

Direction



The official annual careers publication for Skills Jersey



www.jerseyskillsshow.com



Welcome

to this year's Direction Magazine

I hope that you will find this year's edition thought provoking and invaluable: it is packed full of inspiration and knowledge, not only about different careers and pathways with some great biographies but also the activities and services available to you to ensure that you are equipped with the skills and knowledge to fulfil your aspirations in the changing world around us.

This year, the Skills show on Friday 19 October 2018 is in both the Gloucester and Queens Hall at Fort Regent. It is going to be the biggest and best yet, with new industries included, for example agriculture, and a section dedicated to digital skills, to mark the end of the tech week. I would like to take this opportunity to encourage you to attend, and experience potential careers come to life in a practical and interactive manner. You may even find something which you have never thought about before which excites you.

Another new this year is the introduction of our skills coaches – this is an exciting new development which you can read more about in the magazine. We are living in a world of change, from GCSE gradings to exciting new job opportunities emerging in a global and technology advanced world. However, amongst this change, one thing is consistent, the requirement for a skilled workforce, agile, mobile and responsive to change. Investment in both skills and positive career choices are essential. Whilst each individual is responsible for their own development and career, there is plenty of advice and assistance available – and this magazine will give you a taster.

Finally, I would like to thank all the people who have given their time and shared their stories in the pages that follow to encourage and inspire you.

Christine Walwyn
Chief Operating Officer Education



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
What impact will you make?

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*YOUR CAREER, OUR PROMISE.

alterDomus*

Who are Skills Jersey?



Skills Jersey, which includes Careers Guidance, Trident, Trackers 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.

For further information go to **page 8**

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.

For further information go to **page 11**

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.

For further information go to **page 18**

Contact us for further information

01534 449440

skillsjersey@gov.je

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

LEARN ABOUT THE

CAREERS GUIDANCE TEAM

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

ARE YOU...?

In education

Starting your career

Looking for a career 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



01534 449 440 skillsjersey@gov.je

CAREERS GUIDANCE TEAM

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

YOUR APPOINTMENT...

One-to-one client centred



Relaxed environment



Confidential



Impartial



Free



01534 449 440 skillsjersey@gov.je

Careers Guidance Testimonials

“Incredibly helpful and really appreciated to be able to talk through my position independently and get some guidance support and advice was great - I’ve also already had 2 call backs from my CV - thank you”

“At my first appointment I had no idea what I wanted to do. After being given advice and plenty of websites to look on I now know exactly what it is I want to do in the future and how to get there”

“Helped me establish which career path interests me, by giving me career ideas I’d never even thought of before.”

“Based on the appointment I would have given up looking for a different job, because the recruitment process seemed confusing and daunting”

“It was tailored towards my specific needs and was well-structured so that we knew that we had covered all the necessary queries by the end of the session”

“Really professional and gave me a lot of motivation and confidence”



CONNECT WITH EDUCATION

Offering a link 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.



Services include:

1

Act as a central point of communication for employers and industry bodies to liaise and work with educational establishments

2

Organise industry bodies to deliver industry specific workshops in schools

3

Facilitate school visits to industry workplaces

4

Create an environment for careers teachers to keep their industry knowledge up to date & share best practices for careers education

5

Promote appropriate opportunities to graduates through email and social media e.g. vacancies, bursaries, internships and open days

6

Higher Education Sessions, post-16 options and researching universities sessions

7

Pro-actively maintain relationships with the Island's employers who wish to support and be involved with the Education Department

8

Student Finance. We currently offer a grant which students can apply for to help towards their university fees and living costs.



01534 449 440 skillsjersey@gov.je



Skills Coaching: for young people

Our Skills Coach team:

- Works with school age children to help them connect their school studies with the world of work
- Helps young people discover their interests and strengths through visits to workplaces together with coaching and mentoring sessions
- Brings industry experts to speak in the classroom

Digital, Vocational & Technical skills

Skills Jersey is leading on creating industry/ education partnerships on the island, so that the skills being developed in schools and beyond are matched to the needs of our work sector

The first programme to be launched is Primary Engineer which will see teachers and engineers training together to deliver real-life design activities to students in schools. The problem-solving skills and aptitudes required by engineers are replicated across many other career roles and this particular focus on the STEM subjects should result in a positive impact on the future career prospects for many of our young people in schools.

What do students do after GCSE's?

Further Education

Further education (FE) includes any study after secondary education. On island opportunities open to students are:

A-levels

In Jersey we have the following providers that offer A-level qualifications or equivalent:

- Victoria College Jersey and Jersey College For Girls are selective, fee paying States of Jersey schools
- De La Salle College and Beaulieu Convent school are independent Catholic non selective schools
- Hautlieu is non fee paying states school that accepts students at 14 plus

6th form college

There are a wide variety of vocational Level 3 courses at Highlands College.

Trackers Foundation Programme

The Trackers foundation apprenticeship is a one year full-time programme for 16 to 18 year olds.

It will benefit:

those who have an idea of which career path they would like to go into but have not yet found employment
those who are unsure of their career path and would like to gain experience in different industries

The programme runs from September 2018 to June 2019 and includes:

- Two days a week work experience placement in chosen area
- Two days a week personal development and employability training
- One day a week completing a customer service qualification
- The opportunity to retake Maths & English up to Level 2

This programme runs term time only.

Employment

If you are looking for a job, there are many things you can do to help yourself.

Employment agencies, recruitment and company websites, newspapers and social media are all places you might see jobs being advertised. However many jobs aren't advertised and it's worth thinking about how you can access the hidden job market through your family, friends and network. Being in any job means you will quickly build a network of contacts within industry.

Advance to Work

For younger job seekers from 16-25 years old there are a number of helpful services.

Provided by the Social Security Department, they will provide you with an Employment Adviser to help you with applications, your CV, interview prep and they have access to advertised jobs through a dedicated recruitment team.

Princes Trust

Offer 'Team' and 'Get into' programmes provide training and work placement which also help to prepare your confidence and experience to succeed.

Gap year

Some students prefer to take some time out after their A-levels to decide the next step, this can be a worthwhile break allowing the student to really think about what route would benefit them best.

Giving them time to undertake a whole host of activities. Some students spend their gap year working and saving preparing for university, some prefer to travel and others undertake volunteering to build up new skills and experiences. A gap year should have a clear structure with identifiable achievements. This will enable the student to talk positively about the experience in an interview and demonstrate how it helped them grow as a person.

Higher education

This is an area of Skills Jersey that looks at opportunities for all islanders within higher education.

Its breadth is large as it not only focuses on off island opportunities but also the increasing range of on-Island degrees.

Students now have more ways of studying for higher level education than ever before and with the introduction of higher level apprenticeships in the engineering and digital sectors in academic year 18/19, students have an opportunity to work and study with support like never before.

The higher level apprenticeship is an area of huge potential for critical skill shortage areas in Jersey and it would be great to see this grow over the next few years.

2018 has been an important year for higher education as the recent proposition to increase funding for university courses was increased dramatically and was voted in by the assembly unanimously. This means that a university education should now be open to more students of any age.

Skills Jersey are also working with key stakeholders in Jersey on a Higher Education Strategy. The strategy will be looking at what is offered on-Island and how this can not only be increased but also tailored to the critical skills areas. It will look at partner universities and relationships with universities off-Island, both UK and abroad, so that Jersey can align itself to more specialist institutes for individual subjects. In addition, it will look at being more innovative in how degrees are taught, so that they are more flexible and affordable, whilst retaining quality.



Support for Higher Education

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

What courses do you assist with?

We assist with 1st under graduate degrees and 'professional' post graduate degrees only such as PGCE, LPC. If the postgraduate degree you are interested in taking is a 'non-professional', then there is a competitive award called the Jersey Bursary that you can apply for. Please visit www.gov.je for further information on this.

What financial assistance could I receive from Student Finance?

For the current academic year Student Finance provides financial help for Jersey students who want to go to university or college to study for their first undergraduate degree or other recognised higher education course. The amount you receive is means-tested and has two elements. The first element is the tuition fees and we will pay a maximum of £9,250 for a standard course, extra funding may be available for Medicine, Dentistry and Veterinary Medicine courses. The second element is the maintenance grant and we will pay up to £7,500 for a standard course, again, extra funding will be available for certain Medicine, Dentistry and Veterinary Medicine courses.

The maximum grant that is available from the department will not cover all the costs and therefore, a parent and student will have to cover this shortfall. There are a number of Bursaries available, so students need to do research and apply for any relevant ones in good time. If you receive a bursary from a local firm, they might want you to work with them during the holidays, this will not only provide you with extra funds but invaluable work experience, some universities also offer bursaries based on academic levels and we advise all student and parents to research this whilst looking at Universities. Unlike the UK, the amount that you receive is a grant and does not need to be paid back, unless you do not complete and pass the degree.

