

# Direction



The official annual careers publication for Skills Jersey





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want to do?**

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What makes the Digital Leadership Programme unique is its blend of both the technical and the creative sides of the digital skills spectrum. So, from coding and data analytics through to video production and social media marketing, we've got you covered.

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**DIGITAL  
LEADERSHIP  
PROGRAMME**

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# Have you ever thought about a career as a Care Support Worker?

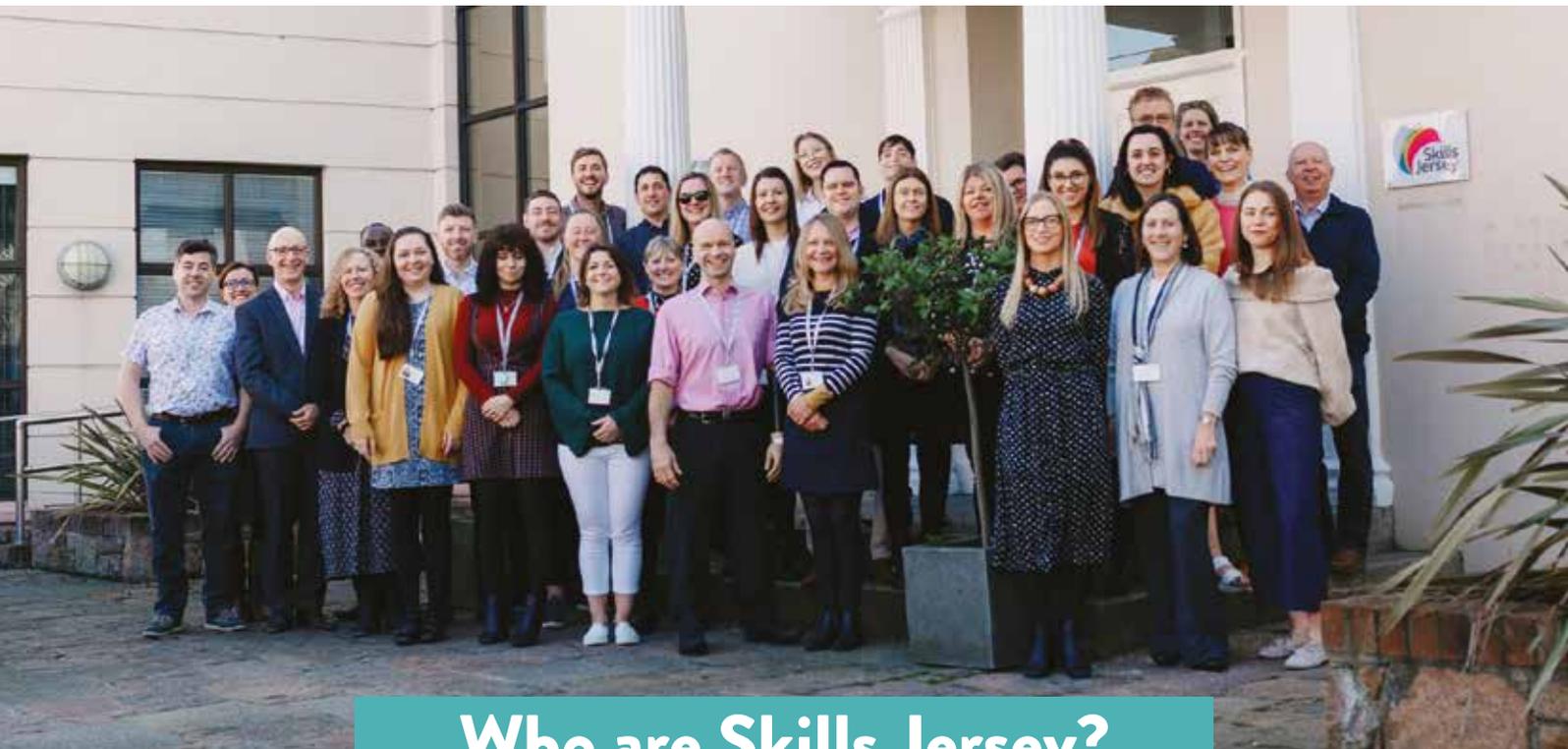
Caring for others and giving something back to the community is a rewarding experience, and could be the start of your career journey.

The Vocational Training Centre, in partnership with Edexcel, our national awarding body, offer vocational diplomas in adult care.

You have to be working in care to access the training opportunities with support from your manager.

For more information contact: **01534 442425**  
or email: [vocationaltraining@health.gov.je](mailto:vocationaltraining@health.gov.je)

If you wish to access a career in healthcare, why not join the nurse bank?  
Please contact: [nursebankoffice@health.gov.je](mailto:nursebankoffice@health.gov.je)



# 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



PICTURED: The Careers Guidance team (Credit: Jersey Evening Post)

# Careers Guidance

**Where are you on your career journey?  
Whatever stage you are at, we are here to help.**

***Our Careers Guidance team at Skills Jersey offer free confidential and impartial careers guidance to people of all ages, including school pupils, 16+ students and adults, living in Jersey.***

**Are you:**

- in education
- starting your career
- looking for a change
- looking to gain qualifications
- leaving education
- returning to work or retiring

**We can help you:**

- focus on what's important
- identify your strengths
- identify your interests
- identify your options
- plan job hunting strategies
- work out your next steps

**We also help with:**

- starting your job search
- structuring your CV
- advice on application forms
- interview preparation
- information on training courses
- providing career matching programmes



**Need advice?**  
**01534 449440**  
[skillsjersey@gov.je](mailto:skillsjersey@gov.je)  
[www.gov.je/careers](http://www.gov.je/careers)

# Careers Guidance: How we adapted in 2020

*Knowing that things were changing rapidly we wanted to make sure we were able to continue to support our clients and respond quickly to the breadth of queries that were coming in. These ranged from those wanting advice on a career change, retraining and up-skilling to those whose plans had been affected and wanted support with their next steps.*

## What we did:

### We made our careers appointments digital

We have developed our service so it's more flexible and adaptable. No longer does a careers appointment have to be reliant on attending a face to face appointment. Going forward, this means we can accommodate those who are unable to travel, those who are resident to Jersey but off island - undergraduates and graduates living away from Jersey, those who have dependents and find it difficult to attend face to face appointments. We have also accommodated requests with early morning and evening appointments.

### We adapted workshops

Knowing that young people were facing challenging times, we wanted to make sure our service didn't stop because of the pandemic. We adapted workshops to be delivered online covering your options, next steps and future skills.

### We had more training

To make us better at helping you, our team undertook professional development to ensure we were ready for the changes to come.

### We planned for 2021

We planned to future-proof our service to make sure we could continue to deliver online appointments and our range of workshops.

### We undertook social media campaigns

We shared inspiring stories from employers who had successfully adapted their business overnight to meet the needs of customers during these challenging times. We heard from students who spoke about wellbeing and the positives of living on this beautiful Island. We shared this - showcasing how young people face adversity and inspire others.

### We updated career resources

To ensure that good quality careers information was readily available through our website. Knowing that many people were reflecting on their plans, how they feel about their current role, we invested time in updating our website and information. This included detailing training providers that offer free courses.



## Need advice?

**01534 449440**

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



## Skills Coaching: for young people

Our Skills Coach team work behind the scenes impacting the lives of many 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.

### How have the Skills Coaches helped your service or supported you?

*"The Skills Coaches have provided an amazing service for La Sente school. The pupils are very challenging but the coaches find various ways to accommodate each pupil's needs. From the initial meeting with the pupil, the Skills Coaches arrange a taster session with employers. Obviously behind the scenes the Skills Coaches are working hard setting up placements. This would include all Health and Safety and Risk Assessments etc. More meetings with the pupil in a relaxed atmosphere provide an insight if the placement works for the pupil. From this possible work experience is arranged. For most pupils the work experience is a critical part of their future and the Skills Coaches are the main drivers for this."*

**Alan Maclachlan, Teacher at La Sente School**

I work as an Education Welfare Officer within the Education department and very much value the service Skills Jersey provides. My role involves me working closely with families and students who have a low level of attendance. It is with some of these pupils that I have observed some excellent working from the Skills Jersey team. The ability for the Skills Jersey staff to 'think outside the box' and to engage with young people, is invaluable. Some of these young people find it difficult to form relationships with professionals, however I have seen this overcome by the determination and perseverance of the staff. I believe the work Skills Jersey endeavour to offer young people is essential. The support and guidance given from this service is crucial to ensure all students have an opportunity to explore their aspirations, whether that be towards education or starting their working life.

**Lisa Smith, Education Welfare Officer at the Education dept.**

The Skills Coaches are an amazing service. It was a great experience for me and the work insights helped me develop my skills. My skill coach was kind, considerate, and supported me in what I wanted to achieve.

**Year 11 student**

Skills Jersey is an excellent service for young people of today, and one that I use often. They are a great team of people who are all passionate about supporting and helping our students. They offer a great service of 1:1 coaching or mentoring and really help students to increase their own confidence both in terms of their own self-esteem, but also in their ability to do well in life through different work insights/experience. The team always appear to have the student's best interest at heart and take the time and patience to build positive relationships with them. We are very grateful for this invaluable service.

**Louise Jackson, Education Welfare Officer at Hautlieu School**

What a pleasure it has been to work with this team. They offer a much needed intervention for our young people. They offer sound, practical support, encouraging the students to consider their future. They give each student the time to get to know them before offering them a realistic plan of support around their individual needs. This is always done in a non-judgemental, down to earth and friendly manner.

**Sue Matthews, Education Welfare Officer at Le Rocquier School**

The support and guidance from the Skills Coaches has been invaluable for both students and the school. They have helped students build on their interests and strengths and connect education and work experience to the world of work and employers' expectations.

**Vicki Frederick, Education Welfare Officer at Haute Vallee School**

I am very thankful to have been a part of Skills Jersey and been helped by my Skills Coach. I have been to various work insights and spoke to many people through Skills Jersey. They have given me a clear idea on what I want to do in life. Thanks to them, hopefully I can go on to pursue what I want to do.

**Year 11 student**



Contact us for further information

**01534 449440**

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

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

## Trident: Work experience scheme

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.



### Case study: Trident Student

We speak to Devin, who completed his placement last year, about his experience on the Trident programme.

**Name:** Devin

**School attended:** Victoria College

**Placement attended:** Jersey Finance

#### What advice would you give a student who is about to make their Trident choices?

The most important aspect to consider when thinking about a trident placement is what benefits one can ascertain from a specific placement. Do you want to try something out that you might not like just to make sure of that or do you want to test the waters in a placement you are familiar with and one you might pursue in the future? Either way you have to think above all else what would be most beneficial in helping you choose a future career.

#### What did a typical day on your placement at Jersey Finance involve?

I was lucky, in the fact that it was quite varied from day to day so I would at the same time get a feel for all the work they did at Jersey Finance and not get bored doing so. Your job as a Trident employee will mainly be assisting in projects and work around every placement and help aiding the process, so you get a real understanding of what working there actually entails; Jersey Finance did this very well.

#### What are the three most important skills you gained during your placement?

Problem solving, team work and communication were, I would say, the three upmost important skills I gained from working two weeks in Jersey Finance, of course along with the general understanding of a work environment, which I guess isn't really a skill but more of wider knowledge.

#### What did you learn about the world of work that you could not have learnt at school?

Pressure is one thing I took away from Trident; everything is almost more real in a work environment. There are deadlines and tasks that should be completed to a high standard which I guess is in the basis of school, but your job really depends on it especially in Trident.

#### How can Trident help students with their future career decisions?

As I always say, Trident is either a stepping stone to a future career, almost a taster into what work in that field would entail, so in that case would help you gather experience on a specific subject, or a chance to try something you might not like just so that you can be more sure about what you do actually want in the future.



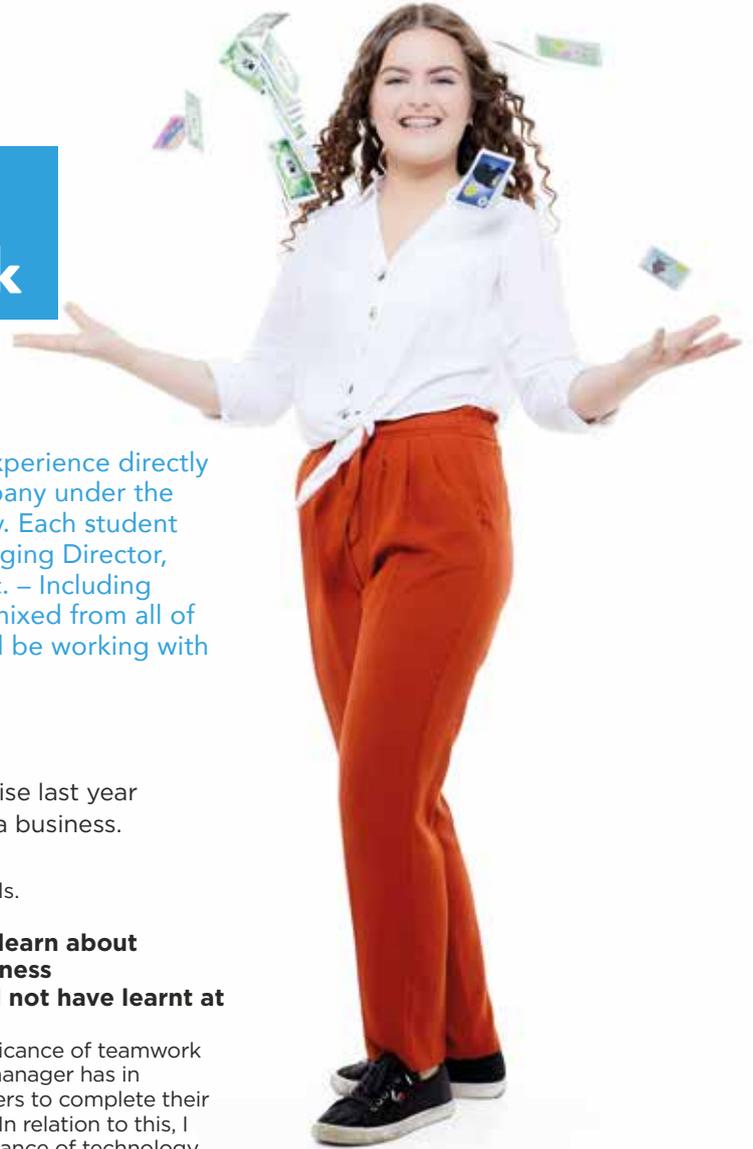
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# Young Enterprise: Learning through work



## 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.

## Case study: Youth Enterprise

We speak to Shania who took part in Young Enterprise last year about her experience with the scheme and running a business.

**Name:** Shania

**School attended:** Hautlieu

**Name of Young Enterprise**

**company:** X-ito

### What advice would you give a student who is considering participating in the Young Enterprise Company Programme?

Don't underestimate the importance of optimism – it allows you to develop the adaptivity needed to overcome hurdles and perform successfully. A positive atmosphere is the key to ensuring good employee well-being and helping everyone to make a contribution so as to play to their strengths.

