this role?**

I get an incredible amount of satisfaction from my role. I get to see first-hand the incredible work being carried out by so many different charities, and the positive impacts it has on the lives of people. I also get to deliver very enjoyable programmes with some really great people. We have delivered the Swim Safe programme and now have a partnership with Jersey Sport reaching about 95% of Year 5 students on the island. That's the highest percentage of anywhere in Great Britain!

**Are there any future skills you will need to learn for your role?**

I firmly believe that you will never stop learning and there are always new skills that you can gain. If you open your mind you will learn from everyone you meet and every day brings a new opportunity to grow. I hope that I never actually reach my full potential so that I can have something to aim for.

**What are the three most important skills required for your role?**

Empathy - Enabling me to look at situations from another perspective and get an idea of the passion that drives many people in the charity sector.

Resilience - part of my job is to deliver disappointing news to the applicants who have not been successful. I have to try to keep a focus on the good that is being done with those that we can support.

Communication - Being able to communicate with people in all walks of life and in different situations.

**What advice would you give someone interested in a career in your profession?**

As a manager, self-motivation and a genuine interest in people is key. Getting the best out of your staff will only really happen if you can get a connection with them. You also need to develop a consistent leadership style so that people know where they stand.

**FUN FACT**

As water is constantly recycled it is quite likely that when you drink a glass of water it was once dinosaur wee!

DIRECTOR OF SPORT & COACH

# Charlotte Samson

Jersey Aquatic Rescue Club

I plan all the sessions for the club, so I make sure that these are run smoothly and coaches/lifesavers know what they are doing. I also plan and look into sporting competitions (beach and pool) for the club to attend.

**How did you get your job?**

I started lifesaving with JARC when I was 11, and carried it on up to university. Whilst at university, I helped out by writing sessions and popping in when I was over to help out. When I came back in 2015, I was asked to be assistant coach and then a year later stepped up to be head coach.

**What motivates you in this role?**

I've been a rookie myself, and gone all the way through the club to head coach and this is what motivates me. Seeing the kids having fun and learning, being the future of the club and lifesaving in Jersey.

**Are there any future skills you will need to learn for your role?**

Just by keeping up-to-date with any changes in rules and regulations, and keep on improving my knowledge to keep sessions engaging and fun.

**What are the three most important skills required for your role?**

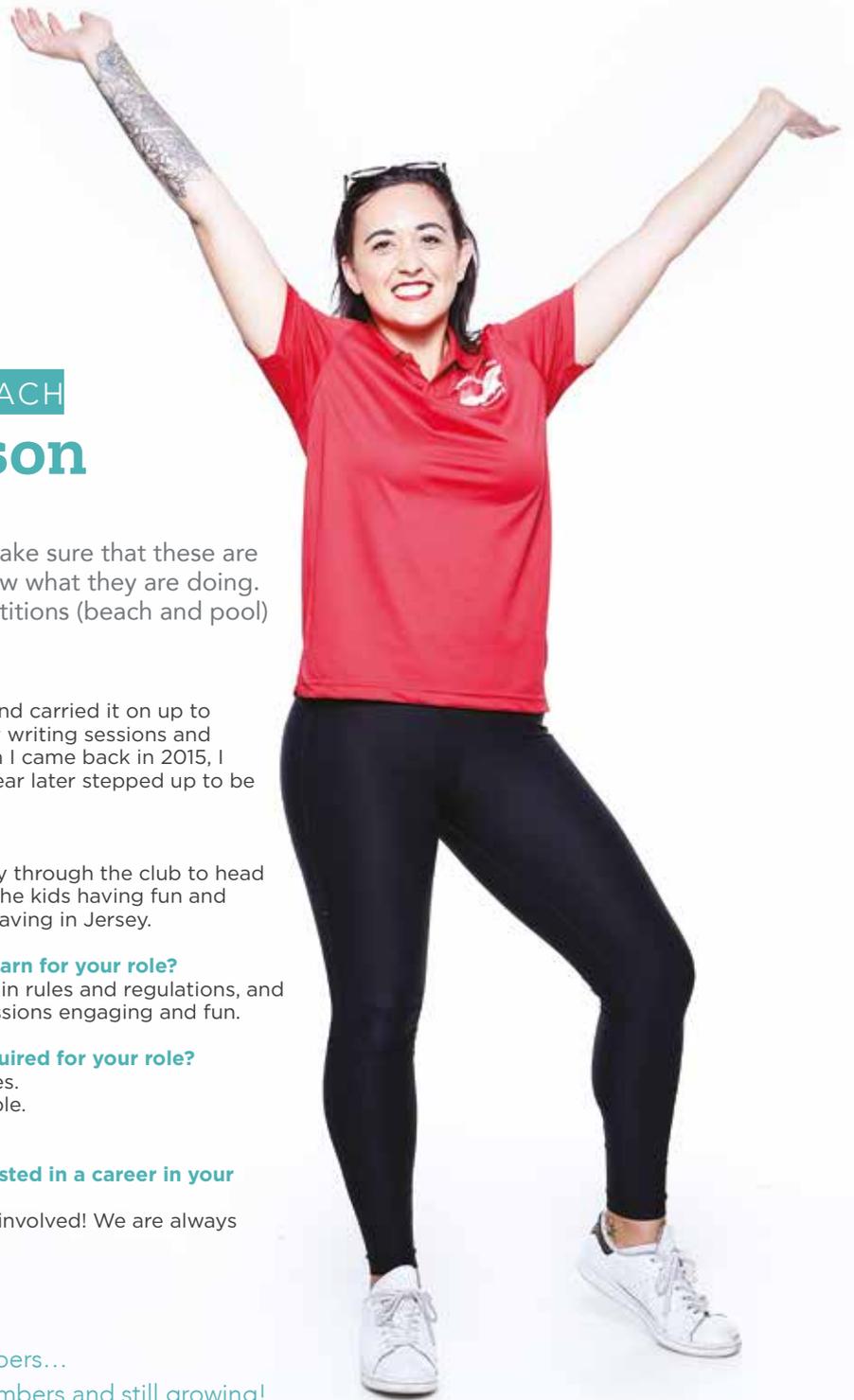
Flexibility - adapt to peoples' skills and abilities.  
Patience - be able to relate to a range of people.  
Have fun!

**What advice would you give someone interested in a career in your profession?**

Get in touch, come down to the club and get involved! We are always looking for fresh-faced volunteers to join!

**FUN FACT**

The club started off as a handful of members... roll on a few years and we have 100+ members and still growing!





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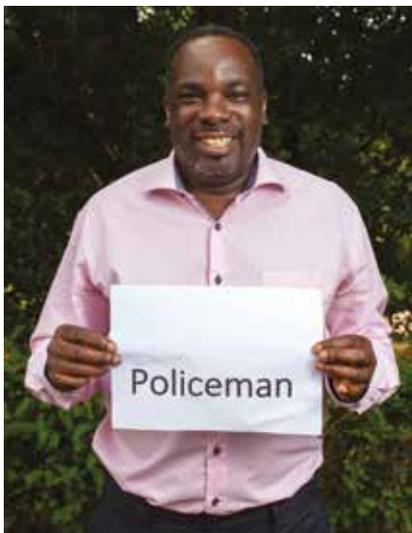
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