What is the application process?

Stage 1

Complete the online application form www.gov.je/applyforstudentfinance. Forms are to be received into the department by 31st March, for the year that they will be starting Uni. If your start date is not a September start, please contact Student Finance for advice.

Stage 2

You will receive a letter confirming that we have received your application form along with an Income Statement form (HE2). A link will also be sent to the students email address (HE7 – notification of results)

Stage 3

Complete the income statement form and return this to the student finance office along with a copy of the Notice of Assessment you will receive from the tax office.

Stage 4 (August time)

Once the results are available and unconditional offer letters have been received complete the HE7 form.

Our advice to students

Take the time to research what options are most appropriate for you. This is a huge financial investment and it can be an expensive mistake to make. Do not listen to what your 'friends' have to say about what you will or will not be entitled to from Student Finance. Your situation could be very different.

STUDENT FINANCE IN NUMBERS

4

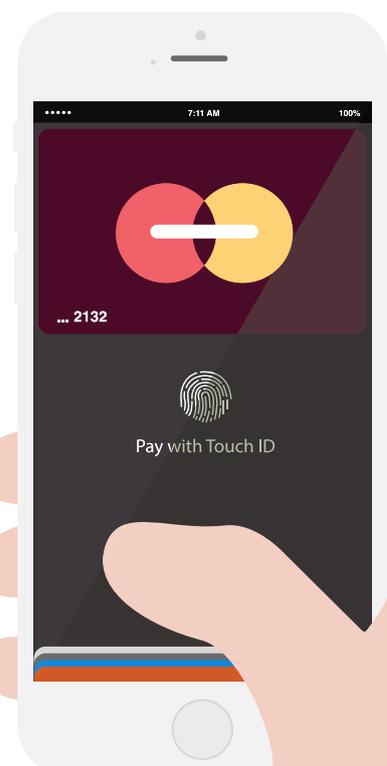
There are 3 members of staff in the Student Finance team

245

In 2017/18 our students attended 245 different universities across the world

12,036

The University farthest away from Jersey that a Jersey student attends is University of Otago in New Zealand, which is approximately 12,036 miles away. The most popular place to study for Higher Education during 2017/18 was Highlands. Outside of Jersey, Brighton University was the most popular. This is no surprise as Brighton historically has a very close relationship with Jersey and has been one of the top choices for many years.



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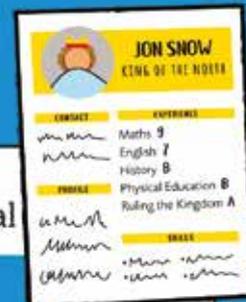
GRADES 9-1

THE NEW GCSEs

The new GCSEs explained for employers

Across Jersey and England GCSE grades are changing. Between 2017 and 2019 there will be a mixture of number and letter grades. From 2020 we expect all grades to be numbered 9-1 with 9 being the highest.

Vocational and technical qualifications, such as BTECs, will remain the same, allocating pupils a pass, merit or distinction grade.



New GCSE	Current GCSE	Vocational and Technical	LEVEL
9	A ⁺	DISTINCTION	LEVEL 2
8	A	MERIT	
7	B		
6	B		
5	C	PASS	LEVEL 1
4			
3	D	PASS	
2	E		
1	F		
U	G		
	U		

The table above shows how the new 9-1 GCSE grades compare to the current A⁺-G GCSE grades, as well as the Vocational and Technical pass, merit and distinction.

NUMBERS EXPLAINED

- 9 is the highest
- 5 is a strong pass
- 4 is a standard pass

To find out more can go online and visit www.gov.je/exams

Education timeline

A list of important reminders



YEAR 9

- Cognitive Abilities Test (CATS)**
September
- Islandwide English & Mathematics assessment**
October
- GCSE options evenings**
October/November
- Choose GCSE options**
December/January

YEAR 10/11

- Trident placement**
Throughout Year 10
- Post 16 options evening**
September / October
- Highlands & Hautlieu experience days**
November
- Post 16 application in school deadlines**
Beginning of December
- Final deadline for post 16 applications**
January
- Highlands transition days**
June
- GCSE results day**
22nd August
- Year 11 Brighton & Sussex Medical School roadshow**
August



YEAR 12

Young Enterprise Launch
September

**Chartered Institute of Marketing Work
Shadowing Scheme launch**
Spring term

**Construction Work Shadowing
Scheme Launch**
Spring term

Ogier Law Placement Scheme
October half term

Insight to Teaching
November

**Institute of Directors Work
Shadowing Scheme launch**
Spring term

BASE Accounting skills game
February

Higher Education Fair
21st March

Insight to Midwifery
March

Insight to Nursing
November

Insight to Medicine
March & June

**Year 12 Brighton & Sussex Medical
School roadshow**
August

Biomedical Summer programme
August

Jersey Finance Life in Finance scheme
End of Summer term

YEAR 13 - A-LEVELS

UCAS in school application
Deadline: October half term

UCAS & UCJ final application
Deadline: 15th January

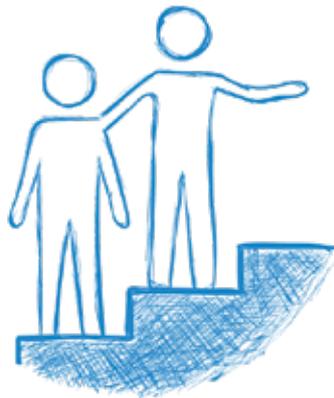
Student Finance applications open
1st January

A-Level results day
15th August

*Information subject to change
- please check with either your
school or Skills Jersey*

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.



Schemes & opportunities include:



Trident work experience - this two to three week placement is aimed at Years 10 or 11 and is an introduction to the world of work

Young Enterprise company programme – students experience the trials and successes of running their own company under the guidance of mentors from the community



Institute of Directors work shadowing scheme

Work Shadowing schemes in construction, digital, hospitality, retail and marketing



Trackers – this apprentice programme supports people aged 16 and over in their chosen apprenticeships by providing mentoring and funding for training fees

LEARNING THROUGH WORK

Schemes

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.

Trident

Years 10 & 11

(14/15 years)

Trident Work Experience two/three week placements between Feb and July (depending on school) and in Oct (Victoria College)

An introduction to the experience of work. 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.

Work Shadowing Schemes

Years 12 & 13

(17/18 years - 6th form)

Institute of Directors/Chartered Institute of Marketing/Jersey Construction Council Work Shadowing schemes (placements usually during the summer break)

Involves a rigorous competitive application process for students. A panel of business professionals critique the covering letter, CV and interview performance of students before recommending them to 'shadow' a senior business, marketing or construction professional for up to five days. The aim of the scheme is to allow young people to appreciate the skills required for these professions and to experience a realistic job application process.

Young Enterprise

Company

Programme

(17 years, Year 12)

Between September and May 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 & 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.

Skills & Attributes

What skills and attributes will my employer expect of me when I start work – and how can I evidence them by taking part in the Post-16 schemes?

✓ Reliable/Flexible/Responsible

Young Enterprise – you will commit around 4 hours per week between September and May. You will assume a Director's role within the company and be responsible for completing the associated tasks.

Work Shadowing – arranging the initial interview, attending meetings with your manager, making sure you're dressed appropriately and being well prepared.

✓ Self-Confident

Young Enterprise – during the course of the scheme you will work with a variety of people including your business advisers, customers, your bank and suppliers of your products or services.

Work Shadowing – the application includes attending a panel interview with constructive feedback – a good way to build your confidence for the real thing.

✓ Good Team Worker

Young Enterprise – working in a team of 16 other students from all of the island's secondary schools. You may be working with people you don't know at first and sometimes with people who are not your friends – just like real life!

✓ Problem Solving/Decision Making

Young Enterprise – helping your team to run your own company will throw up plenty of decision making and problem solving opportunities.

✓ Able to use Initiative

Young Enterprise – as a Director of a YE company, showing initiative to deal with issues and challenges will be part of your role.

Work Shadowing – doing plenty of research and being well prepared.

✓ Organise/Prioritise/Time Management

Young Enterprise – as a Director of your YE company you'll be required to meet deadlines – at the same time you need to organise your academic studies effectively.

Work Shadowing – doing plenty of research and being well prepared for your interview and placement.

✓ Good Communication

Young Enterprise – communication skills whether they be verbal, written, formal or informal – there are plenty of opportunities to practice and refine these skills with people from all levels.

Work Shadowing – develop your communication skills during the application process which includes a panel interview and during your placement where you may be speaking to other senior managers and clients.

✓ Business Awareness/Customer Care

Young Enterprise – running your own company enables you to see all aspects of a business including customer service.

Work Shadowing – by sitting alongside a business leader you will have a first-hand insight into the skills and attributes required to lead a successful company. If you 'shadow' a Marketing or Construction role you will appreciate the challenges and rewards of that business.