### What are the three most important skills you gained during your time in Young Enterprise?

As Managing Director, I developed my leadership, organisation and communication skills which are essential when ensuring the company has a clear direction and plan and when helping company members to navigate the work required to meet

the relevant goals.

### What did you learn about running a business that you could not have learnt at school?

I learnt the significance of teamwork and the trust a manager has in company members to complete their delegated work. In relation to this, I learnt the importance of technology and social media in maintaining good communication between both the students and our business advisors to be able to monitor the company's progress.

### Did the Young Enterprise programme meet your expectations?

The programme certainly exceeded my expectations. I was unaware of how much fun running a business could be with opportunities such as selling our products in Christmas fayres and taking part in presentation evenings. We even arranged bonding activities as a business such as bowling and dinners because we became so close.

### How can Young Enterprise help students with their future career decisions?

Young Enterprise is the perfect opportunity to gain an understanding of how a business works and gain experience in different roles such as Managing, Operations, Marketing and Human Resources.

Nowhere else can you build a company from scratch and invent, sell and market your own products with support from local and international businesses to finance or market your projects.



Contact us for further information

01534 449440

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

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

# Deloitte.



## Where are solutions before they're found?

Welcome to the home of the curious.  
A place for those who know that imagination, ingenuity  
and solution finding are what humans are made of.  
We offer life-changing careers and professional  
qualifications, across all industries, to those who are  
true to themselves. Those who set no limits to their  
dreams and ambitions.

Trying to decide which way to go:  
continue studying or enter the world of work?  
Wherever you are now, we have opportunities for you,  
designed to help you discover the fascinating world of  
business and explore your unique potential.

Explore your opportunities in Jersey.

[deloitte.co.uk/careers](https://deloitte.co.uk/careers)  
What impact will you make?

## Trackers: Meet the Mentors

Our Trackers 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.

**We ask our mentors what they love about mentoring!**



**Kavan Symons**

For me, it's when an apprentice achieves what they previously thought was impossible, or when they realise they are a valuable tradesperson.



**Natalie Strecker**

The best thing about being a Mentor is watching your apprentices grow and begin to pave a way to the future they want.



**Stephanie Bourke**

I would say that for me the best thing about mentoring is the relationships you build with your apprentices by helping them through their educational and professional journey.



**Libby Barnett**

All of it – engaging with employers, building professional relationships with apprentices and supporting our training providers. It's special to be a part of such a rewarding career development journey; watching apprentices grow in work, study and as individuals. I share the joy, relief and excitement of the final celebrations when that certificate finally comes through the door after months & years of hard work. There's no other role I'd rather fulfil than that of a Mentor!



**Rob Davies**

The best thing about being a Mentor for me is when an apprentice who has struggled all the way through their apprenticeship, and has listened to your advice and guidance and worked hard and qualifies in their chosen trade, the look on their face at the end of their final exam or practical assignment makes it all worthwhile.





**Charlotte Samson**

Through my duration of working as a Mentor, I have learnt that everyone is a lot stronger and determined than they fully believe. Keep going, and you will achieve your goals.



**Roisin Slattery**

Mentoring is an ear to listen and a push in the right direction, I wish I had a mentor at college all those years ago.



**Chris Mutton**

The best part of being a Mentor is knowing that you've had a positive part to play in someone's life journey, wherever it takes them.



**John Liot**

The best thing about being a Mentor, for me, is connecting with people going through difficult periods in their life. Offering support, an empathic ear and positive influence can mean such a difference in an apprentice's professional and personal life.



**Lauren Bryne**

The best thing about being a Mentor is getting to know each of your apprentices individually and forming a strong, professional relationship with them. Its having them trust you and learning about who they are as a person as well as what motivates them professionally.



**Leah Vincent**

Mentoring is such a rewarding job. It is so nice to know that the time and support I have given someone has meant they have been able to succeed and achieve their ambitions.

**Contact us for further information**

**01534 449180**

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

## Student Finance – Welcome to Student Finance

We are a small team within Skills Jersey and we assist students and parents with applying for and receiving funding towards their higher education. The application process is very quick and quite simple, but there a few tips we have that can make it easier for you.

### Application process - Our top tips

Ensure that you complete all the questions correctly. If you have passed exams or waiting for results please enter them on the application.

Complete the application early, it opens in January, as this can help speed up the process so you will know how much funding you will get in plenty of time.

Do your research, especially regarding tuition fees and accommodation costs. Accommodation costs vary considerably throughout the UK and abroad. Fees are normally the same as would be charged to a UK student but there are some institutes and courses that charge higher fees.

Put down a personal email address and not your school email, we do contact students a lot via email and if you have left school you may not have access to the email again.

Make use of the numerous drop in sessions and presentations that we hold each year as this can be an invaluable source of information. It will also enable you to talk to one of the team face to face.

Don't listen to rumours, if you have a question please contact us directly so we can give you the most up to date and correct information.

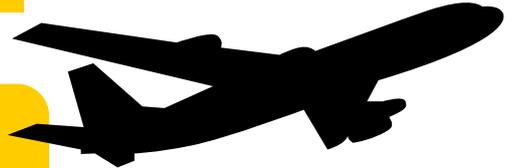
Make use of the information that is on our website, there is a lot there and your question will probably be answered by looking through our pages. If you are unsure please contact us.

*“Put down a personal email address and not your school email, we do contact students a lot via email and if you have left school you may not have access to the email again.”*

Read the information that we send you in letters and emails. We spend a lot time replying to students and parents because they haven't read fully what has been sent out to them.

## 12,260

The university furthest away from Jersey, in miles, that a Jersey student attends is University of Otago in New Zealand.



## 4

Members of staff make up the Student Finance team



## 250

Jersey students attending Universities across the world in 2019/20



## 33

Students were studying abroad in 2019/20

Contact us for further information

01534 449450

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

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



## Jack Daniel Brown

### TRAINEE FUND ACCOUNTANT

Saltgate Limited

I prepare myself for that day by liaising with my team members and checking for any client deliverables that may be upcoming. I then get on with the task in hand independently and prudently to the best of my ability.

#### How did you get your job?

I was lucky enough to get my job through a higher education assembly for my school leavers programme. After already trialling my passion for the financial industry, then specifically the Saltgate culture, I found they were the employer that was very right for me.

#### What motivates you in this role?

The support around me helps to motivate myself as well as the 'firm but fair' practices Saltgate has which helps me to strive in what I'm doing, particularly the perfect blend of implementing a family culture to work in whilst very much delivering an excellent product to their clients. The feeling inside of me that this is exactly what I want helps to fuel me forward.

#### What are you most proud of looking back at your career journey so far?

I feel most proud of how far I have come since starting almost two years ago and entering this completely new employment world, when typically, it may have looked bleak for myself to thrive and succeed.

#### What challenges have you faced and how have you overcome these?

I have had to learn to rehabilitate from scratch due to a serious life changing ordeal, where both my physical and mental wellbeing was needing to be built back up during my important GCSE education/examinations. The essential care off island took place over a year resulting in me



needing to repeat this school year. I successfully surpassed all expectations into achieving the grades I wanted. Once I got through my first year of A-Levels, the focus was on what comes after completion, I had the fundamental desire for the finance industry but in Jersey it's so vast. After repeated trial and error, I came across Saltgate which was the perfect fit. With the support of Jersey Employment Trusts' experience and the flexibility of Saltgate, I have certain reasonable adjustments to help set me up to succeed and aid achieving my ambition of where I want to be at. These have all come on through having open communication channels between these two workplace companies.

#### Are there any organisations that you would like to mention that have helped you on your career journey?

Specifically, the support received from the Youth Enquiry Service pre-employment and during has greatly helped me with my workplace lifestyle. This would also be a great opportunity to show the Jersey Employment Trust my gratitude with helping me to make my dream career to become a positive present/future, even against overwhelming odds.

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

I think the best advice for someone interested is to be patient with yourself, have a plan and don't be afraid to follow it through.

### FUN FACT

I was born and raised in Scotland, then I moved to Jersey almost 10 years ago yet I support England in rugby!



*The Jersey Employment Trust provides a comprehensive and bespoke employment and vocational training service to assist people who have a disability or long-term health condition to secure and sustain work.*

# Lauren Delahunty

## ANIMAL CARE ASSISTANT

JSPCA Animals' Shelter

My day starts by checking on all the animals, feeding them their breakfast and then cleaning their kennels/cages. Once all the cleaning is done, I take the dogs out and do any training or grooming that is needed. When I'm working with cats or small animals, like rabbits and guinea pigs, I will spend time with these animals to build their confidence. I also do showings with members of the public who are interested in rehoming an animal from us.

### How did you get your job?

I decided I wanted to work with animals about six years ago and applied to be a volunteer at the JSPCA. Nearly a year later one of the kennels' team members were leaving and so I applied for the job and got it; I was about to finish school so it was perfect timing!

### What motivates you in this role?

One of my favourite things about my job is working with animals who need a lot of time spent with them or training done to help them cope a bit better in life, and seeing the changes to these animals when they finally go out to their forever home is what motivates me to keep working with them.

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

We all have training when we start where we learn most skills we'll need in terms of handling, cleaning, and basic training for the animals. Sometimes we get animals with more difficult or complex behaviour problems coming into the shelter, so we'll learn new techniques or ways to train different behaviours. What works for one animal, won't necessarily work for the next, so we need to mix it up.

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

I think the three most important skills would be having good communication, whether that is between our team or with the public. You have to be caring and compassionate towards animals. You also need good time management to make sure that each animal is getting a decent amount of time out of their kennel, and that you still have time to do extra training, cleaning or showings for rehoming.

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

My advice to anyone wanting to work with animals would be to volunteer first. We are always so grateful for our volunteers, it shows that you are happy to get stuck in and it will give you experience if you want to work with animals.

## FUN FACT

Last year, I took part in a skydive to raise money for the JSPCA.



## Dr Lesley Dickie

### CHIEF EXECUTIVE OFFICER

Durrell Wildlife Conservation Trust

There is no typical day, which is why it's such an amazing role. I might be in a meeting about our carbon sequestration projects, catching up on the progress of the new baby aye-aye (a Critically Endangered species), talking through options for retail and catering development, or discussing the progress of one of our species release projects, such as the white storks, which have now bred in the UK for the first time in over 600 years. Every day is different, and I get to work with a passionate team in all areas of our operations.

#### How did you get your job?

I am a zoologist by training, have a Masters in Anthropology and a PhD in carnivore biology and behaviour. I have worked at the Zoological Society of London, the Royal Zoological Society of Scotland and I was the Executive Director of the European Association of Zoos and Aquaria for six years. However, I was on a career break at art school when I was approached by Durrell about the role of CEO.

#### What motivates you in this role?

The purpose and mission to achieve every day. Effectively what we do is translate passion for the natural world and its conservation into practical action that makes a difference. Biodiversity loss and climate change are the two greatest challenges facing humanity in the 21st century. By working at Durrell, I get to be part of a team addressing and finding solutions for these twin threats to life on Earth. We live on an incredible planet, and I want it to be an incredible planet long into the future.

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

There are always new skills I can learn. I recently completed a post-graduate certificate in psychology, looking at behaviour change for conservation to help better understand some of our science work. Additionally, I'm learning more than I ever thought I would about the investment world. It's important because responsible investments can help promote better corporate practice, so it's a world that Durrell should engage in more and help those developments if we can.

### FUN FACT

I was a gorilla keeper when I was younger and had a favourite female called Yinka. I discovered how to make her laugh – it became a funny little daily ritual that she enjoyed. It involved throwing straw!



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

Being calm. The team look to me if things get difficult therefore I need to model that behaviour that we can and will work it out. Realising you're not there to have the team serve you, but you're there to serve the team. Be open to the unexpected – the world is a volatile place, it won't all go according to plan.

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

That's a big question. First, realise it might not be a direct route. To say yes to lots of things when you are young to get experience and gain new skills. While qualifications are important, most important is a positive attitude and having purpose. The details can be taught later.



## Kyle Gibaut

### BARBER

KSG Barber Shop owner

A typical day is full of laughter and creativity. Every client is different, and we cater for each of their needs. Things are fast paced, and you need to be able to work under pressure but keep a cool head.

#### How did you get your job?

I got into barbering while living in London. Then when I came back to Jersey, I knew it was time to start up by myself, I wanted to be in charge of my own future.

#### What motivates you in this role?

Fashions fade but style remains... I like making people feel cool in however they may choose that to be. Individuality is important and I like helping bring this out in people. It feels good to make people feel good.

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

Constant training and development is key within this job role. You are never the finished article and you have to continue to learn from your colleagues and peers every day. Social media is a great platform to learn new tips and tricks for free as well as training and courses off-island.

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

Creativity, patience, personality

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

Do your research and make sure you're getting into it for the right reasons. I love my job, it's the perfect mix of social, creativity and hard work. You should consider your barber school very carefully and make sure the training is thorough. Practice makes perfect in this trade and you will get better and better over time.

### FUN FACT

Barber poles are traditionally red and white, as in the old days barbers would perform small surgical procedures and pull teeth out for clients. The bloodied bandages would then be wrapped around a pole outside to dry before washing!



# Christopher Mark Lister

## BUSINESS OWNER & CHEF

Self employed - Kismet Cabana

As a business owner and family man in hospitality, there is no such thing as a typical day. Some days are filled with creative discussion with my team, great customer service and a buzz from people enjoying our menu. Others are filled with admin, bills and HR whilst keeping on top of the latest Government requirements. I am a friendly face and host for our business, or a high-pressure chef with colourful language and an eye for detail. Early mornings and late nights, with a lot of laughs and cries in between.

### How did you get your job?

Having worked in some amazing kitchens around the globe, I had talked about having my own place for a while. Every job I have had in the past has taught me a new lesson, a new skill or perspective and ultimately equipped me with the tools and network of professional peers that I have now. Kismet Cabana was born out of my wife and I's vision and a whole load of determination.

### What motivates you in this role?

Passion. Drive. Family. Survival. Being your own boss is by no means the easy path. Nothing can truly prepare you for the immense level of responsibility, multi-tasking and stress that working in hospitality (especially during a pandemic) brings into your day-to-day existence. Every day is a different day with new hurdles and worries. But, every now and then, in the stolen moments that I get to witness people enjoying our vision, seeing our ideas come to life with a buzz in the air, getting great feedback and brick by brick building our future, that feeling makes it all worth it. Failure isn't an option.

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

Every day is a school day. It doesn't matter what your role or job title is. When you start working in a kitchen you realise how important every single person is in that kitchen. Whether you are pot washing or dishing up, one link in the chain is the difference between it working and failing and the best people in my team get that. Never stop learning.

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

Consistency, reliability, passion.

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

Be prepared to work very very hard. It involves long hours and hard, hard graft. But if you can make it work, the rewards do outweigh the negatives. This life is one of passion, adulation and creativity coming together.