✓ Applied Use Of Numbers

Young Enterprise – work out costs and profit margins, understand value for money, purchase and supply, working to a budget.

Work Shadowing – experience first-hand from practitioners the realities of business finance management.

Trident Work Experience

Trident Work experience is an opportunity for all students in Jersey to undertake work experience for two or three weeks during year 10 or 11. Trident is part of Skills Jersey and each year we organise placements for over 1000 students from all the Islands schools. This can only happen with the support of hundreds of local businesses and organisations. For many students this is their first experience of the working world and is the start of their vocational journey. So why is work experience so important?

Work Experience can bring the curriculum to life by showing how subjects can be applied and valued in the workplace.

The advantages of work experience include:

- Insight into the world of work
- Increased knowledge of certain industries
- Enhanced or more realistic career aspirations
- 'Insider advice' from employees; improved work-readiness
- Benefits in relation to motivation, engagement, self-esteem and the expansion of personal networks

According to the British Chamber of Commerce, the entry level skills that businesses value the most are:

88% Communication

69% Literacy

64% Numeracy

56% IT Skills

53% Teamwork

36% Problem solving

36% Planning and Organisation

Trident Testimonials

I feel I have developed a lot of skills and furthered my knowledge of food hugely. I have also developed a good understanding of what it's like to have a career in this field of work. It has motivated me to work harder at school.

EMILY, LE ROCQUIER

Placed at Longueville Manor

I feel I developed my communication skills with both adults and children. I also learnt that there is a lot more work required in teaching than you see as a student. I was kept busy and was able to show initiative and independence.

Emma has grown in confidence and developed her skills in dealing with elderly residents. She is empathetic and diplomatic whilst maintaining a good sense of humour.

ACTIVITIES ORGANISER

Maison St Brelade

THOMAS, HAUTLIEU

Placed at First Tower School

I developed my work ethic and understanding of how to act in a working environment.

KANE, HAUTE VALLÉE

Placed at H&SS Engineering



ABOUT THE

TRACKERS TEAM

“An apprenticeship programme that supports local apprentices and businesses by providing professional mentoring and industry-specific training.”



The Trackers programme (part of Skills Jersey) supports people aged 16 and over in their chosen apprenticeships by providing mentoring and funding for training fees. Trackers currently supports 323 apprentices across 24 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.

APPRENTICESHIPS WE OFFER:

Beauty therapy	Brewing	Bricklaying	Civil engineering
Culinary	Customer service	Cyber security	Dental nursing
Digital	Electrical	Foundation	General building
Green keeping	Hairdressing	Health & social care	Higher apprenticeships
Hospitality management	Motor vehicle	Painting & decorating	Plumbing
Retail	Veterinary nursing	Welding	Wood occupations



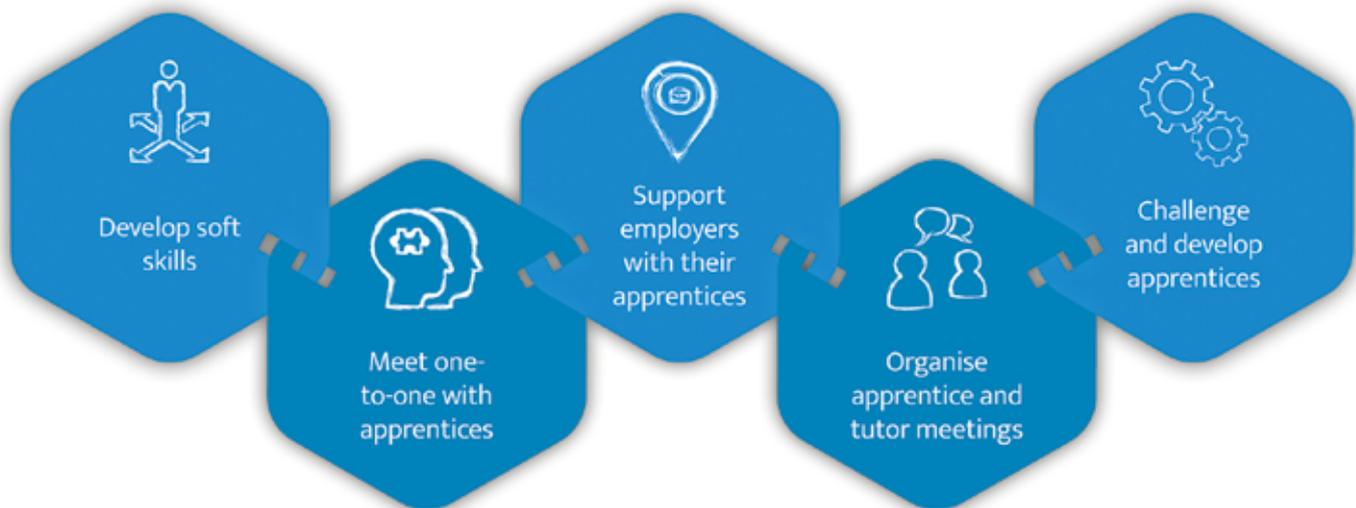
01534 449 440 skillsjersey@gov.je

ABOUT THE

TRACKERS MENTORS

Apprentices are given a dedicated and qualified mentor who will coach, support and guide them through their apprenticeship. Mentors use coaching and mentoring techniques including personal reflection, performance review, goal setting and action planning.

Mentors will:



TRACKERS ENTRY CRITERIA

01

All applicants must be employed in the vocational area of their chosen apprenticeship (unless applying for the Foundation programme).

02

The Trackers application form can be found at www.gov.je/trackers

03

All applications will be reviewed and successful applicants will be contacted for interview after the closing date

04

Applicants must be of the 'Entitled' or 'Entitled to work' status

05

The recruitment period for Trackers opens on 1 March. The closing date for all applications is 31 May



01534 449 440 skillsjersey@gov.je



Dc Swart

SENIOR FUND ACCOUNTANT

Describe a typical day at work.

There are no dull moments, and a typical day would consist of dealing with client queries and requests, ensuring that all deliverables are on track, assisting other team members and dealing with any ad hoc queries that might turn up.

What do you think are the three most important skills to succeed in your job?

I would consider good planning, communication and people skills to be the key factors to success.

Was this something you planned to do or did you change direction at any point in the past? What was that and was it easy to do?

I was an auditor and my experience stretched from small retail companies and manufacturers to mega mines in West Africa. I knew the financial sector would be a new challenge, but I enjoy every second. Being an auditor for a couple of years and the experience I gained in various sectors made my change in direction easy.

What do you love most about working in your career area?

I love working with figures and seeing how all the transactions come together. I do believe that my career has the perfect balance between working with figures and at the same time dealing with clients and team members.

Are there any negative aspects of working in your career that people considering it should be aware of?

I don't think there is a career in the world without any negative aspects, you just need to find a career in which you are willing to embrace the negative ups and downs. One point to consider is that there will be very busy times, when lots of transactions are taking place with funds, which can be quite demanding.

What training/qualifications did you undertake for your current role or are you currently undertaking?

I went to university and completed my degree in accounting. I then obtained two honours degrees in accounting. After university, I joined KPMG in South Africa for three years where I completed an audit trainee contract and registered as a Chartered Accountant South Africa (SAICA) in 2016. I've been in practice since then.

Is there any other information that would be of interest to someone thinking of this career?

It's a good career to gain a wide range of experience which can be used internationally. The Financial Services sector, including Fund services are a well-known sector internationally.



Mathew Gollop

ASSISTANT WEALTH MANAGER

Describe a typical day at work.

Ultimately my role is to assist our Relationship Managers and ensure that our clients receive a first class service. Due to the nature of my client facing role, my workloads differ on a day to day basis, which is good because it keeps my days interesting and allows me to develop further when I come across a task which is new to me.

What do you think are the three most important skills to succeed in your job?

To be strong in communication, determination and organisation.

Was this something you planned to do or did you change direction at any point in the past? What was that and was it easy to do?

Following my time at Highlands College, I went straight into banking and have been working in the industry ever since, except for a 12 month period in which I worked with my father in his maritime recruitment agency. After my first role in banking I knew it was something I wanted to pursue and my long term target was to work specifically within the Private Banking sector.

What do you love most about working in your career area?

I really enjoy the communication and interactive side of the role: as my role is client facing it involves me not only speaking with clients, but also with colleagues in different areas within the bank.

Are there any negative aspects of working in your career that people considering it should be aware of?

I wouldn't give any negative comments or bad feedback on working in the banking industry; it's a career in which you need to be organised and prepared to be pushed a little out of your comfort zone at times. However, at the same time your hard work is recognised and rewarded.

What training/qualifications did you undertake for your current role or are you currently undertaking?

I've recently enrolled with CISI and will be undertaking the level 4 Investment Advice Diploma in the coming months. This qualification will allow me to provide investment advice and I will be recognised as a regulated individual.

Is there any other information that would be of interest to someone thinking of this career?

Jersey is famous for its finance industry and it's fantastic for us, due to the amount of opportunities it brings locally. Every person is different and that's where banking is beneficial as there are so many different job roles available to suit any individual's personality or goals. Another benefit of working within the finance industry are the opportunities we may have to work abroad which is something that really interests me and is realistic in my line of work.



BNP PARIBAS

The bank for a changing world



Eon De Jongh

MANAGER –

PRIVATE EQUITY ACCOUNTING

Describe a typical day at work.

Managing and assisting my team to ensure our client deliverables are on track with reporting deadlines, along with the provision of the necessary support to allow our clients to do what they do best, providing value to their investors.

What do you think are the three most important skills to succeed in your job?

In this line of work I think the most important skills are communication, decision making and time management.

Was this something you planned to do or did you change direction at any point in the past? What was that and was it easy to do?

Funnily enough I've always wanted to be an accountant, my dad worked in finance and I always admired and respected his work ethic.

What do you love most about working in your career area?

It challenges me. Maintaining the balance between client expectations, the abilities of the team and your own expectations are key. To do this effectively requires constant communication with all parties, which I've been told is perfect for me as I could talk all day!

Are there any negative aspects of working in your career area that people considering it should be aware of?

It can be stressful at times but with a strong team and positive working environment you feel supported.

What training/qualifications did you undertake for your current role or are you currently undertaking?

I obtained two degrees (B.Acc and B.Acc Honours) at the University of Stellenbosch, South Africa. During this time, I also did a three year audit internship with KPMG whilst completing two Board exams to qualify as a Chartered Accountant (South African Institute of Chartered Accountants). Currently, I'm preparing for my CFA Level 1 (Chartered Financial Analyst) exams in December which is being supported by BNP Paribas.

Is there any other information that would be of interest to someone thinking of this career?

It's a long and winding road to becoming a qualified accountant, you will make some sacrifices along the way but it's all worth it in the end.

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

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



Vicky Jelisejeva

TRUST ADMINISTRATOR

Describe a typical day at work.

My typical day at work involves administration of all Fiduciary related functions and services within my portfolio of clients which involves responding to various queries, requests and instructions. Each day is varied which helps to keep the role interesting and at the same time I am continuously learning.

What do you think are the three most important skills to succeed in your job?

Being a great team player is important in this job, we are a small team and it is crucial for us to effectively communicate with each other. You also need to have a great eye for detail and excellent communication skills as we are constantly liaising with professionals within various fields.

Was this something you planned to do or did you change direction at any point in the past? What was that and was it easy to do?

Prior to my current role I worked in the company secretarial sector, when I started studying ICSA I became very interested in Trust hence why I decided to venture into this role. The transition has been challenging, but the knowledge I have acquired during my ICSA studies has contributed to a smooth transition.

What do you love most about working in your career area?

What I love most about my career area is that I am directly involved in multiple projects and have the opportunity to engage with clients on various aspects. I thoroughly enjoy working with my team, we work very well together.

What training/qualifications did you undertake for your current role or are you currently undertaking?

This year I will be undertaking the Investments module which will be my last exam for ICSA Level 4 Certificate in International Finance and Administration. Once achieved, I will then progress to undertake the ICSA Level 5 Diploma.

Is there any other information that would be of interest to someone thinking of this career?

My advice is to be open to new opportunities and be confident to step out of your comfort zone. I would also advise undertaking relevant professional studies as this will give you in-depth expertise with your day to day tasks.

For more information contact:

SENIOR HR OFFICER

Catherine Harzo

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www.bnpparibas.je

FIRST / NAMES GROUP

First Names Group is a leading independent provider of trust, fund, corporate and real estate administration services. They've been in the business for over 25 years and in 2018 became part of SGG Group, which means they're now part of the world's fourth largest global investor services firm (by revenue) and currently employ over 1,700 people across 22 jurisdictions.



Eoin Lynam

...is one of the first students to embark on their newly launched two year trainee program, aimed at school leavers looking towards a career within the finance industry.

There are a lot of trainee programs out there, what made you choose the one offered by First Names Group?

I'd already made the decision to work in the finance industry but didn't know which area I wanted to go into. When I saw the two year program at First Names Group gives trainees the opportunity to work across different areas, I knew this was exactly what I was after.

Getting the opportunity to move around the business every six months whilst gaining experience means I'll see which interests me the most and, more importantly, which is the right fit for me. Gaining practical experience will be invaluable when the time comes to make my decision about my future career path and I'll also be able to decide on which professional qualification to take, another motivator for choosing to apply.

First Names Group is such a people focused business, making everyone feel involved in all their global locations. There are loads of sports teams, social events and opportunities to get involved in local charity

initiatives too. I'm really looking forward to this as I've always found throwing yourself into sports helps you make new friends.

How did you go about applying for the program?

It was advertised at school and the application process was really straightforward. I sent my CV to Abbie Cardy, explained why I was interested and a few days later I was invited to an interview.

During the interview I was instantly put at ease. I realise now that as a people focussed business it's really important for them to have the right fit and that's why they really focused on my personality, thoughts, perspectives, experiences and individuality.

I was lucky enough to get one of the four positions available. I wasn't rushed into making a decision, and was given time to think about the offer to make sure it was the right move for me. Applying early and securing my place really helped as I was coming up to my A-level exams

and I didn't have the pressure of applying for jobs and studying at the same time.

What part of the program are you looking forward to the most?

Exploring the different areas of First Names Group, as it will give me the chance to find the career path that suits me. There is also an added bonus at the end of two years where I can opt to take a three month sabbatical to go travelling, do some charity work or simply do something I've always wanted to do, before getting stuck into my chosen role.

What would you say to someone who is thinking about applying to the program?

Go for it! The finance industry has so many different career paths it can be really daunting trying to find out which one is the right for you. There aren't many programs that give you the chance to gain practical experience where you can really explore which area of a business you are most suited to.



PEOPLE HERE ARE REALLY COMMITTED BECAUSE EVERYONE'S CONTRIBUTION IS RECOGNISED, SUPPORTED AND REWARDED.

ERIN
JUNIOR MARKETING OFFICER



BECOME YOUR PERSONAL BEST

BECOME A FIRST NAME

We're looking for A-level and IB students interested in joining our two-year training program in September 2019.

A career at First Names Group is not just a job, it's a journey. We take the time to get to know you, invest in your training and development and help you to be the best you can be. As one of our trainees, you'll be given the opportunity to explore different areas of our business before deciding on a career path that best suits you.

We are a leading, independently minded provider of trust, fund and corporate administration services.

To find out more or get in touch visit firstnames.com/careers

FIRST / NAMES
GROUP





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



Sophie McGranahan

Job title Tax Consultant
Company KPMG in the Channel Islands

What do you think the 3 most important skills for your job are?
Time management - Working full time and studying can be difficult! You need to be ready to put the effort in and learn how to manage your time accordingly. Luckily, KPMG in the Channel Islands offer a great support system.

Organisation - Prioritising and managing your workload is hugely important, especially when it comes to meeting deadlines.

Communication - We communicate with clients and colleagues on a daily basis, which makes these skills essential.

What do you love most about your career?
I enjoy the variety working in tax provides; from working with large banks and trust companies, to individuals. I was recently given the opportunity to go on secondment to one of our clients; a great experience that allowed me to embrace new skills and meet new people. I also work alongside a good team, who are experts in their field and fun to work with.

What training / qualifications have you done?
I've just passed my finals for the ACA qualification. There were 15 exams in total. I need to finish my 450 days of work experience before becoming a fully qualified Chartered Accountant, which will hopefully be in February next year.

Is there any other information that would be of interest to someone thinking of this career?
I would recommend work experience before applying for a full time role to ensure this is the career for you. KPMG in the Channel Islands have a number of work experience opportunities for University and A-Level students, which allow you to practice your skill sets and could secure you a job in the future.

Henri Merrony

Job title Audit Assistant
Company KPMG in the Channel Islands

What do you think the three most important skills for your job are?
Attention to detail, problem solving skills and communication.

What do you love most about your career?
The people and the social activities KPMG in the Channel Islands offer.

What training / qualifications have you done?
To date, I have completed six exams towards my accountancy qualification with ACCA.

Is there any other information that would be of interest to someone thinking of embarking on a career in audit?
Put in the hard work and you'll reap the rewards.



Let us show you the world

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

**Find out more and apply:
bit.ly/2019trainee**





As one of the world’s largest financial organisations, HSBC is an inclusive and internationally connected organisation, offering attractive benefits and rewarding career development opportunities.

We offer a great platform for you to enjoy a fulfilling career, working with colleagues and customers worldwide – whether that’s in retail, commercial and investment banking, or key support functions like finance, human resources, technology, risk and marketing.