## FUN FACT

Our infamous Kismet Jerk Curry was actually born when my wife cooked a "cupboard surprise" dinner for an impromptu dinner party. Using a version of our homemade jerk chicken paste, she scoured the empty shelves and found some coconut milk & veg to concoct a dish not too dissimilar to the tasty Kismet curry found on our menu today, we were all totally surprised and blown away by her unexpected cooking genius.



# Marc Burton

## CHIEF EXECUTIVE OF CHANNEL ISLANDS OPERATIONS

Garenne Construction Group

In my role I have responsibility for our Channel Island based businesses where we have circa 840 employees across Jersey and Guernsey. In Jersey our trading companies are Camerons, Geomarine, Granite Le Pelley, AFM and Rabeys plus we have two joint venture companies with a UK Tier 1 contractor partner. Days include visiting sites, talking with our trading company directors, meeting clients and supply chain partners, representing industry with GoJ. No two days in my career have ever been the same since I started nearly 30 years ago.

Most recently we were involved and led the construction of the Jersey General Hospital Nightingale Wing where I was the site-based Project Director for the 25 day build period. This was a fantastic project to be involved with and a great showcase of Jersey's construction industry coming together for a significantly important community project.

### How did you get your job?

I joined Camerons Ltd (part of the Garenne Construction Group) as a Quantity Surveyor in 2000 having graduated with a degree in Construction Management and Quantity Surveying in 1995. Over the years I have progressed through the company firstly becoming a Director and then Managing Director of Camerons, before joining the parent company in 2009 as a Director of Garenne and then CEO in 2016.

### What motivates you in this role?

Working with a multitude of highly skilled people, employees, a wide variety of clients and projects. I have a particular passion for developing skills and training and really enjoy seeing new recruits progress their careers through our group companies.

I am also a Governor at Highlands College and act as Garenne's sponsor in our relationship with Le Rocquier School where we helped introduce the Design, Engineer, Construction (or DEC) STEM based learning module in partnership with Skills Jersey. DEC is a GCSE equivalent module where pupils can learn construction design to industry standards and have access to construction partners for valuable learning opportunities.

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

You never stop learning. It is important to keep developing your skills, communication and leadership are key skills to continue to develop in my current role.

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

Communication, leadership and ability to negotiate.

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

Go for it! Construction has such a wide variety of careers and opportunities. Construction qualifications can take you anywhere in the world, but here in Jersey there is a tremendous variety of opportunities available and our local industry is one of the biggest employers of local people.

## FUN FACT

During the 25 day build period of the Jersey Nightingale Wing the site team consumed 3,320 bacon rolls, 3,680 packed lunches whilst installing 1.5km of partitioning, 6 miles of cabling, using 150,000 screws.





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For more information on the roles and careers we offer across our group companies: AFM, Camerons, Geomarine, Granite Le Pelley and Rabeyes please contact us on [careers@garenne.je](mailto:careers@garenne.je).

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

# Jacqui Patton

## FOUNDER

Ink Blot Creative

I start my day, always, with a cup of tea. I can't function without it! Then I'll check our social media and my emails to make sure there's nothing I need to know about straight away. Most days I'll also get a workout in first thing or it won't happen. I launched Ink Blot Creative at the end of 2019 and since then no two days have been the same, but normally I'll have meetings with clients and our freelancer, film content for social and maybe run a workshop. I try and switch off around 6pm, because when you work for yourself you've got to set some pretty hard work boundaries or you could work 24/7.

### How did you get your job?

I have an acting degree and thought my career would be in the theatre. But after living in lots of different countries and doing lots of random jobs, I realised that the theatre wasn't for me. So, I had to find a way to use my skills and kind of fell into jobs in brand, trade marketing and communications before finally coming to the conclusion that this is what I love!

### What motivates you in this role?

Running a business means that every day is an opportunity. The success, or failure, of the business rests on you. That can be really exciting and motivating some days. And really overwhelming on others! On the hard days I remind myself of all the times I dreamed of the chance to start a business and that normally gets me out of a funk and back to business.

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

Communications and marketing is always changing, so there are always new skills, technology and ways of working to learn about. I try to set time aside every day to listen to podcasts and read about the industry to keep up to date, as well as setting time aside each year to train up in something new or attend industry conferences.

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

Communication - My role is about being connected with people to help them tell their story. You have to be a good communicator to do this.

Strategic thinking - We help our clients to see the bigger picture and create a plan for their business success.

Strategic thinking is critical for this.

Passion - Running a business is difficult, so being passionate about what you're doing helps you stick it out and motivate and inspire your team.



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

As with any profession: work hard, get involved in projects that will get you close to people you can learn from, stay humble and think about the skills you have, not the job you want. If you have the right skills, you can adapt them to any role.

### FUN FACT

I speak fluent Spanish after four months Spanish immersion in Guatemala.



Shelley Walker, IT Analyst Designer  
Max O Shaughnessy, Junior Software Developer

As part of our graduate rotation programme, Max spent 6 months working in JT's offices in Melbourne, Australia.



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# Sophie Darwin

## SOPHIE DARWIN PHOTOGRAPHY

Self-employed

I'm a wedding and family photographer and also a mum of two young children, so most days are a juggle between running my business and being mum. I definitely don't work a typical 9am to 5pm job. If I'm not photographing a wedding then most days are filled managing my mailbox, social media posts, editing, changing nappies and then escaping the house for golden hour family portrait sessions. This job is pretty seasonal, but I quite like the fast paced nature of the summer wedding season and then taking a step back in the winter months to re-evaluate my goals and business plan.

### How did you get your job?

I have always had an interest in photography and was constantly photographing my friends and their kids. After shadowing a local wedding photographer for a summer, I realised that photography was something that I wanted to continue but never dreamed it would become a career, I'm still pinching myself now. I worked really hard alongside a marketing role to build my business until it became apparent that I could make it work. Making the decision to quit my marketing job was scary, but those skills have still been really useful in helping to build my own business.

### What motivates you in this role?

Creating and capturing emotive images and memories for people to have in years to come is what motivates me. Losing my mum when I was still at university has been a huge drive behind me wanting to capture memories for other people because I felt I had very few images of us together. Capturing real emotions and connections give me a real buzz and being given the responsibility to do this on such significant moments in a person's life is a real honour.

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

I'm learning every day, developing editing skills, developing my style and constantly pushing myself outside my comfort zone.

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

Creativity.  
Marketing.  
Organisation.

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

You don't need to study photography to make a career out of it. Passion, enthusiasm and a basic camera that can shoot in manual is the best place to start. Then photograph anything and everything to get used to your camera and find out what you enjoy photographing the most and then start to share your favourite images to get your work out there.



### FUN FACT

Apparently, the left side of our faces looks better in photos than the right side. A study showed that the left side of our face exhibits a greater intensity of emotion. Because of this, we perceive it as being more attractive.

# Will Bertram

## FREELANCE ARTIST & JUNIOR GRAPHIC DESIGNER

Self-employed (@billwertram), and part-time at Durrell Wildlife Conservation Trust

A typical studio day always starts with a coffee, and a bit of admin. I start specific projects by researching, collating reference imagery and rough drawings. I then explore the composition, start the line-work, and basic block-colouring using the iPad, finalising colours, and adding texture using photoshop. If I'm not working on a specific project, I'll work more sporadically; reading, writing, drawing, or just scribbling notes. If I'm struggling with an idea, I get outdoors for a walk or a swim.

### How did you get your job?

My work developed over time, taking a lot of determination and patience. Taking on creative work whilst studying, and taking part in exhibitions helped to establish reputation and meet other artists. This led to more work and exhibitions. I went to university as an older student, which helped me develop my artistic practice. After university, I became artist co-ordinator for Durrell's Go Wild Gorillas project, which led to my current position as junior designer. A lot of my freelance work comes via Instagram, and from having my work on display in Cargo coffee bar, and Framing & Arts.

### What motivates you in this role?

It's ultimately my passion for art and creativity which motivates my work, but ego comes into it too. I've always enjoyed the different aspects of exhibiting work, from the struggles of creating it, to seeing how people react to it, and the cathartic act of taking work down, or even destroying work to make something new. I try to make art that I would want to see, which often results in competing with my last 'successful' piece of work.

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

I'm currently junior graphic designer at Durrell, where I've been learning how to use digital creative tools InDesign and Illustrator. Other than wanting to become more fluent in these programs, I just try to maintain my practice as much as I can. I would like to do a masters once I better understand what I want from my artwork.

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

I think three of the most beneficial skills for an aspiring artist or creative to have are patience, commitment, and mindfulness. I'd say these are essential practices for anyone. They can be interpreted in various ways, but can be particularly poignant in navigating the uncertainties of creative work.

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

Maintain your practice as much as you can, and be open to learning constantly. Talk to other artists, visit exhibitions, read and research. Talk about art you like, and art you don't like. Figure out how to talk about your own art, as it will help you determine the artist you want to be, and help to establish your own integrities. Finally - exposure is not payment, and saying no is a skill in itself; your integrity is key.

### FUN FACT

Leonardo Da Vinci was a vegan and animal activist – he even went as far as buying caged birds, just so he could set them free.



# Steven David Laffoley-Edwards

## DEPUTY DIRECTOR (STAGE & EVENTS)

Jersey Arts Centre

What is a typical day?! As the Stage Manager it can be very hands on, installing and supporting shows, talking to incoming companies both local and from abroad, there is also the internal maintenance of our stage equipment. As Deputy Director there is more paperwork and meetings; ensuring the safe running of the JAC planning maintenance and producing risk assessments.

### How did you get your job?

I have always wanted to work in theatre and every job has been due to making sure I was in the right place at the right time. My first theatre job was at the Blackpool Opera House, who I pestered every day while I was paying my rent as a waiter in a seafront hotel. Reputation and recommendation has given me work ever since.

### What motivates you in this role?

The joy of the job. At times it can be very long unsociable hours, problem solving, people management, creative thinking. No day is ever the same. There is a thrill to knowing that somehow you and, from behind the scenes, changed someone's view of the world, even if just for a moment.

### What are you most proud of looking back at your career journey so far?

Training up new staff. The Arts Centre had a one-year apprenticeship scheme, and while I may never get to work on cruise ships, stage manage big opening ceremonies or run UK events companies, I take great pride in securing a good future in the arts.

### What challenges have you faced and how have you overcome these?

I come from the Midlands, in the 1980's a career in theatre was unheard of, there were no university courses.

I think if I was 18 years old now, I would not have made it in theatre, as I am not academic. Reputation is a huge thing in theatre, if you can show you are punctual, reliable and creative you will get work, but it is hard to get in. You have to accept that only a few will get rich financially; but the richness in life and friendships far outweighs that.

### Are there any organisations that you would like to mention that have helped you on your career journey?

Stage work can be very demanding on the body, and I have never been one for keeping fit, so over the years my back has taken some knocks. Starting as I did in the flies moving heavy set up and down, twisting my back at the same time from the age of 18. Move on 30 years and the pain become all enveloping, but due to the love of my job I just ploughed on until my body hit a brick wall. I was referred to the Pain Management Team here in Jersey, they have been amazing! From a place where I thought my career was over to coming to terms with the pain, giving me time to care for myself and move forward. I am so grateful for their expertise.

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

At the moment, "Don't". I'm very sorry to say that due to COVID the whole of the theatre, events, films are in crisis. I would not want anyone to be looking for work right now in this industry. So many high-quality workers are out there looking for far too few posts. However, never give up! Even if you stage manage or design lights for a local club or society is all adds to your CV and when things (I hope) get better you can show you have a passion for theatre.



## FUN FACT

As Chef de Police for St Saviour, I think I am the only Police Officer in Great Britain to have a pink Mohawk in the picture on their warrant card photo.

*The Pain Management Centre consists of a team of doctors, nurses, physiotherapists, occupational therapists and psychologists who specialise in the management of chronic/persistent pain (pain that has carried on beyond the three months usual time of healing). This involves medical management together with treatment programmes of movement and exercise, vocational support, psychological treatments including mindfulness meditation, which equip people with the knowledge, skills and confidence to manage their pain in everyday life.*



# Anthony Mirvis

## DENTIST/ ORAL SURGEON

Little Grove Dental

My day is always different! It can start with a patient who has been in pain all night due to a large hole in their tooth. At the end of the day, just as I am leaving, there can be a phone call from a distressed patient who has fallen over and lost their front tooth. This usually means a late dinner but also a very grateful patient.

### How did you get your job?

I got my job by doing five years of studying teeth in London. I then worked in a busy hospital with the facial surgery team helping the trauma team in A&E and patients with facial cancer. I decided to move back to Jersey and into general practice before I started a dental surgery to try and provide affordable dentistry to the Island.

### What motivates you in this role?

I really enjoy helping patients who are in pain. These are probably the only patients who look forward to coming in to the dentist. I also love working with my hands trying to be creative building up a tooth from very little remaining tissue. It is really interesting to meet so many different people every day and learn about their lives and try to create a dental plan to suit their needs.

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

There are many things you can go into once you are a dentist, even tattoo removal. At the moment I am really enjoying the more cosmetic side such as injectable cosmetics. I would eventually like to do fillers to enhance lips and implants to replace missing teeth.

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

It is a really rewarding, interesting and diverse job but can be difficult at times. Although it is not to be chosen lightly, I am sure you won't be disappointed. Every day is different, you will never be bored and you will meet and work with a lot of fascinating people including the odd celebrity and MI5 agent. Get as much experience as you can before signing away your life to treating teeth and being asked at every party you go to how their "smile can be improved".

## FUN FACT

Local anaesthetic is derived from cocaine! In dentistry we normally use Lidocaine and Articaine.





## Michael Walsh

### HEALTH & PERSONAL CARE/HOMEWARE ASSISTANT MANAGER

Decrescent LTD T/A Onogo.com

My typical working day involves many tasks, varying from day-to-day. The key part in my role is to buy products for our department and sell them on multiple online marketplaces globally. Part of the process includes listing them on a range of online platforms such as Onogo.com, Amazon, Ebay, Cdiscount and many more, whilst also looking into various admin duties such as managing stock levels, engaging with suppliers, monitoring and analysing sales data and trends. I also assist with training and supporting members of our team to help reach our department goals.

#### How did you get your job?

I applied for the position after hearing about the vacancy from a previous work colleague. His son worked for Onogo at the time and he believed I possessed the right IT skills and attitude for the position. After researching Onogo and learning more about the ecommerce trade I was intrigued, so as soon as I saw a vacancy, I applied looking for a career change into the ecommerce sector.

#### What motivates you in this role?

There is nothing better than seeing a range of products you have purchased become a success! When you see the products you have spent time researching flying out of the warehouse, you know it was time well spent! The friendly team we have working at Onogo is also a big motivational factor, with plenty of support should you need it!

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

I am currently placed on the CMI Apprenticeship scheme, I believe this will help me further progress my management skills within Onogo and take me to the next level! I am always keen to take courses that involve learning new skills to help me progress within the company. It's really good to know the management support me and other staff who wish to do the same!

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

Attention to detail - This skill is key in maintaining accurate pricing, product information, reading and analysing data.