With more than 1,200 people working for HSBC across the Channel Islands and Isle of Man and approximately 250,000 people globally, you’ll be part of one big team.

We’re an ambitious, growing and diverse business where our people are achieving great things all the time. We offer a complete package of pay and flexible benefits to support your professional and personal needs and there’s much more we do to help your career development. Locally we have a vibrant and active sports and social scene with events taking place throughout the year and our sports and social committee are always keen for new members and ideas.

People are at the heart of our business: we hire the best people and we give you back the very best.

We celebrate diversity: you’ll work in a friendly, supportive and inclusive environment where we develop and promote people based on merit.

Together as a community: getting involved in community projects, charitable fundraising and volunteering are part of who we are.

Achieve your potential: we offer you tailored training and support to help find and develop your dream career.

To find out more, get in touch with our HR team on hropertations.ci&iom@hsbc.com



Connor Jackson

PREMIER CLIENT

RELATIONSHIP MANAGER

Retail Banking and Wealth Management

Had you considered working for a bank, before joining HSBC?

No. I’d just completed my Building Services Engineering course at Highlands College and suddenly realised it wasn’t the sector I wanted to work in. A friend recommended HSBC to me. I applied for and got a Premier Associate job. That was three years ago. My career has really taken off since then, I’ve had three different jobs and I’m now a qualified Client Relationship Manager.

What do you love most about working for HSBC?

The investment in and rewards for employees. Last year I was lucky enough to go on an all-expenses-paid trip to Paris for a week, as part of their Circle of Excellence Awards, for the top 1% performers. I met colleagues from all around the world. I knew HSBC was a global company but it wasn’t until I started working for them that I realised how vast their global presence was and how supportive they are if you would like to work for them in another country. I’m hoping to move to Hong Kong in the next twelve months.

What qualifications do you need for your job?

My first job as an Associate didn’t require a degree or finance related qualification and training was provided on the job. Now I have an Investment Advice Diploma, which I achieved with the Chartered Institute for Securities and Investment (CISI). HSBC paid my course fees.

What is a typical day like?

A combination of meetings and client calls. I’ll regularly carry out a full review of my client files, looking at ways we can improve their portfolios, such as re-mortgaging a property, better savings rates and investments and currency exchanges.

What three words best describe HSBC?

World of opportunity.

Would you recommend working at HSBC to a friend?

Yes, I already have and he’s now working for HSBC. After joining as an Associate, his career has taken off and he’s currently the Manager in one of our contact centres.



Kirsty Robson

PREMIER DIRECT
ASSOCIATE

Retail Banking and Wealth Management

Had you considered working for a bank, before joining HSBC?

No, I worked in Beauty previously. I had always assumed you'd need a degree to work for a bank. Despite being a manager of a global cosmetics brand, it hadn't occurred to me that my skills were transferable until I sat down with a recruitment advisor who highlighted all my relevant skills.

What do you love most about working for HSBC?

It's like being part of one big family. Everyone is very welcoming, there are lots of opportunities to progress your career and in so many different areas. They are very supportive and incredibly flexible.

What qualifications do you need for your job?

I didn't need a specific finance qualification or a degree to work for HSBC, all the training was provided when I started work.

What is a typical day like?

Varied. My team looks after 40,000 customers based all over the world from the UK to Australia and everywhere in between, so there's a lot going on. My day is a mixture of economic reviews, customer due diligence and administration. I also deputise for the management team.

What three words best describe HSBC?

Fun, friendly, fulfilling.

Would you recommend working at HSBC to a friend?

Yes. There's so much more on offer than salary and a great overall benefits package. The people are lovely and I'm learning something new every day. The career possibilities and the opportunity for personal growth, in areas you might not have thought existed within a bank, are fantastic. I'm just about to move into a new role as a Business Support Manager.



Matthew Richards

CASE
MANAGER

Commercial Banking

Had you considered working for a bank before joining HSBC?

Yes. I knew I wanted to work in finance industry so I studied International Financial Services at Jersey International Business School (JIBS). My course included a two day per week work placement. I applied for five or six positions but the HSBC interview was relaxed and fun so they were my obvious choice.

What do you love most about working for HSBC?

The global career opportunities. During my interview I specifically asked whether I could build a global career with them and if they'd help me move around the world. Their answer was yes.

Everyone is really friendly and easy going regardless of their seniority and they're very supportive of people's educational and career development.

What qualifications do you need for your job?

None as such, training is provided. While you don't need a degree or specific qualification to carry out my job, I've found my financial services degree really useful in areas such as trust law.

What is a typical day like?

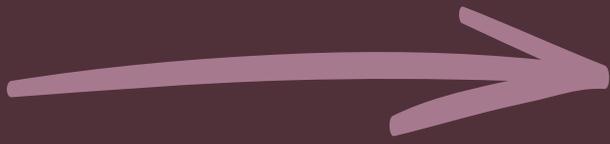
Busy. Every day there are new challenges and opportunities to learn. I predominantly carry out our Know Your Client (KYC) customer due diligence work, liaising and meeting with our clients and teams internally to ensure we meet regulatory deadlines.

What three words best describe HSBC?

Global, opportunity, development.

Would you recommend working at HSBC to a friend?

Yes. It's challenging but the rewards are great in terms of benefits such as pension and health insurance and continuous personal development. The career development and global opportunities are fantastic.

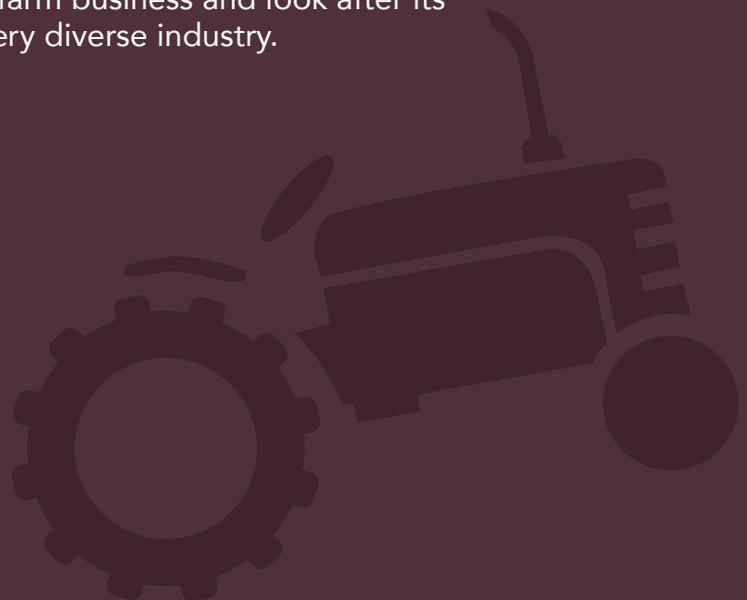


Introduction to the

Agriculture Industry

Have you ever thought about what the agriculture industry in Jersey consists of? At its core, agriculture may be about managing livestock and managing crops, but to do these things you need people with a range of other skills.

You need people who can manage the health of the soil or animals on a farm, to work out the best way to produce seeds and to plant a crop and how best to raise a herd. You need people who can look after farm equipment, manage the health and safety on farms and ensure that they conform to legislation. People are also needed to market what the industry produces, to manage the farm business and look after its employees. This makes agriculture a very diverse industry.





ENGINEERING MANAGER

Daniel Rogers

Jersey Dairy

Typical day to day activities on-site consist of planning maintenance of the machines, planning for new projects, organising of tasks for the site engineers, responding and fixing breakdowns of machines electrical and mechanical.

What do you think are the three most important skills to succeed in your career area?

You need to be able to handle pressure well.
You need to be able to work alone and well as a team player.
Dedicated to learn all the time as technology advances.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I always wanted a hands on career, I sent over 100 letters to electrical employers before finally getting a role as an apprentice. I started an electrical engineers apprenticeship at the age of 16.

What do you love most about working in your career area?

It is a good satisfaction when faced with a new problem with a machine and you can rectify the issue.

Are there any negative aspects of working in your career area that people considering it should be aware of?

You can be put under a lot of pressure when a machine fails and production needs the machine to produce product. The job entails some extremely dirty jobs, some breakdowns you can have a lot of oil etc. on the machine.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I served a four year modern apprenticeship (NVQ L3), I then carried on to gain my HNC and HND in engineering which took another five years part-time. As an engineer the training never stops as each and every day you will learn new things as technology advances.





FARM MANAGER

Ian Le Brun

The Jersey Royal Company

In early, normally around 6.00am to prepare for the day's events before the phone calls start. If there's no hiccups or phone calls then continue with the seasonal jobs in hand which range from helping to prepare in the planting or lifting of our main crop – Jersey Royal Potatoes. In between times plan for the next season which normally comes around far too quickly. With so many colleagues and a fair amount to do each and every day being prepared with all resources in place is of paramount importance to assist in keeping the wheels moving.

What do you think are the three most important skills to succeed in your career area?

Communication - I work with 250+ people of four main nationalities, not mentioning the huge numbers of land owners.

Organisational abilities - events alter depending the situation.

Decisiveness - which depending the previous two answers can vary dramatically from hour to hour – the weather normally plays an important role.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I initially started life out as a general farm hand / tractor driver on a market garden farm but guess I always wanted to move up the ladder. Undertaking a little more at a time under the close supervision of my managers and colleagues, I have been learning each and every day – I still am learning because every day, every person in every situation varies, topped up with having to deal with the weather which as you know can change quickly no matter what the time of year!

What do you love most about working in your career area?

Sense of satisfaction for completing a job well done no matter what is thrown in your way – normally the weather and moaning people... Working and dealing with wonderful colleagues – it's what makes the world go round.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Long hours are part of the course for many months of the year and occasionally having to deal with angry members of the public whom seem to have no respect of situations around them can be a little disheartening at times – on the whole there are relatively few scenarios each and every year – thanks heavens.

What training / qualifications did you undertake for your current role or are you currently undertaking?

Other than 'university of life' and 'wanting to be here' no taught qualifications are required – listening to my colleagues and acting on common sense normally gets me through. Above all always be honest no matter what the scenario.

Is there any other information that would be of interest to someone thinking of this career?

The want to be in this industry and willingness to listen and learn from work colleagues no matter who they are and where they come from – these folk have learnt the 'old fashioned' way by doing the job so they sure know how it feels like!



HEAD OF QUALITY AND A MEMBER OF THE SENIOR MANAGEMENT TEAM

Magdalena Drabble

Jersey Dairy

My role is to establish, implement, supervise, administer and monitor business assurance programs to ensure policies and procedures are consistently followed. The prime objective of my role is to ensure that all products leaving Jersey Dairy are safe and the next objective is to ensure that they are consistently of a high quality.

My first task of a day is to communicate with the team in order to ensure there is no emerging issues that needs to be immediately resolved. My work is based around the continuous technical communication with a whole Jersey Dairy team, Jersey Dairy customers, accreditation and statutory bodies. I chair Food Safety HACCP Committee and I am involved in many other company processes i.e. new product development, health and safety.

What do you think are the three most important skills to succeed in your career area?

You need to be very organised and motivated. You need to be very keen to increase your knowledge continuously and I take every opportunity to learn. You need to enjoy studying!

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

Well, I had few career ideas in the past, medicine or veterinary studies, but also food science, technology and quality control that I found quite interesting at the time. I enjoyed microbiology, chemistry and biology and I liked laboratory work, so this was something that I found would be very good for myself. However, I decided to study science in the end. Probably interest to microbiology won at the time!

What do you love most about working in your career area?

Technical aspects, top industry packing and testing equipment machines. There are always new developments in this area. As an example, we installed BactoScan machine in the Jersey Dairy laboratory that counts individual count of bacteria in raw milk in nine minutes. There were only six machines in UK in National Milk Laboratories at the time. Bactoscan helped us to achieve the lowest raw milk bacteria counts comparing them to many raw milk counts in other countries in EU, including UK.

Are there any negative aspects of working in your career area that people considering it should be aware of?

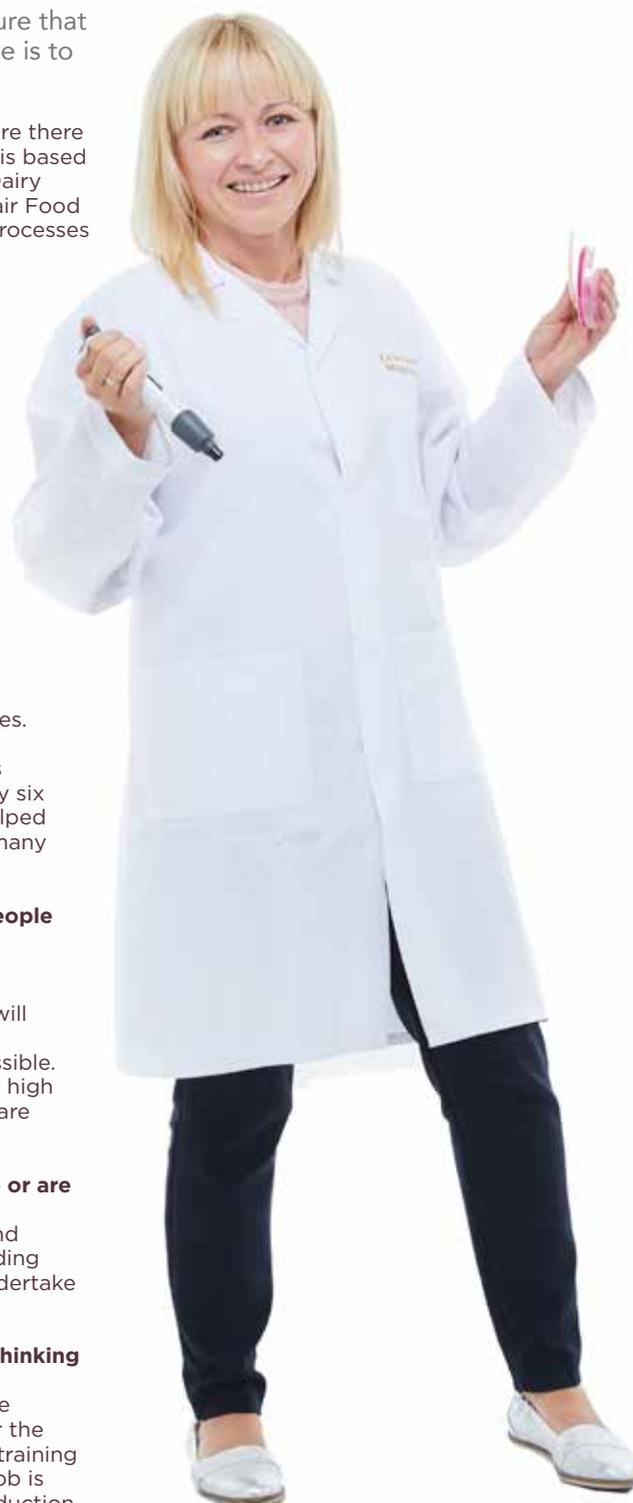
Working in technical and quality role in the manufacturing industry and quickly growing business, you need to be aware that this is highly demanding position in terms of workload and technical knowledge. It will require continuous learning as industry changes quickly and there are emerging risks that you will need to look at and react as quickly as possible. You will need it be very systematic and organised. You need to work at high speed at all times and be very motivated and confident that what you are doing will pay and it is a key to business short and long term success.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I have MSc in Engineering and also a degree in Quality management and Control in Food Economy. I am currently studying at University of Reading doctorate programme in Sustainable Food Quality for Health. I also undertake regular training programmes frequently.

Is there any other information that would be of interest to someone thinking of this career?

You need to like science, technology and nutrition. You also need to like working with people and have excellent communication skills. However the key to success in this role is a motivation to study. I just love studying, training courses and learning new things. Even though, quite a big part of my job is office based, you have also a more active aspects involved in food production and laboratory testing environment. This is very nice and I can ensure that is not boring at all.





TECHNICAL DIRECTOR

Mike Renouard

The Jersey Royal Company

There is never a typical day in business like The Jersey Royal Company which produces seasonal crops and is influenced by the weather so much. The Company is involved in the growing, packing and export of potatoes to the major retailers in the UK and as part of the technical team I am involved in all aspects of these processors. As such I may be in the field one day assessing crops and advising the farm team, in the office writing up protocols or creating specifications or in the packhouse ensuring quality assurance systems are in place and that quality meets our customers specifications.

What do you think are the three most important skills to succeed in your career area?

Good communication skills – you need to talk to people throughout the business from farm workers to technical and commercial at retail level.

An eye for detail – accurate and timely reporting

Innovative – challenge different areas for continual improvement

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I graduated from agricultural college with the intention of working with livestock, particularly dairy cows. I left college and worked on a few large farms and estates in the UK milking cows and harvesting cereal crops which I really enjoyed. I had no thoughts of taking on a more technical role at the time and this only changed when I returned to the Island and worked with on growing and packing vegetable crops for the retailers.

At the time they were introducing more stringent protocols that required a technical input which interested me in developing my career path in that area.

What do you love most about working in your career area?

The variety of tasks involved and the fact that you can be outside a lot. The industry is fast moving too with new ideas, techniques and new technology being introduced all the time.

Are there any negative aspects of working in your career area that people considering it should be aware of?

The hours can be quite long especially during the peak production months. This can include some weekends too.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I started with an HND in Agriculture which was a three year course with a nine months practical experience on farm. However, a degree in agriculture or food technology would have probably been more suitable if I wanted to move into a technical role straight away.