IT skills - Part of our success at Onogo is the technology and software that drives constant improvements and efficiency.

People skills - in order to expand team knowledge and manage suppliers, communication is key!

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

Ecommerce is the future of retail! It is important to build your IT skills and develop an eye for trends, be confident in making decisions and trust your instincts! A high level of communication and negotiation skills with suppliers will definitely help secure those high sellers!

### FUN FACT

More than 80 percent of the online population has used the internet to purchase goods and services.

# James Bennett

## HEAD OF CAREERS AND VOCATIONAL EDUCATION

Grainville School

I am normally in school at about 7.45am checking emails and setting up for my lessons. Teaching throughout the day with normally a few meetings thrown in, ensuring the academic and pastoral care of the students. Each lesson is different and requires planning to inspire and challenge students to develop key skills for future employment. No two days are the same and I am always surprised by the students and staff's ability to adapt.

### How did you get your job?

I knew I wanted to become a teacher, I completed my Master's in education at the University of Michigan, then completed a PGCE secondary science via the Open University. I worked as a TA supporting Autistic children while doing this at Grainville School and was offered a chance to complete my NQT year there. 22 years later I am still there having held many different roles.

### What motivates you in this role?

In my current role my motivation comes from seeing students leave! I know that may sound strange but ensuring they have a path to follow when they have completed their GCSE's, which will enable them to contribute to our community means that I have done my job well. Seeing students who I have taught in the past telling me about the successes in their lives is a powerful motivator.

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

If Covid-19 has taught us anything it is that we must be adaptable. Lifelong learning is just that, as a teacher I have had to reskill very quickly to support students. The skills students will need for the future are resilience, adaptability, and critical thinking and research skills, with maybe a little bit of common sense thrown in.

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

Communication, Communication, Communication.

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

There were many paths on your learning journey to reach your final goal, it is important to remember that the same is true for students.

## FUN FACT

In my spare time I am a superstar DJ!



# Jo Terry-Marchant

## PRINCIPAL

Highlands College of Further and Higher Education, States of Jersey.

It is one of the many things I love about my job, that everyday is different and so varied. Because the College is so diverse, I work with a wide range of people every day. We serve 4,500 students from the age of 14 years up. In one day, I might be meeting with a university partner, holding a staff forum, and then devising a plan with the government and employers to meet future training needs. Every day, I experience huge job satisfaction and cannot believe how lucky I am to be able to make a positive difference.

### How did you get your job?

I started in finance, but it didn't light my fire. Then studied a degree, went travelling and volunteering. I lived and worked in London for years. I completed a PGCE to teach in schools and when working in further education, I studied for a Master's while my children were small. I kept challenging low expectations of students and remained totally determined not to be put off or knocked back.

### What motivates you in this role?

Oh wow, where to begin... wonderful students who I meet every day making a positive impact on our Island and the wider world. Creative and resourceful staff who inspire me to be better and keep learning. Great advice and support from lots of partners in our endeavours. Being treated with respect and trusted to achieve the best outcomes for the community I serve.

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

The digital world offers so many enriching opportunities. I need to keep up on who in the world is doing the best work on making sure all people benefit from the opportunities, not just the few. I'm excited by the bite-size online learning opportunities you can enrol on and fit in around other life demands.

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

1. Building and sustaining relationships based on trust so that we achieve more together
2. Anticipating problems and being creative in solving them
3. Being resilient

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

Go for it – take your knowledge and passion and pass it on, knowing it will be hard work, but you will be rewarded with great job satisfaction and rewarding human contact. Do not let anyone determine the outcome of your dreams; keep going and you will get there.

## FUN FACT

I climbed up a volcano in Bali wearing flipflops and crawled back down it on my bottom.



## Rory Steel

### HEAD OF DIGITAL JERSEY ACADEMY

#### Digital Jersey Academy

The most enjoyable part of my job is that there is no typical day but most commonly it is spent engaging with industry to help improve digital skills. I will usually be invited to meetings exploring how Jersey can address the 'skills gap'. In my opinion there is no skills gap, there is a training gap. Jersey is filled with talent we just need to direct people's skills with better training.

The rest of my time is spent ensuring that the Digital Jersey Academy is meeting the Island's digital needs. We have started that journey, launching the Digital Leadership Programme, an industry approved two-year degree syllabus. This is complemented with adult short courses, developed to address the digital skills Jersey requires.

#### How did you get your job?

Up until last September, my entire career was spent as an educator. Most recently helping Beaulieu School become the first Gigabit connected school in Europe (possibly the world), thanks to Jersey's high-speed Gigabit fibre infrastructure. It changed the school significantly, but I wanted to have an Island wide impact, so I applied to become Head of the newly created Digital Jersey Academy and hope to do just that.

#### What motivates you in this role?

Change motivates me, the digital sector is always moving forward. I love investigating how new technologies can improve our lives, with a particular focus on learning. As a Jersey boy, I want to help our Island continue to punch above its weight in so many areas. Third fastest internet speeds in the world, the birthplace of ecommerce, world renowned business and legal sectors, not to mention Championship Rugby. All from a 9x5 rock in the middle of the English Channel.



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

Currently, fully utilising the enormous amounts of data we all create is the currency of the future. Analytics of Big Data combined with automation and machine learning will be the sought-after skills of this generation. However, we cannot forget the importance of the creative sector, we live our lives consuming media.

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

In my role, logical reasoning, resourcefulness and communication are the three skills I rely on the most. I'm constantly finding new ways to do old jobs more efficiently and creatively, but I have to bring people with me on that journey.

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

Anyone with an interest in digital can do well. You don't need to have all the skills associated with it, not many do. My advice would be to specialise in your area of interest. If you're a creative, be the best at digital media. If you're a statistics enthusiast, like me, start learning data science. In short follow your passions, contact us at Digital Jersey to help you start.

#### FUN FACT

As a self-confessed geek, most people are surprised to learn I have a maths and art degree. It just shows that digital skills are the most varied of any profession, in my obviously biased opinion.

## Richard Rive

### COUNTRYSIDE RANGER

The National Trust for Jersey

There is no typical day in this job. Depending on the time of year, I could be sawing up a windblown tree, installing sheep fencing around one of our meadows, conducting a bird transect in one of our woodlands or in the tractor tending to one of our grassland habitats. That is my favourite thing about my job. I never get bored!

#### How did you get your job?

Before I started as a Ranger, I worked in tree surgery. I am a qualified tree climber and I've had experience in using a large range of petrol powered tools and also some tractor driving experience. I was chosen for the role because of my knowledge of local flora, and skills I had gained from previous jobs, only needing training in a few areas.

#### What motivates you in this role?

Being out in the countryside every single day motivates me. Wind, rain, or shine we are outside helping keep the Islands countryside in good condition not only for people to enjoy, but also creating opportunity for wildlife to thrive.

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

The great thing about working in conservation is the never ending possibilities. Although we have to be a jack of all trades, so to speak, I could decide to specialise in a certain area. There are grants that can be applied for to go on courses to develop the knowledge I need for my job. I have an interest in woodlands, so if it was decided it would be a benefit to our team, I could apply for funds for travel and course fees.

#### What are the three most important

#### skills required for your role?

To work in a team, as well as an ability to work on your own. A willingness to go the extra mile, especially working for a charity. A passion for conservation, and the drive to learn more.

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

I would say a keen understanding of ecology and the willingness to learn more in your own time. I was quite lucky that I already had relevant experience for the job, but a degree or at least a diploma in ecology would be a great help before starting a job like this one, as knowledge is what turns a job into a career.

#### FUN FACT

Coming from tree surgery, I was missing using chainsaws as much as I used to. So I turned it into a hobby and now I do a bit of chainsaw carving on my days off.



# Jasmine Hamilton

## EVENTS OFFICER

Jersey Finance

The great thing about my role is, there is rarely a typical day! Some days I can spend a lot of my time in planning meetings, reviewing the businesses objectives and budgets, or working with my team members on logistical elements such as artwork, speakers, sponsors and venues and another day I will spend my day in a different country attending or hosting an event. The fact that no day is the same is my favourite part of my job – as well as being able to travel the world doing what I love.

### How did you get your job?

I was just finishing my A-Levels at Beaulieu and although I considered going to university like most of my friends, I just wasn't sure that was what I really wanted to do, so I applied for an office administration job with Jersey Finance, thinking that it would give me time to decide what career path I wanted to take. Four years later, an opening came up in the events team and I jumped at the chance – seven years later, here I am!

### What motivates you in this role?

I love my job and I am very passionate about it, which is a common theme throughout Jersey Finance, making it a fantastic place to work. But what motivates me the most is running the event from start to finish with an excellent team, it is a great feeling when you see everybody's hard work come together and become a fabulous event.

### 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 event industry is constantly evolving, especially with digitalisation and each new event throws up a different challenge.

I have recently taken on managing a school-leaver and so I am working on developing my mentoring skills and also delegation – which is more difficult than it seems! I'm a bit of a perfectionist – but making mistakes and learning from them is a highly important skill to master and I learn something new every day.

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

The three main skills in my opinion are people skills, working under pressure and attention to detail. If you ask my colleagues, they will tell you that I always notice the smallest things, but that's what makes a great event planner – it is the finer details in life!

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

Go for it! There are a huge variety of characters and skills-sets that are needed within event management, so you don't need to have a marketing degree or to have worked in a particular sector before. If you're looking for a career where you are constantly kept on your toes, are willing to learn and Monday's aren't a dreaded day of the week, then look no further!

## FUN FACT

Although not quite a domestic goddess in the kitchen, I have a love of all things foodie and will always be the first person up at a buffet!



**Working at KPMG in the Channel Islands means excellent support and training from day one. Our close-knit teams provide an opportunity to take on early responsibility, work with fascinating clients and gain invaluable industry experience.**

Our support is tailored to fit you, we'll provide you with high-quality training both in technical areas and soft skills to help you to succeed as a professional. Together we're helping

to make a difference, our people are at the core of who we are. Join a firm that values an inclusive culture and bettering the community around us. **#TogetherForBetter**



## 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.



## Karina Karp

### Tax Consultant

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

Being well organised, time efficient and having eagerness to constantly learn new things.

**What do you love most about your job?** The variety – tax is a dynamic and ever-evolving environment so we are always faced with new challenges and things to learn. Tax is a really rewarding career and enables you to demonstrate your skills by maintaining a diverse portfolio of clients across an array of industries.

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

I am currently working towards my ACCA qualification with 2 exams remaining.

**Is there any other information that would be of interest to someone thinking of embarking on a career in tax?** It can be really challenging to balance both working full time and studying but KPMG offer a great support system. I would recommend work experience before applying for a full-time role to ensure this is the career for you.

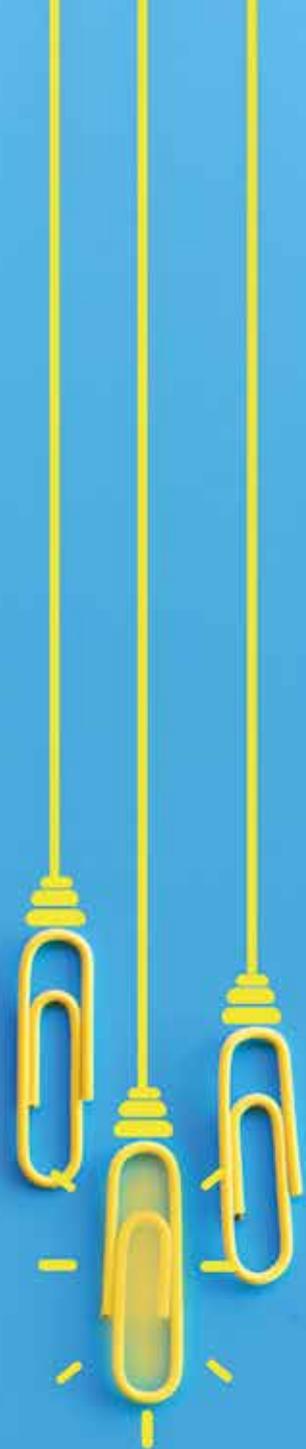


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**#TogetherForBetter**





# The EY CI Summer Internship Programme

Work experience is a great way of helping you decide on the right path to begin your career. If you're at university and considering your future career, why not develop your skills and build your professional network by considering applying for the EY CI Summer Internship Programme?

## What you can expect

Our aim is to prepare you for a future in business; and provide you with a powerful sense of what your own strengths are and how you can use these to reach your ambitions.

It doesn't matter what you're studying as it's open to all CI undergraduates. The four-week paid internship programme is for local students and usually runs throughout July. From day one, we want you to feel part of our firm and we'll invest in your development to help you broaden your skillset. We've created a structured programme to give you the best possible opportunity to experience life as a trainee.

Regardless of Covid-19, we were determined to ensure our 2020 interns gained the work experience, networking opportunities and insight into what it's like to work at EY. We reshaped the programme to be virtual and integrated with the 400 strong cohort of our UK team's programme to enhance the experience and broaden the exposure to our wider business. Our CI students took part in virtual teambuilding, a case study, wellbeing workshops and panel sessions with our UK leadership team. Each intern had mentors to speak to virtually to guide them through the experience and answer questions about working at EY.

## Why do we do it?

Empowering our people to collaborate, learn new skills and succeed in a changing world is fundamental to us at EY. We provide great opportunities in a diverse and inclusive environment, whilst encouraging our people to demonstrate their skills and share their experiences. We pride ourselves on giving our interns an exceptional experience in financial services that will last throughout their degree and beyond. Wherever you go onto after the internship, we know we will have created an exceptional ambassador for the firm.

## How do I apply?

We don't mind if you're in your first, second or third year of your degree, and you don't need to be studying a stereotypical accountancy or business-related subject. We encourage diversity, and as such, put significant value on what we can learn from people's different opinions and backgrounds. In return for your input and ideas, we are committed to giving you the experience you need to progress and develop, as well as the learning and coaching to help you succeed. We frequently offer people who perform well on our Summer Internship programmes with the opportunity to join us as trainees.

If you're interested in applying for our Summer Internship Programme please contact Anoushka Horgan at [eycistudentrecruitment@uk.ey.com](mailto:eycistudentrecruitment@uk.ey.com). Please note places are limited.

PICTURED ABOVE, CLOCKWISE FROM TOP LEFT: Francesca Germain, Alastair Mo, Alia Byron, Millie Doolan, Rebecca Dunn, Pieter Stein, Teoman Solmaz

What if staying  
in one place  
didn't mean  
standing still?

**A better working world.  
It's yours to build.**



The better the question. The better the answer.  
The better the world works.

# Do what you love and success will follow...

Meet Ellie & Isabel at Alter Domus Jersey.



My name is Ellie Cooper, I have been at Alter Domus for just over 4 years and I'm an Administration Officer on the Real Estate Funds Team.