I undertook a degree course from the Open University in Environmental studies after as well as some other more specific qualifications such as BASIS and FACTS which are specific qualifications for advising on the use of pesticides and fertilisers.

Is there any other information that would be of interest to someone thinking of this career?

The role involves a lot of work and some long hours associated with farming. Whilst the pay is not as high as some other industries the work does bring satisfaction when you achieve good results. You have to be pretty dedicated and there are a lot of challenges that don't always result in positive outcomes, the weather being a major factor. However the good day outweigh the bad days and there is nothing better than being out in the fresh air on a warm sunny day in a good crop.



**FARM MANAGER****Philip Le Maistre**

Master Farms Limited

There's no such thing as a typical day on a farm as it can vary so much according to the time of the year. During the winter months more of my time is focused on the dairy herd. My day would usually start milking our Jersey cows, then cleaning the cattle sheds and putting out the winter rations for all the cattle. During the middle of the day we check our young stock and then it is milking again at 3.30pm.

From early January the planting of the Jersey Royals becomes my main job, once planting has finished at the end of March we would begin harvesting potatoes, moving into the summer months another important job is cutting grass silage which is fed to the cattle throughout the winter months.

What do you think are the three most important skills to succeed in your career area?*Communication**Time management**Dedication***Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?**

I've wanted to be a farmer ever since I was young, it actually made it really easy for me whilst I was at school as when I had to start deciding on careers there was never a question about what I wanted to do. I went to Agricultural college for three years and then came back to work on the family farm.

What do you love most about working in your career area?

I love the fact that no day is ever the same, I also love watching the countryside change throughout the different seasons of the year. It's a really satisfying feeling from when we plant the first jersey royals in the cotils to when it comes to removing the polythene and seeing that after all the hard work it won't be long until harvest begins.

Are there any negative aspects of working in your career area that people considering it should be aware of?

The hours would probably be the main thing. Farming is a weather dependent job after continued wet weather sometimes long days are

required to catch up with work that should have been completed, livestock also need looking after seven days a week, 365 days of the year so you need to be aware that by working on a farm it's definitely not a Monday to Friday 9-5 job.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I studied for three years at agricultural college and this included a year of work experience. During that time I qualified as a sprayer operator, forklift driver and telehandler driver. I am currently doing a Basis course, this will provide me with a greater understanding of the pests and diseases that affect the crops we grow and how best to manage them.

Is there any other information that would be of interest to someone thinking of this career?

A recent survey said that people who work outside are generally happier than those that have an indoor work - And I would definitely agree with that! The jobs that a farm can offer are very diverse, from mechanics, office administration, record keeping, tractor driving, pack house management, herdsman there is a job for whatever you have a passion in.





DIRECTOR OF SALES AND MARKETING

William Church

The Jersey Royal Company Ltd

No day is ever the same. During the export season I will check emails when I get up at 6am – this will include some daily orders and forecasts, the weather forecast (very important).

What do you think are the three most important skills to succeed in your career area?

Strong communicator, tenacious and flexible. The Jersey Royal is an extremely strong brand that all retailers want and use to kick-start the summer season, but potato consumption is in decline so there are constant challenges.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I am a farmer's son, and so growing is in the blood. That said I never really planned my career path. Following university I worked for a training company that exposed me to different businesses, and from there I took every exciting opportunity that came my way, including working abroad. I moved to Jersey in 2002 to work for JPMO covering tomatoes and peppers as well as some potato exports. When tomato exports ended at the end of 2008 I joined The Jersey Royal Company.

What do you love most about working in your career area?

Fresh produce is tangible and everybody can relate to it. Every spring is exciting when you see the first plants emerge and then dig the first Royals of the season. It is a brand that generates such interest, emotion and discussion.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Working in produce is more a way of life than a job. Jersey Royals are seasonal, and the hours can be demanding.

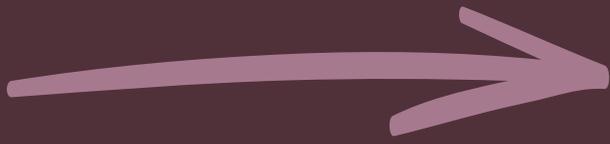
What training / qualifications did you undertake for your current role or are you currently undertaking?

I am both a Chartered Marketer and Chartered PR practitioner. Neither set of exams was in anyway essential, but it is interesting to have interaction with others from different industries.

Is there any other information that would be of interest to someone thinking of this career?

In order to be successful in Sales and Marketing you need to be confident when interacting with others and to believe in the product and service you supply. Be prepared for regular travel to the UK for meetings. Understanding the production process is good but not essential, so having some practical experience along the way helps.





Introduction to the

Construction Industry

There are lots of jobs that we recognise in the construction industry but did you know that archaeologists, 3-D visualisers, heritage consultants, robotics engineers, ecologists and drones pilots might also be used in a construction project?

The industry is also changing as there is an increased demand for renewable energy such as solar thermal, air and ground source heating, bio-mass boilers, solar photovoltaic and wind turbines.





SOLAR PV INSTALLER

Mark Brandon

Sun Works (C.I.) Ltd

Sun Works install renewable energy systems to both businesses and homes around Jersey. Specifically Photovoltaic (PV) & Battery systems. Sun Works are Jersey agents for Tesla Energy and install the Powerwall battery. Sun Works also install solar panel systems and electric vehicle charging equipment in an effort to have Jersey generating more of its own energy and protecting the environment.

Some aspects include; Technical design and installation of technical design and installation of solar roof panels; plan work sequence for following day/week, organise staff and any additional labour; meet with prospect customers and undertake site surveys; attend site meetings with architects, engineers, builders; create system designs via computer software and produce quotations; contact suppliers source best price for materials and place material orders; arrange logistics and delivery of materials to site; visit call outs, maintenance.

What do you think are the three most important skills to succeed in your career area?

Enthusiasm for the product and service (Renewable Energy/Solar) with a sense of direction and mission.

Ability to communicate appropriately with everyone from labourers to seasoned architects and multi-millionaire clients.

Full technical understanding of solar and storage technology with a desire to track appropriate new innovations.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

Change of direction having successfully qualified in the area of music technology and production. When I trained in this field in between 2004 & 2008 the industry was going under a big changes. Even in London there were very limited jobs in that area and was working various jobs to stay afloat and support my lifestyle. I returned to Jersey and re-trained as an electrician in my mid-twenties and spent a number of years working as an electrician before qualifying as a Solar PV installer. We formed Sun Works in 2013.

What do you love most about working in your career area?

Job is diverse offering both practical onsite and office based roles. Having the opportunity to influence the development of renewable energy in Jersey. Working in an ever changing technology area and being challenged. Switching on new systems for customers, Seeing the look on a client's face when their roof producing electricity for the first time.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Managing pressures of other people. Most pressure in work comes from others passing on their pressure to you. Learning to prioritise and deal with this is key to running a service based business and keeping cool. Solar installers may be outside in all weathers, rain or shine Solar installation is physical work and you will get tired but the more you work and the more you like it the stronger you get. Running a business requires you be around all the time. Even when you finish work the emails keep coming in.

What training / qualifications did you undertake for your current role or are you currently undertaking?

To work on the electrical side of things you're require electrical training. City & Guilds qualifications as Level 3 C&G Electrician, C&G Solar Installer and Electric Vehicle Charger Equipment installation. Specific manufacturer training in solar, battery technology & EV charging. Certification in Health and Safety - Please note it is not essential to qualify as an electrician to be a successful solar installer. There are many other roles within a Solar Energy business both practical and office based.

Is there any other information that would be of interest to someone thinking of this career?

Solar installer work is not dependant on being an electrician. There are roles and many successful people in the industry who do not go through the electrical side. The most important this as a solar installer is ability to work through problems that occur, be good on the tools and working at heights. This may come from basic construction qualifications where you learn how to use tools, be aware of health and safety onsite. Enthusiasm for the job and overcoming challenges or difficult tasks will help drive you forward. Challenge yourself because the things you avoided yesterday become part of your normal working day the next.



SITE ADVISOR

Matt Michel

States of Jersey – Department for Growth, Housing & Environment

To start the day, I usually walk around the site to check that the electrics are on for the various machines we'll be working with. The main bulk of my day is spent collecting different electrical appliances like TVs, monitors, computers and oil heaters. We strip the TVs and monitors of their metals and prepare them for shipping by stacking them onto pallet boards and wrapping them to ensure they are safe to handle and ship to England where they will be recycled.

What do you think are the three most important skills to succeed in your career area?

Communication – to get our jobs done safely and efficiently.

Time management – for prioritising jobs and work with time constraints.