### Why did you choose this career?

After leaving Les Quennevais School I decided I wanted to go out to work rather than continue in further education, so I joined Alter Domus in 2016 on a temporary contract. After a couple of months working here I decided I wanted to broaden my knowledge of the finance sector and applied to become a full time employee of Alter Domus Jersey. I knew speaking to people would be a massive part of the job, and as that is one of my strengths, it really helped to boost me to where I am today.

### What makes your job exciting?

Working in Real Estate Funds is never boring! Some days we could be busy making payments and distributions, and the next day we could be holding board meetings to acquire a variety of different properties. I also have amazing people around me, especially on my team who always keep up the morale. I especially like writing minutes about transactions, as I find it super interesting to learn about all of the properties our companies acquire, and of course, speaking to the clients about them.



I'm Isabel Silva and I'm a Senior Manager. I joined eight years ago as an Officer and now I oversee the Private Equity Funds Team, servicing one of Alter Domus' largest global clients.

### What makes your job interesting?

I'd say the fact that no day is the same. I can come into work in each morning with a clear plan, but an urgent transaction or issue may pop up which requires my attention, so my daily plan must always be adaptable as things can change pretty quickly - I really enjoy the challenge that brings and it definitely keeps things interesting!

### What qualifications do you need for your role?

I've been working in finance and fund administration for 12 years and am a Fellow of the Chartered Association of Certified Accountants. Within fund administration, there are really two professional routes which you can take - ACCA or ICSA depending on whether your role is accounting or administration focused. Both paths have a dedicated professional body and clear exam paths and Alter Domus really supports its employees to develop personally and professionally.



# LOOKING FOR SOME PLACE DIFFERENT? LOOK NO FURTHER!

At Alter Domus, we like to think we do things differently. Not only are we experts in alternatives, but we also foster an entrepreneurial spirit. From building close relationships with top-tier clients, to working on projects that span the globe, you'll be given the tools you need to grow and achieve your unique aspirations.

Are you ready to be a part of a different kind of organisation? Join our rapidly growing network of 2,500 people across more than 30 offices and unleash your true potential.

Apply today: [www.alterDomus.jobs](http://www.alterDomus.jobs)

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Alter Domus is a leading provider of integrated solutions for the alternative investment industry serving clients in private equity and infrastructure, real estate, and debt capital markets sectors. Solely dedicated to alternatives, we offer fund administration, corporate services, depositary services, transfer pricing, domiciliation, management company services, loan administration, agency services, trade settlement and CLO manager services.

alterDomus\*

# Ryan Connor Merhet

TRAINEE OFFICER, PRIVATE WEALTH

IQ-EQ

I joined IQ-EQ via their Discovery Programme, a two-year traineeship giving A-level school leavers the opportunity to work across different core business areas in order to find out where their interests and talents lie. In my current role within the firm's Private Wealth segment, I assist with a variety of administrative and transaction-related tasks. My day often involves the creation of payments and the sourcing/movement of funds within a structure to enable the sums to be paid. I also spend a lot of time corresponding with third parties, such as investment managers and consultants, to assist with internal and external queries relating to the entity.

## How did you get your job?

I applied online and had an interview booked within an hour of my submission. The first stage interview went well enough that I was invited for a meeting with the then-current Discovery trainees so I could chat directly to the people already going through the programme and gain a better feel for what it would entail before I made a decision.

## What motivates you in this role?

I enjoy tasks that require me to find a solution or a method to resolve an issue or obstacle, particularly when I am then able to apply that learning to other tasks. I would consider myself quite detail-orientated, so ensuring numbers match up and that there are no errors in my own work, or in previous records for an entity, is almost an instinctive motivator.

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

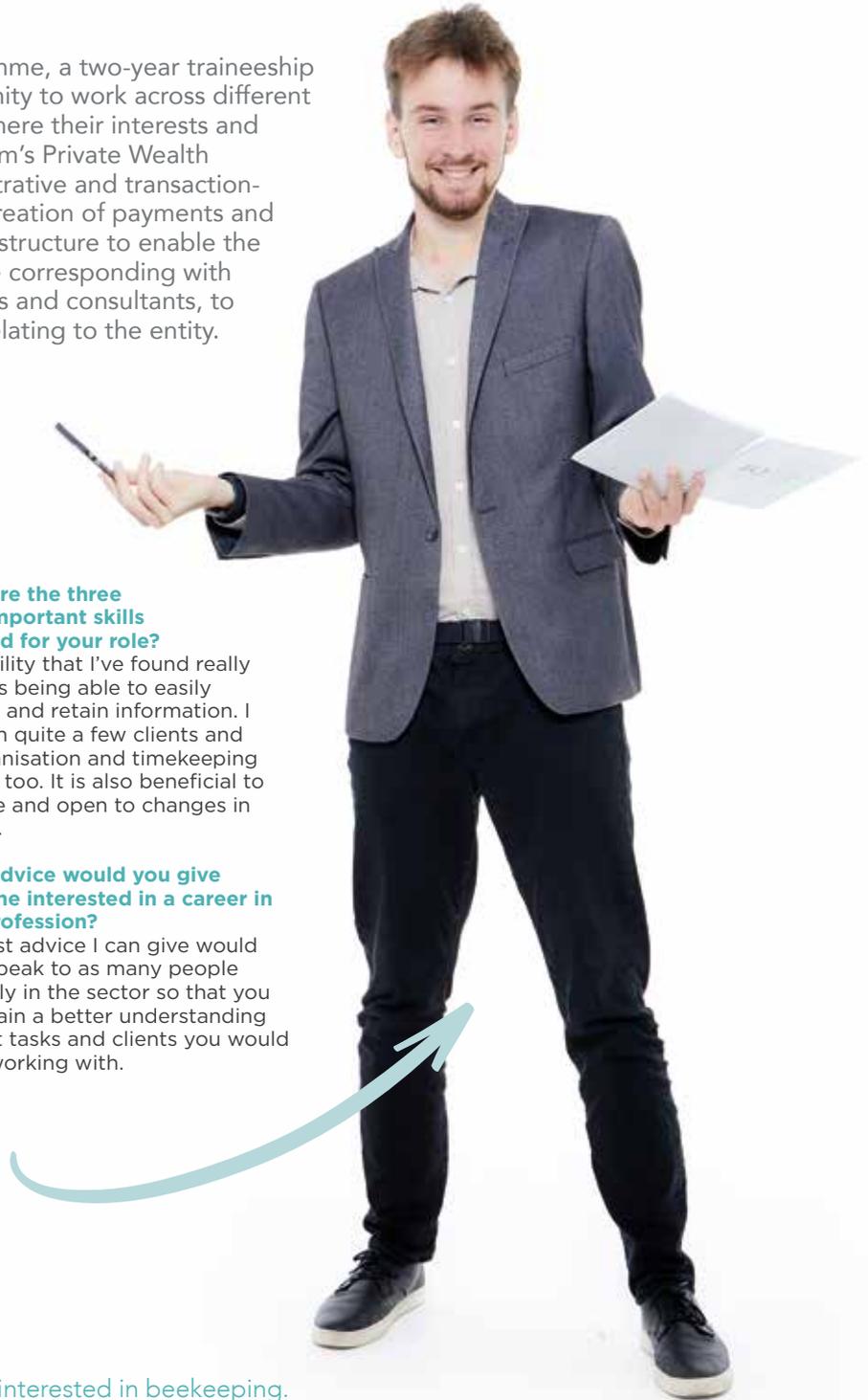
One thing that has become clear is that anyone operating within this sector needs to be able to adapt to change. For example, when COVID-19 struck we swiftly switched to full-time working from home but retained 'business as usual' throughout. I still carried out my duties but the process changed drastically given the inability to create and send physical documents.

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

One ability that I've found really useful is being able to easily pick up and retain information. I work on quite a few clients and so organisation and timekeeping are key too. It is also beneficial to be agile and open to changes in routine.

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

The best advice I can give would be to speak to as many people currently in the sector so that you can attain a better understanding of what tasks and clients you would enjoy working with.



## FUN FACT

During the COVID-19 lockdown I became interested in beekeeping. I have all the tools and gear, but as of yet, not the bees themselves!

# Discover a career in financial professional services

Interested in finance but would like to explore different areas first? Our **Trainee Discovery Programme** does exactly that. You'll spend up to six months working with different teams in the main areas of our business. You'll build your skills, your knowledge and your network and after two years we'll work together to find a role that's the perfect fit for you.

**Sounds interesting? We'd love to hear from you.**

We are a leading investor services group. We pride ourselves on our ability to bring together that rare combination of global expertise with a deep understanding of the needs of our clients – fund managers, global companies, family offices and private clients operating around the world.

To apply for the Trainee Discovery Programme, visit [www.iqq.com/careers](http://www.iqq.com/careers)

If you'd like to find out more before you apply contact [hr.jersey@iqq.com](mailto:hr.jersey@iqq.com)



# Keely Brassington

ASSISTANT MANAGER, CORPORATE SERVICES

Sanne

I work in our Corporate Services division with a wide variety of company structures and employee benefit trusts. A typical day involves working closely with our clients to execute transactions in a timely manner and to ensure that any regulatory requirements have been considered. This means that no two days are ever the same and typical tasks include liaising with clients, minute writing and bookkeeping.

### How did you get your job?

I started my career in hospitality which I really enjoyed and it gave me great transferable skills which I use in my job today, such as customer focus and providing high quality service, as well as team work. After several years in hospitality I wanted to move away from shift work into more of a “9-5” setting. I started at Sanne three years ago as an administrator after seeing they were recruiting and have found it a supportive and progressive place to be.

### What motivates you in this role?

Happy clients! As Sanne is a well-known, international company our clients expect a first class service, which we strive to deliver on a daily basis and this really motivates me to do a great job for them.

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

The regulatory framework of the finance world is constantly evolving, which means part of the job is ensuring that you are continuously learning and maintaining your professional development. There are also professional qualifications that can be undertaken to enhance your knowledge such as the Chartered Governance Qualifying Programme from the Chartered Governance Institute.

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

Attention to detail, time management and the ability to adapt to change.

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

Don't let the fear of the unknown stop you from achieving your goals or trying a new industry. Turn up each day with a “can-do” attitude, be proactive and ask questions. Focus on yourself and embrace challenges.

## FUN FACT

It is impossible to hum while holding your nose.



# OPPORTUNITY

# IS OURS TO SEIZE, YOURS TO EMBRACE.

Seize the opportunity and you can really reach your potential with Sanne. We strive to support everyone, share knowledge, recognise talent and promote from within.

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**WE MAKE  
EVERY DAY  
COUNT**

**sanne.**

# It's never been more important to **SHINE BRIGHT** during your search for that perfect job!

The good news is companies are still hiring and have been doing so during the whole lockdown period. The junior market has been thriving and we have seen opportunities available within the funds, trust, accounting, compliance and marketing sector for both Graduates and School Leavers. The search in this area has become extremely competitive with more job seekers finding themselves seeking Trainee roles here in Jersey, so, it's even more important to know how to stand out and show up as the person companies are looking for so that you bypass the competition and land the job offer.

We share with you some steps you can take as well as our TOP TIPS in bagging your dream role!

## Your Academics

For some Graduate level roles in Jersey, you'll need a 2:1 degree to be eligible to apply. A 2:2 or lower restricts your choice and generally makes the process tougher but don't panic, there are still jobs out there open to you. But it's not just about your degree; employers also want to know about your other grades and academic achievements. For recent School Leavers - Again employers are looking for strong academics - They want to know about your choices following your GCSE'S and again they will want to know about any further academic achievements. Were you a school prefect? Did you take part in any extracurricular activities such as Young Enterprise? These are all important factors future employers will consider.

## Proactivity

Organisations do not want lazy people, so it's important your CV demonstrates how you go the extra mile in your studies and spare time. That could be through your involvement in a society or the students' union, a work experience placement you arranged yourself, the lengths you went to research your dissertation and so on.

*"The search in this area has become extremely competitive with more job seekers finding themselves seeking Trainee roles here in Jersey, so, it's even more important to know how to stand out and show up as the person companies are looking for so that you bypass the competition and land the job offer."*

## Team Fit

You must show an aptitude for the job together with a personality and attitude that will complement the company culture. This may be demonstrated by your degree, any relevant experience you've got and allowing your personality to shine in an interview. Psychometric tests and assessment centres are becoming increasingly popular with employers to pinpoint the 'right' candidates to take to the next stage.

## Talent

Employers are looking for a mix of technical ability - whether it's developing databases, writing reports, creative writing - and 'soft' skills such as teamwork, communication and problem solving.

## Evidence and examples

An employer will quickly weed out where you're blagging or exaggerating the truth in an interview. What they want is real-life evidence and examples that back up what you say. Think about:

- Which skills you've used, where you've applied them and how effective they were.
- What you've done that demonstrates your interest and enthusiasm for this area of work.
- Why you want to work for that employer - that means more than a quick skim of their website when researching the company. Delve deeper and come up with a couple of questions that relate to what the organisation does and where the job you're applying for fits into this.

## Attention to detail & telling the truth

Getting the basics right goes a long way and getting it wrong can be a deal breaker. Ensure your CV is grammatically correct, do not tell fibs about your grades and arrive at an interview on time, dressed smartly and appropriately.

*Park offers a tailored recruitment service to Graduates. If you have graduated this year and would like to discuss your options, call us on 871666 and we will work with you to find your perfect first job!*



**Top Tip from Gemma:**  
*Practice Video interviews!*

Initial video interviews are not going away! Find a safe and quiet place where you will not be disturbed, the interviewers can see everything around you, so be sure the background is neutral and professional.

Check the technology ahead of time to ensure it works. Check both sound and video.

Practice doing a mock interview with a friend. Zoom and other providers are free, and your friends/ family can give you feedback on how you look and sound.

Ensure you are dressed to impress and don't make the mistake of thinking video interviews will be informal!

**Megan's advice:**  
*Be Patient and Flexible*

Be ready for the recruitment process to take longer than usual!

Be flexible with your availability- with many people still homeworking - matching up diaries for interviewers can prove challenging.

Ask the interviewer for an expectation of when you are likely to hear back.

**Toni says:**  
*Take time to Clean up your personal brand!*

It's a fact that employers use social media to screen candidates before making their choice. Take time to go through all your social media platforms and remove any content that would not benefit you in your job search. You'll also want to manage your security settings.

Google yourself! If nothing comes up, this doesn't mean that you're in the clear. Most employers DO want you to have online presence, especially now, as this is the only way to prove who you are. One of the best ways to build a positive online presence is to create a LinkedIn account. If you don't have a LinkedIn profile, now is the perfect opportunity to create one.



We truly believe that what we do at Highlands College of Further and Higher Education transforms lives. We enable students, whatever their age, background, or circumstances, to unlock their potential and find a pathway to success.

Each year we provide education for 800 school leavers, 900 adults on part-time work-based learning including apprenticeships, 200 higher education students, 2000 adults on leisure courses

and 600 students on professional development programmes. If you are at a crossroads and are considering your next step, get in touch with us and let us guide you towards your route to success.

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## Joao Costa

BTEC Level 2 and Level 3 National Extended Diploma in Information Technology at Highlands College – passed with Distinction\* / Computing Higher National Diploma at University College Jersey (UCJ) – Year 1

**When I left Grainville, I had no clear idea of what I wanted to do: I had an interest in both sport and IT but didn't know which route to follow.**

I initially enrolled on the 'Pathways' course at Highlands College and, with the support and guidance of my tutors, quickly developed a keen interest in pursuing IT. I subsequently transferred onto the Level 2 BTEC in IT.

I remember a moment in my first year of the course when I felt that my lecturer Paul had opened a door for me into my future. He made me aware of all the different routes and options available for a career in IT. My work experience with C5 Alliance that same year confirmed that this was the right route for me.

The breadth of the course really appealed to me; there was flexibility around which areas we wished to focus on and during my Level 3 studies I discovered a natural ability for programming as well as networking.

I passed my Level 3 BTEC in IT with Distinction\*, and with the encouragement of my teachers have decided to continue my learning journey. This year I started the Computing HND at University College Jersey. Although I do already have a job, it is important to me that I continue with additional learning so that I can progress in my career.

Highlands College Sixth Form helped me to unlock my potential, to focus and to achieve. Now I am embarking on a Higher Education course, in a subject area I love and earning while I learn.





## Hannah Willcocks

Level 3 Diploma in Plumbing Studies at Highlands College - Year 2. Winner in the Isle of Man Inter-island Skills Competition 2020

**After I finished my A Levels at Hautlieu School I chose not to go to University as I didn't have a clear idea of what I wanted to do, I therefore found a job in the Finance Industry.**

Following 6 years of Real Estate Fund Administration I wanted a change and so I found an administration job within the construction industry which I did for a further 6 years. This led to an interest in learning a trade.

I spoke to my employer, Amalgamated Facilities Management Ltd., who were supportive of my desire to pursue a plumbing apprenticeship. I'm now in the third year of my apprenticeship which I have found to be incredibly rewarding. There is so much to learn and I much prefer the practical work which whilst challenging, I feel is much better suited to me. The support from Highlands has also been invaluable and I thoroughly enjoy my weekly day at college.

It was daunting to make such a big career change and to go back to college after twelve years of administration work but I now wish I had done it sooner.

**97%** pass rate for full-time students in our 6th form



**9/10** students would recommend the college to a friend



**79.5%** of students achieved a 1st or 2.1 honours degree on average over 3 years



**9/10** students progress onto employment or further study within 1 month of graduating

**95%** of students stated 'Teachers know their subject very well' in a recent QDP survey



**90%** pass rate for apprenticeships

**92%** pass rate for Higher Education students

We are supported by more than 170 employers, so our students benefit from expansive extra-curricular opportunities including professional master classes, guest lecturers, digital skills and industry-relevant work experience.

**h** Highlands College

# Christopher Le Cornu

## EXPLORATION GEOLOGIST

Centamin

I work in a number of remote areas throughout West Africa, which can involve living and working in tents, shipping containers, portable cabins or actual buildings. I use a variety of techniques to assess the economic mineral potential of these areas, which normally starts off with hiking the area, creating geological maps and collecting samples. After collecting enough information about the area, I then create 3D models of the geology of the area using specialised geological software.

### How did you get your job?

I have a MSci in Geoscience from Durham University. During my degree I realised that I enjoyed fieldwork and decided that mineral exploration was a great fit for me. I emailed numerous mining companies based in Jersey, asking for work experience, and was lucky enough to get summer jobs in Australia and Armenia, before being given work experience followed by a full-time job in West Africa.

### What motivates you in this role?

I love geology and I love knowing that I'm one of the first people in the world to explore the areas that I work in. Mineral exploration is very challenging but rewarding. Knowing that the next big discovery might be just around the corner drives me to work hard and make sure I'm a part of that.

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

The mineral exploration and mining industry is constantly evolving and improving to meet the world's demands. I am currently doing a part-time MSc in Mining Engineering to ensure that I'm keeping up with new technologies, skills and knowledge.



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

Adaptability – being able to live and work in challenging environments. Data analysis – being able to critically analyse geological data. Communication – being able to present my ideas to team members, maybe in other languages.

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

Graduate with a good degree in a geology related subject and try to get as much related work experience as possible. Mineral exploration is extremely challenging, but if you have the right work ethic and eagerness to continue to learn and develop, it can be a very rewarding and exciting job.

## FUN FACT

The material in every item you own was originally either farmed or mined.

# Kaya Camara

RESEARCH & PROJECT OFFICER;

DIGITAL & PUBLIC ENGAGEMENT SECTION

States Greffe

I'm relatively new to the role as I only started at the States Greffe in March. Due to the COVID-19 pandemic, my role has pivoted to focus on certain elements. One new area is publications editing which involves logging projects, amendments and reports to be debated in the States Assembly sittings. Another is supporting the digital work during the States sittings, working on social media updates and writing news stories. Additionally, I have also been preparing research briefing papers surrounding a variety of topics as well as creating a standard briefing paper template for the States Greffe Members' Resources section.

## How did you get your job?

After graduating university, I started an internship within Children, Young People, Education Services (CYPES), during this I had opportunities to attend a variety of engagement conferences and networking groups. This led to a new network within the Government of Jersey policy team and so I was moved to working on a project with a focus on engagement. I built experience in this field which really helped when applying for my current role. When my current role was advertised, I realised what a great opportunity it would be to build on what I had learnt already as well aligning with my interests in politics.

## What motivates you in this role?

I am very interested in politics, which, for a person of my age, could be considered quite rare. I'd like to help build public interest in politics especially in children and young people and I'm excited to play my part in the planning for the 2022 elections.

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

I will need to upskill myself on project frameworks, such as "Agile" methodologies so that I can work at pace whilst still delivering within governance and meeting agreed outcomes. Whilst not a skill as such, I also need to keep building on my knowledge of politics in Jersey, the governance and structures in place.

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

As a Project & Research Officer, self-awareness and objectiveness is key so that I do not allow any conscious or unconscious bias to creep into my research. Communication skills are also important, tailoring different methods to suit a variety of audiences on the most appropriate communication channels. Teamwork is fundamental. It's definitely been important whilst we have been working from home but will be equally as important when we return to the office because our work is very collaborative.

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

Lengthy experience isn't always the most important factor, focus on demonstrating your potential and passions. Use your life experience to understand what value you can add and create your own opportunities.



## FUN FACT

According to the Government of Jersey Voter Engagement Research (2018), half of 16 to 34 year olds say that they are not interested in Jersey politics. However, if there was better access to information about the candidates and their policies, it would raise interest by 75%.

# Mark Owers

## DIRECTOR OF SAFEGUARDING & CARE

Government of Jersey

My day involves lots of meetings. I meet with social work managers to oversee our work to protect, and care for, children and young people. I meet with children and families to hear their feedback and to learn from their experiences. I meet with other senior managers from across the Department for Children, Young People, Education and Skills and other Government Departments. I meet with colleagues from our partner agencies including the Police, Health and voluntary organisations. I meet with Minsters, including the Children's Minister. I also read lots of emails and write reports.

### How did you get your job?

I heard about the job in London from a colleague who knew I had grown up in Jersey. I read the candidate pack, had a call with the recruiting Director General and I discussed it with my wife and mentor. After careful thought, I completed an application form and I was assessed by a psychologist. I had a technical interview in London. I came to Jersey for a 1-day assessment centre, consisting of 10 x 1 hour sessions. I attended the final interview with a panel of 6 people.

### What motivates you in this role?

I want children and young people in Jersey to be safe and to thrive in our beautiful Island. The Children's Service has had many challenges and I want to use my experience and knowledge gained in England to help improve the support and protection available to keep children safe. I want to help children who have left care to feel like they are loved and will get the support they need.

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

I do the thinking and planning to enable frontline staff to be their very best. It is not always possible to find enough time to do this given everything I must do. I need to learn how to find more time to think. I am learning about Restorative Practice to ensure our staff can develop trusting relationships with children and families. I benefit from having a Team Jersey coach.

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

I need to have self-confidence and a positive attitude as you cannot expect other people to believe in you if you do not believe in yourself. I need to have excellent communication skills to engage with staff, children and families, partners and Ministers. I need to have problem solving skills.

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

If you want to be a children and families social worker, get experience of working with children and young people, for example through paid work, volunteering or shadowing. Read around the subject and review the latest research and innovation. Talk directly to people in the job and learn as much as you can from their experience.

## FUN FACT

My wife and I went from having no children to having 5 children in less than 18 months; we adopted two and then had triplets.



# Tom Hughes

## HEALTHCARE WORKER

Jersey General Hospital

A typical day at the hospital involves a 12-hour shift starting at 7:45am. The day can vary, some days we see over 100 patients, other days we can see 60. Typically, I will record vital signs of patients for senior staff to review also doing Blood Tests, ECGs and cannulating patients are typical tasks that I do often throughout the day. The main thing I try to do is ensure patients are reassured and receive the best care.

### How did you get your job?

I started working at the hospital in 2018 as I was studying on a health course and as part of the course we were offered work experience at the hospital and I've been doing shifts ever since.

### What motivates you in this role?

The fact I come to work knowing that I have a great bunch of colleagues to work alongside. We try to ensure patients feel better when they leave than when they arrived.

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

I think every day is a learning day in the unit and therefore I am always developing new skills and competencies.

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

I think the three most important skills needed to work in health are a sense of humour both for your colleagues and patients benefit. Being able to



communicate with people is crucial especially when it comes to reassuring patients. Plus, you need to know how to work as part of a team as you rely on your colleagues a lot.

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

If someone wants to pursue a career in health I would advise them to give it a go. It's very rewarding but if it's not for you then it's not for you.

## FUN FACT

At the hospital my nickname is Mr Gucci! I have worked in collaboration with Gucci since 2018 and at the end of last year they approached me and asked if I would work within their Changemakers Department focusing on charity work - so in January I moved to Florence and began working there. I then came back to Jersey for Easter and due to the Covid situation started working in the hospital in the new Urgent Treatment Centre which is an extension of the Emergency Department.

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# Gary Burgess

## JOURNALIST, WRITER & BROADCASTER

ITV News, Jersey Evening Post and Channel 103

I think I have the best job in the world, because my focus changes on a near-daily basis. On an ITV News day, I am chasing exclusive news stories, recording interviews and pictures, editing together my report, and then presenting it live out on location during the 6pm programme. It's a rollercoaster of a ride, every time! In addition, I write a fortnightly column for the JEP, on a different topical issue each time, and I host a weekly Sunday show on Channel 103 where I get to play loads of the music I love. Variety is the spice of life.

### How did you get your job?

I got my foot in the door by phoning up and asking to be the teaboy/helper-outer at my local radio station back in 1992. From there, pretty quickly, one thing led to another and I was hosting my own show.

### What motivates you in this role?

For my role as a journalist at ITV News it's all about telling stories and sharing experiences. Sometimes that's about shining a light on an injustice to try and help somebody, or it could be explaining a complicated government announcement in an easy-to-understand way. It's a challenge, but one I love.

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

I'm a big believer in life-long learning. Social media, and particularly my Twitter feed (@GaryBurgessCI), are a big part of my job. Who knows what new thing it'll be next year? That's the joy of it, especially as I love learning new technology.

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

Curiosity, tenacity and persuasion. You need to be curious about the world around you to find news stories. You need to be tenacious in pursuing stories, especially when they're ones people in power would rather keep secret. And persuasion helps convince people to appear on camera on TV.

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

If you're considering being a journalist, get yourself immersed in news, current affairs and the world around you. Watch and listen and read about what's going on, notice how different news outlets might cover the same story in different ways, and think about how you'd tell that story. Then get knocking on the door of potential employers to share your passion for news with them.



## FUN FACT

I was once a contestant on the TV quiz show *The Weakest Link*. And I won!

# Kirsten Rowe

## PROBATE ASSISTANT

Voisin Law

My working day can vary depending on the type of cases I am working on. Typically, I would be checking and responding to emails regarding current cases, new enquiries and responding to colleagues. I could then be doing anything from drafting wills, letters of advice, preparing accounts and estate administration to attending care homes, clients' properties or client meetings. We often have to attend at properties where clients have passed away to check for valuables and paperwork which can prove quite interesting. It is a very varied role and I would definitely say nothing surprises me anymore!

### How did you get your job?

I previously worked for the States of Jersey and a friend who I worked with told me she thought I would do well working at a law firm. I'm really glad I took her advice and I went via a local recruitment agency who found me my first role at Voisin as a secretary in our litigation team. I subsequently moved to the Estate Planning and Capacity team and progressed to my current role as a Probate Assistant.

### What motivates you in this role?

My employer, colleagues and family and friends are definitely an important motivator. I wouldn't have been able to progress in my role as much as I have without all their support. Voisin very much believes in promoting from within the firm and I have been lucky to be given the opportunity to undertake my exams whilst working. Clients also motivate me as I want to ensure I provide them with the best service possible.

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

There are always new skills that you can learn as you progress in your role. I am just about to start the next level of the Chartered Legal Executive exams having just completed two years of exams for the first level. Each new matter that you deal with also assists with your learning. I'm also very lucky to work in such a tight-knit firm where doors are always open if you need support or advice.

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

I would say compassion is a really important skill to have when dealing with people who may be experiencing a difficult time in their lives. You also need to be good with time management and attention to detail.

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

Try to talk to as many people as you can who are in the profession to get a feel for which areas of law may interest you. If you can, try and get some work experience, but most importantly don't feel like there is only one traditional route into law. There are many different options available to you that can work around your working and day-to-day life.

## FUN FACT

Voisin Law is the oldest law firm in Jersey having celebrated its 150th birthday last year!





## Nathalie Le Cuirot

### TRAINEE ENGLISH SOLICITOR

Ogier

I am now in my second year as Trainee Solicitor currently working in Local Legal Services following on from being a Banking Paralegal at the firm. A typical working day could range from assisting with employment law queries, to assisting with the sale of a property.

#### How did you get your job?

During my time as a Paralegal I had a discussion with the HR department at Ogier to discuss my future career in law and the opportunity to progress onto the Trainee Solicitor Programme. This led to a number of internal interviews where I was fortunate to be accepted onto the Trainee Solicitor Programme.

#### What motivates you in this role?

With my future career in mind, one of my biggest motivations is to ensure I learn as much as possible in the areas of law I partake in during my Training Contract, in order to determine the area of law I would like to practice in once qualified.

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

Ogier continues to develop each trainee's skills by regularly running seminars. These seminars, together with the supervision and support of senior colleagues, helps develop the skill set needed to become a good lawyer.

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

Communication  
Attention to detail  
Organisation

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

Make sure you work hard, be tenacious, persevere through the hard times and always be keen to learn.

### FUN FACT

The fingerprints of a Koala are so indistinguishable from humans that they have, on occasion, been confused at a crime scene.



# Sylvia Roberts

## DIRECTOR OF THE CIVIL DIVISION

Law Officers' Department

There is no such thing as a typical day, every day is varied and busy and that's one of the things I enjoy about my role. I spend a lot of time leading and contributing to meetings with a diverse range of people from within the Government of Jersey and outside, drafting and reviewing a range of legal documents. This can be on a range of subjects from constitutional issues, to potential legal challenges and civil court cases as well as the time involved in supervising work across the whole of the Civil Division, which consists of 30+ lawyers.

### How did you get your job?

I was dissatisfied with the training in private practice and moved to a local authority legal department where I presented court cases early on and was exposed to a broad range of work. I was promoted numerous times eventually becoming the Borough Solicitor of a Local Authority. I joined the LOD as the Assistant to the Solicitor General, became Head of the Safeguarding Team before taking up my current role.

### What motivates you in this role?

I believe in the importance of public service and have always cared more about people than money or status. The work I do is interesting and rewarding. I have acquired many skills and knowledge over more than 30 years working as a lawyer in a variety of public sector roles and I am delighted to have the opportunity to use these skills for the benefit of this beautiful Island community.

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

I will need to continue to adapt to the changing environment and working conditions; the pace of change is relentless and technological advances mean that the way in which lawyers (and others) work has and will continue to evolve. Covid-19 has accelerated changes which might otherwise have evolved more slowly.

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

The ability to see the "bigger picture" and to anticipate likely areas of challenge or risk.

The ability to listen to different opinions; professional debate is healthy!

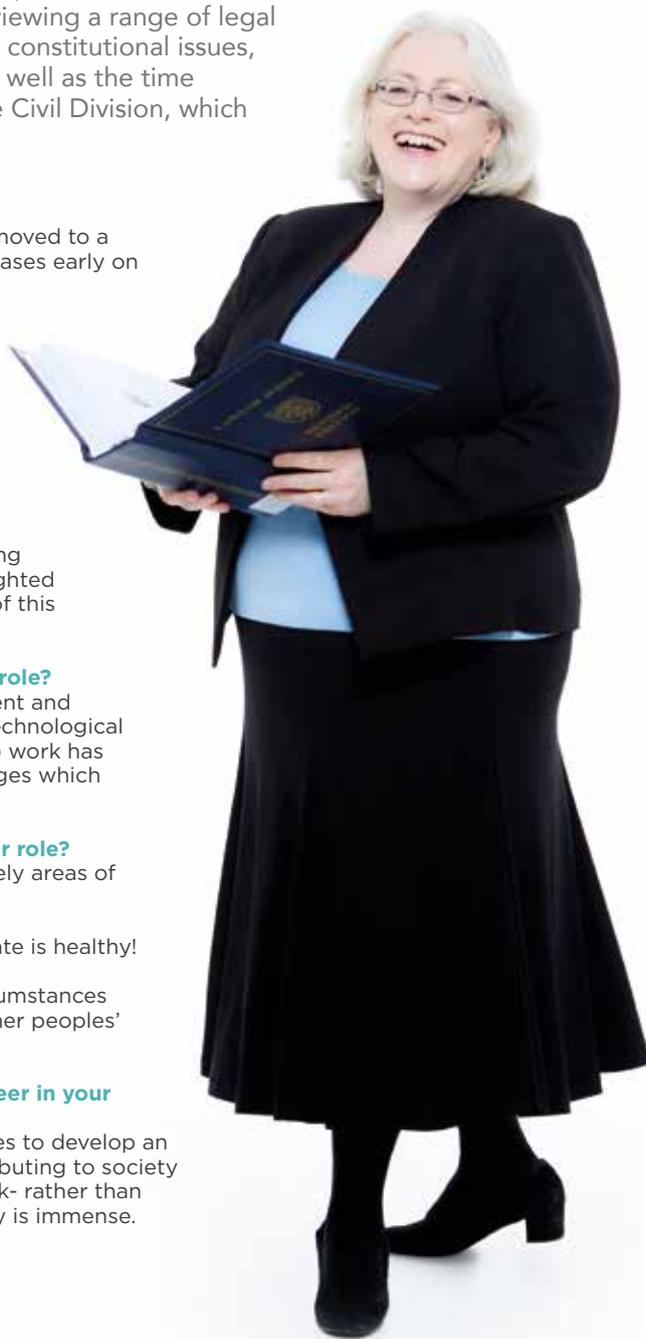
The ability to respond flexibly and calmly to changing circumstances and to maintain a sense of humour and appreciation of other peoples' perspectives.

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

Do consider the public sector. There are many opportunities to develop an interesting and rewarding career. The satisfaction of contributing to society as a whole - whether as a lawyer or in another field of work- rather than working for the benefit of an individual or private company is immense.

## FUN FACT

I was told by the careers teacher at school that a law degree was not for someone like me!



## Claire Lyons

### HEAD OF MARKETING

Jersey Finance

As you can imagine, working in the promotional organisation for Jersey's finance industry is fast moving as we work on multi-channel communication strategies to raise awareness of the positive impact of our industry, both locally and worldwide. On a typical day I could be reviewing budgets, signing off artwork, approving social campaigns or articles, or meeting my team for 1-2-1s. I might also attend external meetings with our member firms or with our key partners such as Skills Jersey, Locate Jersey and Jersey Business to see where we can join up our knowledge, initiatives and ideas.



#### How did you get your job?

20 years ago, I began work in tourism as a French speaker, I then moved into finance working in customer service. I don't have formal marketing qualifications as such, but my strong creative mind and good attitude facilitated my move to a global bank, before I moved agency side. Five years ago, I joined Jersey Finance as a campaign manager which led to the Head of Marketing role.

#### What motivates you in this role?

There's nothing like having a great team to support and deliver amazing things. My team is made up of all ages and experience levels, but we share a common goal, promoting awareness of our award-winning finance industry. I love the sense of purpose, enthusiasm and the camaraderie that makes Jersey Finance the best place I have ever worked. I never pretend to know everything, but with the right people around me, we deliver fantastic things. Being proud of our industry motivates all of us to engage with people and influence perceptions about our international finance centre.

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

I think for me it is keeping ahead of trends digitally and socially, watching our competitors to see how they are using innovation and ensuring we are ahead of the curve. Personally, I would say self-belief and recognising my contribution in our success is a key focus, so I can develop as a leader and inspire my team to keep developing too.

### FUN FACT

At almost 50 years old and with my mid-life crisis looming, I have been writing songs with my wannabe rockstar husband and have had four songs played on BBC Introducing CI!

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

Emotional intelligence - Staying tuned in to people and understanding their motivations. A happy team is a productive team!

Organisation - Crucial to managing everything in this dynamic, fast-moving, creative environment

Reflection - taking time out now and again to pause, reflect and recognise our achievements

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

In my case, having no formal marketing qualifications was not the be all and end all. I knew I was creative and made sure everyone else did too! Having the right attitude gets noticed, as is bringing your team along with you - it's never 'you and them' and if you don't understand or appreciate them, you'll soon hit obstacles along the way.

# Thalia Barrett

## MARKETING, MEDIA & EVENT COORDINATOR

deGruchy

A typical working day involves creating lots of content for our social media and web platforms, from planning the creative, to encouraging colleagues to get involved, to shooting and editing photography and video, to copy writing and uploading, and reviewing their success. I attend any important store team meetings and discussions to make sure our online presence is cohesive with what we are trying to achieve as a team. I also source and manage all collateral which I curate by building relationships with our in-store brands and work with them on collaborations. I also update and manage our stores website and plan all the stores in-house events.

### How did you get your job?

In my previous role, I worked for the store within the beauty team. During this period, I attended several college courses and studied online to further my qualifications. After having worked for the company for just over a year, the marketing position became available and I thought this would be the perfect opportunity to pursue a new career within a company I already loved working for. When I applied for the position, I completed several pieces of copy for possible use on the website and suggested content for their social media platforms and was delighted to be successful.

### What motivates you in this role?

Being surrounded by positivity and having a great support team always helps me stay motivated whether its my family, my manager, the store team or my marketing team. I am someone who really enjoys learning and personal development, so understanding and acquiring new skills for my job always keeps me motivated, and I always strive to keep improving.

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

I personally believe that there is always room for development, so I am continually looking for opportunities to further my knowledge. I would love to enhance my videography skills and my understanding of photography tech and gadgets to be the best that I can in my role. There is a lot of great resources out there, and the company I work for are always very supportive in furthering development.

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

Time management is an essential skill to have in my position. This enables all our marketing strategy to work cohesively, informing customers and colleagues of what is happening now across the store and our brands, and future events and promotions. Having good public relations skills is also pivotal in this role as it is my duty to communicate with both internal and external stakeholders, and to present our brand image well. Being creative also plays a big part of my role, generating ideas for campaigns, social media content and events. Always think outside of the box and look for inspiration from every aspect of your life, as you never know where a genius idea will come from.

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

If you're looking for a career in marketing I would recommend freshening up on your content creation skills for video, images and copywriting. Make sure that you are comfortable with social media and know your way around managing a website. Always keep a positive mindset no matter how hard it may seem at times, the hard work you put in now will be worth it for the end result.



## FUN FACT

I'm involved with a lot of beta testing for the latest releases including Call Of Duty, Sims4 and expansion packs as well as Assassins Creed Odyssey and Valhalla.



# Matthew Molyneux

DIRECTOR OF MATTS MOTORS LIMITED

Matts Motors Limited

The day normally starts with speaking to customers who are delivering their vehicles to the workshop, then the job sheets are allocated to the team regarding who is doing what.

**How did you get your job?**

I was studying at Hautlieu at the time and it just didn't feel right, wearing a suit and sitting behind a desk. I was meant to be starting Year 12 and I didn't. I walked down to Highlands College, managed to get a space on the mechanics course and the rest is history!

**What motivates you in this role?**

I like doing things the old-fashioned way. I love having the garage and it motivates me to provide the best service we can at the best prices for our customers.

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

The motor trade is an ever-evolving can of worms, we are confronted with new technology daily, but primarily EVs and alternative fuels are really something we are sinking into these days.

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

You need to be a problem solver

You need to have good computer skills; cars have more control modules than you would believe!

You need to have patience!

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

The motor trade is like marmite! You will love it or hate it.

## FUN FACT

Did you know there are at least 10 species of Orca!

## Gavin Breeze

CO-FOUNDER, EVIE

EVie

We are a small team running a start-up company. Everyone does a bit of everything. My first job starts as I have breakfast when I process the applications for EVie's share car system. I now know more about the back and front of a driving licence than I could ever have anticipated, as well as the idiosyncrasies of licences from as far afield as Mauritius and Pakistan. My day ends looking at how many bikes need to be recharged and relocated on our first maintenance run that begins at five o'clock the next morning.



IMAGE: Andy Le Gresley

### How did you get your job?

I founded EVie because I wanted to do something good for Jersey. Our high-level ambition is to turn Jersey into an all-electric, shared mobility island. I got my job because I am in the privileged position to be able to try and make a difference, and to have the courage or stupidity to try to do it.

### What motivates you in this role?

I have started at least five companies in my career. Starting EVie was driven by the desire to put something back into Jersey that I could make a material difference with. I felt the 'powers that be' could and would talk about sustainability and a carbon neutral future for a long time and not actually do anything. Someone in the private sector needed to make a first move. We think we are making a good start of it. We are already seeing signs that more effort is being put behind things like infrastructure projects to encourage bikes. But we have a very, very long way to go.

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

When I started EVie, I didn't know anything about being a fleet operator, fleet management, mechanics, telematics or programming. We are learning as we go. Sometimes having no history in a market leads to new solutions that come from a lack of informed prejudice. My job is to learn enough about each aspect of the company so we can make informed decisions, solve problems and plan for the

future. Sometimes it needs a slightly manic attention to detail - the back end of processes and data analysis that it would be easy to let someone else do. It is important to have had time on the operational front line to be able to help solve issues as they come up.

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

An ability to let others do what they are best at, to stretch them to do more and do it better.

To have an understanding of what is important in helping expand the company and to challenge and encourage ourselves to do it.

To have a medium and long term set of goals and to articulate them to all levels of the company so we know where we are trying to get to.

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

I have never had a "profession". I have, especially early in my working life, felt jealous of those who have a well mapped career path. My life could have been very different were it not for luck and perseverance mixed with a healthy appetite for risk: it was highly possible everything I tried could have failed. Some did. A career path as a company creator is certainly not for everyone. Most people are more comfortable working within a framework and defined career path.

## FUN FACT

A long, long time ago, I learnt to play tennis in the middle of Kabul, Afghanistan.

## Danielle O'Donnell

### POLICE CONSTABLE

States of Jersey Police

There's no such thing as a 'typical' day, which is what drew me to the role. There's so much variety so I could find myself dealing with a road traffic collision one moment, looking for a missing person the next, or helping somebody in a mental health crisis. You genuinely have no idea what each day will bring, but that provides excitement and keeps you on your toes.

#### How did you get your job?

The recruitment process is quite rigorous and takes about five months. As well as the initial application, there are a number of assessment days to attend, which test your fitness, English, maths, decision making and communication skills. They're not expecting you to be the finished article, but are looking for the potential and the right attitude.

#### What motivates you in this role?

I love the challenge, I like to use my brain and always want to learn new skills. I also like being active, which response policing certainly provides. As a primary school teacher, I was helping my pupils to develop in all aspects of their learning and lives. I developed some really valuable skills and I want to make best use of these as a police officer, helping Islanders who are in need.

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

I don't think I'll ever stop learning in this job because there is so much to learn, and policing is constantly evolving. A lot depends on what area of policing you work in; I'm a response officer at the moment, but I could move into firearms, public protection, serious crime, financial crime or a whole host of other specialties. Each has its own demands and will require a different skill-set.



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

It's really hard to say because I've only been in the job for a short time. At this time, I'd say communication, empathy and patience. So much of policing is about using these skills to solve problems.

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

Go for it. I haven't been in long, but I've loved it so far. There's so much variety and opportunity and I can't wait to see where my career takes me.

#### FUN FACT

I've travelled around South East Asia for just over three months then I did one year travelling and working in Australia and did just under two months travel in New Zealand and Fiji.



## Danny Larkin

### RESTAURANT MANAGER

Sumas

Once I have opened the doors and switched everything on, first thing is going through emails and messages before welcoming and serving all our lovely customers, before cleaning down, setting up for the next day, ordering new supplies and finally cashing-up and locking-up.

#### How did you get your job?

When I was 17 years old, I came to Sumas on a work experience week through Highlands College. I did the odd shift to help through the summer and then on my 18th birthday the boss called me and offered me a job.

#### What motivates you in this role?

Seeing a smiling face and knowing that I have made someone laugh or given someone a special moment is the best motivational factor.

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

The industry changes very quickly all the time. As new trends and technology come into the world, you're always going to be learning new things. I would love to do more study in wines and spirits to improve my knowledge.

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

The biggest is patience, you need endless patience and to be calm. Great organisational skills and knowledge of your product and service.

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

Listen more than you talk because you'll learn more and pick up the little things. Check every little job twice because if you have missed something it'll come back to you later. And most of all have fun! The job is so much easier to handle the 'cons' if you enjoy the rush of the service.

### FUN FACT

Caterers work hard but party harder than they work!

# Agnieszka Dudziak

NAIL ARTIST/ EYEBROW SPECIALIST & SALON OWNER

#She likes...

I wake up, put my face on, open the salon at 9am and the day starts. We are working in a team of three so we have a little friendly catch-up in the morning, then our clients start walking in. Our daily routine focuses strictly on providing the best possible care for our clients. Procedures include manicures, pedicures, artificial nail fastening and filing, nail shaping, cuticle grooming, nail polishing detailed nail art, and eyebrows on point. During the day we have a lot of little tasks we focus on like stock taking, order placing, social media and cleaning. But the best part is that I get to spend my time with the team and customers. Plus we have lots of fun.

## How did you get your job?

I studied cosmetology at university back in Poland. After my degree, I came to Jersey and worked in hospitality but always knew that beauty is what I wanted to do. I worked for a few salons in Jersey which gave me an amazing experience, and motivation to open my salon. Eight years later *#She likes...* was born.

## What motivates you in this role?

Passion for what I do. I love creating a good set of nails with funky nail art, new designs, finding new fashion trends and introducing them to my customers, create that perfect eyebrow. It makes me extremely happy when I can make people feel good about themselves to build great relationships with them. My team, that I like to spend time with, work hard, have fun, learn from and inspire each other.

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

To achieve and to stay on top of the game we must constantly refresh our skills, including revisiting basics. The nail and beauty industry is such a fast-evolving world that technicians cannot afford to be left behind. Trends, techniques, products, legislation and marketing techniques are constantly advancing. Nobody knows everything, so I need to make sure that myself and my team get enough training. We live in a digital-first world now and more consumers prefer to see images of a product rather than read about it so I will be putting more energy in upgrading my skills in media.

## FUN FACT

I love to paint, especially at night.

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

People skills. If you enjoy working with people and that's what I enjoy the most, you'll get plenty of that as a nail tech. We build a relationship with our clients and try our best to make them feel comfortable.

Passion. Dedication to your craft will help you to work efficiently. We must keep our creative skills sharp by practising new styles and trends.

Trendspotting. Having a current knowledge of the latest trends can help nail technicians to anticipate requests and make suggestions. Keeping an eye on new products can also give nail technicians an edge.

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

Go for it! If you are a creative person, like to meet people and make them feel good about themselves it's very rewarding. Practice a lot, never be afraid to try new things and challenges because that makes you better at what you do. Be original, create the style that makes you noticed.



# Lauren Mills

## NETBALL DEVELOPMENT OFFICER

Jersey Netball Association



My day-to-day work varies a lot! During the day I am either delivering Netball PE lessons in schools (primary and secondary), running the Jersey Sport Inclusion sessions or doing admin. All the netball programmes run outside of school hours so during the evenings and weekends I am out delivering the netball programmes such as, after school classes, back to netball sessions, mixed netball, Team Jets programmes, Walking Netball, tournaments and the PWC academy.

### How did you get your job?

I have played netball since the age of nine and have coached since I was 16 so I have always been involved in netball. During my MSc in Sports Psychology I was recommended for the job by the current NDO. I went for an interview and have been in the job ever since.

### What motivates you in this role?

Sport can have such a positive impact across all areas of life, seeing people of all ages and abilities enjoying netball and sport in general is a big motivating factor. Making netball bigger and more accessible is also a driving factor, everyone should be able to get involved in sport!

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

There are always new skills to learn. I am currently focusing on upskilling my coaching by going on courses and attending workshops so I can deliver our new netball inclusion programme for adults with a disability.

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

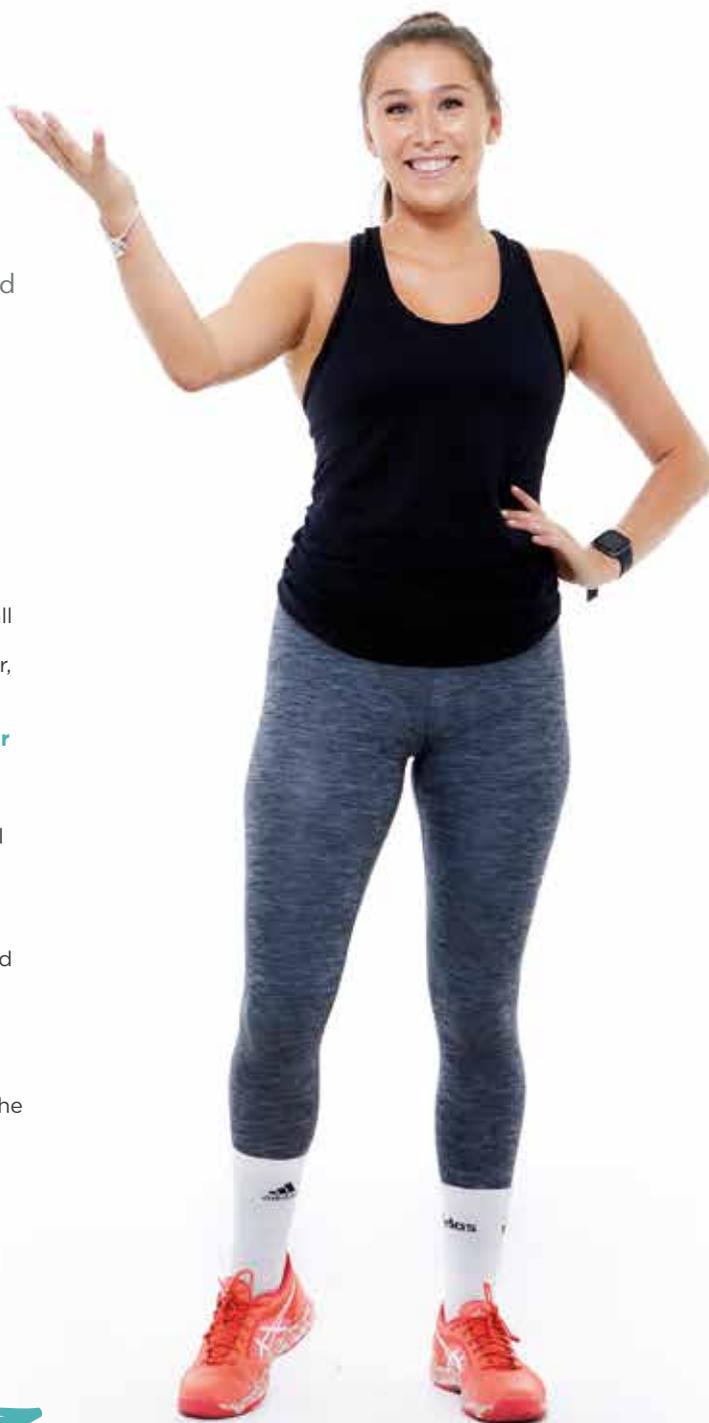
Good communication/interpersonal skills, enthusiasm and strong organisational/time-management skills.

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

Go for it! It's a lot of work but very rewarding. Get some experience coaching and leading and get involved with the sport in any way you can.

## FUN FACT

My mum owns the new beach café the Good Egg!



# Alan Williams

## DESIGNATED SAFEGUARDING OFFICER (VOLUNTARY / HONORARIUM POSITION)

Jersey Football Association

I am not a full-time employee and much of my work is conducted on the computer from home, although I do attend monthly JFA Safeguarding Management meetings. My main responsibilities involve following-up safeguarding and child welfare issues if and when they arise. I work in a small Safeguarding Management team and we are responsible for ensuring that all national and local safeguarding measures are in place, regularly monitored and are adhered to. There are occasions when I will be required to interview club coaches, youngsters and parents when following-up concerns.

### How did you get your job?

On my retirement from teaching I was invited to join the JFA Safeguarding team. The fact that I had been a teacher in Jersey for nearly 40 years and had been the Child Welfare Officer at St Peter's FC for a number of years, supported my suitability for the role. Prior experience in dealing with various safeguarding and child welfare matters has given me the confidence and skills to be able to initiate the correct procedures, when faced with similar issues.

### What motivates you in this role?

Coming from a teaching background, I am very aware of the high relevance and importance attached to safeguarding and child welfare measures, when working with children. I am passionate in wanting to encourage children to enjoy the 'whole football experience' and for them to be able to do this in a safe and well-regulated environment. The constant set of new safeguarding guidelines and directives forwarded by the FA are essential and are there to protect our youngsters and coaches.

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

Continuing professional development is important in my role, as it is in most positions. There is now a real emphasis on technology skills which has been highlighted during the recent pandemic period. Webinars and Microsoft Teams will become regular features and there will be far more online meetings. This is an area I will need to address, although when dealing with delicate safeguarding issues there is no substitute for face-to-face meetings with the involved parties.

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

An ability to establish good working relationships with other local safeguarding agencies, the coaches, CWO's, youngsters and the parents attached to all the local football clubs.

The ability to be able to communicate effectively and have the knowledge and awareness of how and who to share confidential and delicate information with.

The capability to listen to, relate to and engage with young people, in order to help gain their confidence.

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

Gain some prior work experience / voluntary work, in an environment which will expose you to safeguarding and child welfare measures. Take an interest in the safeguarding procedures and qualifications that are required for such jobs. There is a strong requirement to keep accurate, detailed and up-to-date records.



## FUN FACT

I have an identical twin brother who was also a teacher. He taught a group of my students for 40 minutes without them realising it was not me, until I walked in at the end of the lesson!



## Jamie McDonald

DIRECTOR & SOFTWARE DEVELOPER

Doodle Labs

A typical day requires Steve and I to wear many hats. We will be managing the team and ensuring all projects are on track, meeting potential clients and also working on developing web software and websites for our clients.

### How did you get your job?

We started the company while Steve was living and working on Vancouver Island for a year in 2018, and decided that he wanted to start a software development company. He contacted me one Friday night from a pub in Victoria asking if I wanted to join him, and I did!

### What motivates you in this role?

What motivates me is knowing that I am building a company from the ground up. I love meeting with clients and delivering the solutions that help improve their business.

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

Having never started a business before, I have been learning on my feet how to be a businessman.

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

Software development, business development, project and people management.

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

I would say that having a 'passion project' outside of work is the single most thing that you can do to improve your skills as a software developer.

## FUN FACT

The first computer mouse was made from wood in 1964.

# Honor Butel

## VOLUNTEER FOR RYFM, YOUTH ARTS JERSEY'S YOUTH RADIO STATION

Youth Arts Jersey

I begin planning for the show prior to the show itself. However, I do always bear in mind that we could end up talking about every other subject in the world apart from what I had previously planned for! It is important not to have any 'dead air' on radio so it is always good to plan for more time than you need, just in case! I also ensure I have a playlist ready for the show and then I know that I am good to go! A typical radio show normally begins with me forgetting to press the button to make the station live! However, aside from that, good planning allows me to really enjoy every show.

### How did you get your job?

I became a part of RYFM (Radio Youth FM) when I was 16 years old. I took part in the radio training course with Youth Arts Jersey which taught me the 'do's' and 'don'ts' of what to say on radio along with how to plan for a show and how to use the station's mixing desk, computer software and the outdoor events kit (we often broadcast from different locations and events around the Island)

### What motivates you in this role?

The main thing that motivates me in this role is the fact that I can be talking to so many different people from all over the world, not just Jersey! The station can locate where devices are tuning in and we can see that we have regular listeners tuning-in from as far away as America! I also love it when listeners text into the studio. Sometimes it can get a bit lonely, so it is great to have that confirmation that people are tuning-in. It feels like we are all together (but apart) if you know what I mean!

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

I am always learning new skills in this role. I feel that my interviewing technique has recently improved as I have been hosting many live interviews with local politicians over the last three months. I think this is just down to practice though as I found this a very daunting task in the beginning. I am also not great with the technical side of things so I think I could definitely brush-up on those skills.

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

Positivity, I always ensure I talk about positive things, particularly at this moment in time when all other radio stations are mainly focusing on the negative.

Having a personable manner, I think it is so important to be friendly and always sound interested and engaged in the topic (even when you may not be!). This manner really helps when interviewing and it also engages the listeners more.

Good communication skills are also vital for this role.

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

Go for it, no one can see you, they can only hear you which makes the job a lot less scary! If you are under 18 and would like to have a go at presenting, then get in touch with Youth Arts Jersey who provide training and opportunities to present your own show on RYFM.



## FUN FACT

The great thing about radio is that no one can see you. Since we have been broadcasting from our garden shed, I have presented all the shows in my pyjamas and my slippers!

## Jo Dove

### YOUTH WORKER

Jersey Youth Service (Prince's Trust)

I co-lead Prince's Trust programmes for young people not in employment, education or training, and no two days are the same! My main role is organising and delivering courses around employability, teamwork and community skills, which involves supporting young people, liaising with different organisations, taking groups on residential visits to the UK and being actively involved in activities and community projects. On top of this I could also be helping with outdoor activities, updating the JYS social media channels, attending safeguarding meetings, carrying out risk assessments, supporting youth club sessions or doing outreach work in the community.

#### How did you get your job?

Having worked and volunteered with children and young people, and with experience in coordinating creative workshops, I got a sessional role at Youth Arts Jersey in 2014 (where I still help today!). Being an activity instructor helped me gain a role supporting a Prince's Trust residential in 2015, and then onto becoming a sessional staff member there. Doing this and some sessions at St. Mary's youth club helped me get my foot in the door, and I was successful when interviewing for my full-time role in 2018.

#### What motivates you in this role?

Listening to young people deliver a presentation at the end of the 12 week 'team' programme always inspires me. It reminds me that, even though the job can be challenging, the programme has great potential to positively transform the lives of young people. Seeing this first-hand keeps me motivated. Having a fantastic, supportive staff team around me helps immensely, as does spending work time being creative, active and outdoors!

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

You need to continuously update your skill set in youth work, from safeguarding to mental health first aid. I am currently completing my master's degree in youth work, community learning and development, gaining my professionally qualified youth worker status. After this I am hoping to gain qualifications in water safety and paddle board instructing, as well as developing skills in managing a staff team for when I eventually move projects.

### FUN FACT

Once I was snorkelling in Florida in a wetsuit and a lady started patting me thinking I was a manatee. I would be offended but luckily, they're my favourite animal!



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

Communication skills - both verbal and written, as the role involves communicating effectively with a variety of people.

Empathy - genuinely caring about young people and their needs helps to build trust and rapport.

Proactivity - it is important to think critically, take initiative and make things happen!

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

Volunteer in a youth project to get an idea of how the service works and show your commitment and enthusiasm! Youth work presents you with varied situations, you should be prepared to work unsociable hours and support young people with a variety of (sometimes complex) issues, but know that youth work also has great job satisfaction.

# What new skills have you learnt this year?

LEARN A LITTLE ABOUT WHAT THE SKILLS JERSEY TEAM HAVE BEEN KEEPING BUSY WITH IN 2020 SO FAR



Helen Gallichan  
Receptionist / Administrator



James Holbrey  
Skills Coach



Jeremy Field  
Education Liaison Manager



John Liot  
Trackers Mentor



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