Team work – working well with others in a pressured environment.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I recently completed my degree in PE and Outdoor Education and I have always seen myself working outdoors. This is my first step into employment and so far so good; I get to work outdoors and I learn a lot each day.

What do you love most about working in your career area?

Being outside on a day to day basis and getting to work with machines and different equipment to help recycling of different materials. I never even thought about recycling before I started working here.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Be prepared to be outside whatever the weather. The site at La Collette is exposed to all weathers and while we get the best of it, we get the worst of it too!

What training / qualifications did you undertake for your current role or are you currently undertaking?

I completed on site training so that I can use the machines correctly and safely. I completed asbestos awareness training to spot asbestos-containing materials within the waste items we receive. I also did manual handling training because the job is very physical and I do a lot of lifting. We read all the operational procedures and risk assessments before completing manual or operational tasks, so there's lots of on-going learning.

Is there any other information that would be of interest to someone thinking of this career?

The team are great! We all get along and work hard to help one another get the job done. Even when there's loads to do, everyone is still smiling. I like knowing that the work we do supports reuse and recycling so I get a lot of satisfaction from being able to make a difference in that area with my work.





HEAD OF PROPERTY AND ASSET MANAGEMENT

Michael-Jay Ruane

Andium Homes

I manage a team of five construction professionals which are split into three specialisms Planned Maintenance, Asset Management and Commercial Developments/Lettings. Through the team we manage the upkeep and enhancement of 4500 properties and across over 200 estates.

This involves the management of numerous long term multi-million pound cyclical contracts to ensure our estates are kept clean and tidy and maintained to a decent standard. Managing these contracts involve tight budget control, forecasting, procurement and contract administration. All the various contracts need to be closely monitored in terms of performance through key performance indicators.

What do you think are the three most important skills to succeed in your career area?

Speaking to contractors and clients require *good communication and negotiation skills*, verbal and written. This includes a good grasp and ability to manage people expectations.

The ability to problem solve quickly and efficiently is important to ensure smooth running of contracts.

Strong in maths to control budgets and forecast for the future.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

Originally, I started gaining experience and training to be an architect, however after working in a couple of practices I decided I preferred building pathology and project management which influenced my university choice to study Building Surveying at Nottingham Trent University.

Studying building surveying gave me a broad base knowledge of construction, law and the built environment. Further work experience in London and Jersey gave me a further depth of knowledge to work toward my Chartered Surveyor MRICS accreditation.

My recent career progression into management has been the biggest change where I have enjoyed the opportunity and challenge.

What do you love most about working in your career area?

The variety of the work and ability to work in and out of the office. I also get to meet a wide range of clients living within our properties but also contractors who have different trade skills, backgrounds and specialisms. The construction industry offers a great sense of achievement and leaves a legacy of what the team involved have accomplished.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Although the construction industry is varied, there is a need to remain resilient and prepared for difficult conversations with clients, contractors and colleagues when works do not quite go to plan or something unforeseen happens. How you deal with these situations is incredibly important to maintain working relationships for the future.

What training / qualifications did you undertake for your current role or are you currently undertaking?

BSc (hons) Degree in Building Surveying at Nottingham Trent University where I obtained a good base knowledge of construction, law and the environment.

MRICS Chartered Building Surveyor's Assessment of Professional Competence through the Royal Institution of Chartered Surveyors which is a world recognised qualification for professionals in land, real estate, construction and infrastructure.

Is there any other information that would be of interest to someone thinking of this career?

It's never too late to change career, the construction industry offers a wide range of opportunity's in and out of the office environment with numerous avenues for on-Island training through Highlands College. Further to this there is lots of further avenues in the housing sector at Andium Homes, not just construction, such as supporting independent living, finance, allocations, sales and client engagement.



SUPPORT SERVICES MANAGER & ON-CALL FIREFIGHTER

Phil Dodd

States of Jersey - Growth, Housing and Environment & Jersey Fire and Rescue

No two days are the same - we look after so much of the Islands' infrastructure that generally the public don't get to see. This can be any of the 100+ pumping stations around the Island feeding sewage to our treatment works at Bellozanne, to the abattoir or the La Collette Energy from Waste Plant.

My day to day work involves managing my employees, manage budgets, strategically look at how we operate, drive continuous improvements and find ways to be more efficient in everything we do.... and then by night I'm an On-Call Firefighter for Jersey Fire and Rescue, which has its own challenges!

What do you think are the three most important skills to succeed in your career area?

Empathy - to manage and look after your team

Courage - to work confidently under pressure

Determination - to push yourself as far as you want to go

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

When I was younger I always wanted to be an architect, but a lot of my friends were older and got so much out of their engineering apprenticeships that I was inspired, so I applied for a job with a large shipbuilder company in the UK, I was successful and as they say, the rest is history! After living in Jersey for a few years I applied to work for this department, knowing I could put my skills to great use here and now, seven years on, I have progressed through the organisation to the management role I am doing now.

As for the Fire Service, that was something that I thought would be interesting and fun, not to mention that it's rewarding to be able to help people.

What do you love most about working in your career area?

The importance of what my team do in providing a public service feels good, and I love the variety of work. We are so lucky to have the opportunities we do eg. we are supporting an initiative called Primary Engineer that will embed engineering

into primary and secondary school curriculums locally. I'm really passionate about inspiring young students to consider this sort of career path and I get such satisfaction from watching them see their ideas come to life.

Are there any negative aspects of working in your career area that people considering it should be aware of?

When you work for the government, every aspect of your work is under the public microscope and in this department in particular - if our work is going unnoticed by the public, it means we're doing a good job! We look after the roads you drive, the clean beaches or parks you enjoy in the summer and most importantly, we take care of everything that happens after you flush the toilet!

What training / qualifications did you undertake for your current role or are you currently undertaking?

I have a formal qualification in Operational Process Engineering, I have completed my Level 7 CMI Certificate in Strategic Management and Leadership, Asset Management and I'm currently working towards becoming a Chartered Manager.

With Jersey Fire & Rescue I completed the basic training years ago, followed by my EFAD (driving) qualification allowing me to respond on blue lights to incidents. Finally, I attended the Fire Service College in the UK to complete incident command training that allows me to take control of an incident as a Crew Commander.

Is there any other information that would be of interest to someone thinking of this career?

Currently we are trying to promote ourselves better to reach people who are potentially looking to join the department. Very little is known about who we are and what we do - lots of people are very surprised when they find out!

If you are looking for a career in a certain role then I urge you to contact the employer, show them you are interested in working for them - if they can see you are committed, dedicated and passionate - you never know what opportunities will come your way.





CIVIL ENGINEER FOR THE CAPITAL PROJECT DELIVERY

Tom Le Gallais

States of Jersey - Growth, Housing and Environment Department

The concept of 'capital schemes' means a typical day can include a variety of different construction or engineering projects – each scheme comes with its own unique challenges and opportunities to learn. A typical day might involve: the review of designs or proposals from our designers or consultants, evaluating a project tender submission from a contractor, or presenting a project, programme and commercial update to a project board or asset owner. Projects can also vary in terms of scope and stage of development.. Examples of current projects include: the demolition of a redundant sludge processing facility; the excavation of 150,000 tonnes of rock and stabilisation of the new slope; and, the design and construction of a new £75 million sewage treatment works.

What do you think are the three most important skills to succeed in your career area?

Technical and analytical - to apply engineering theory or evidence engineering problems

Lateral thinking and confidence - to explore alternative solutions

Communication - to discuss new concepts or ideas with technical and non-technical colleagues

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I decided to pursue a career in civil engineering whilst in sixth-form and following a three year degree in Civil Engineering, I joined the department as a graduate engineer. Over the last five years I have helped deliver projects including St Aubin's Village Improvement scheme to flood alleviation tunnels (20m deep) below St Helier as well as a secondment with a UK consultant for nine months before joining the Capital Project Delivery team.

The construction industry is unlike many others in that job opportunities are available at a range of different levels and educational requirements. Many senior engineers from the department as well as industry experts joined the industry with minimal qualifications and, through hard work and dedication, have achieved senior roles and responsibilities.

What do you love most about working in your career area?

Working with new teams on different and complex projects to overcome engineering challenges and problems. There is also a real variety to my work as it involves a range of aspects of engineering, such as civil, process, mechanical, electrical and geotechnical.. The work often has a political dimension and might be a current news topic that may add another layer of complexity or new challenges. Moreover, it is satisfying to physically see new infrastructure in operation and essential for the efficient running of our Island.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Obviously, as with any construction-related scheme, there are busy days and late finishes to complete major phases of the project and where the room for error is minimal. From personal experience, getting to grips with engineering and construction on a small island with minimal available resources combined with the complexities of local government and politics can be challenging at first but it is learning curve!

What training / qualifications did you undertake for your current role or are you currently undertaking?

My first qualification was a Bachelor's degree in Civil Engineering before joining the department. I am currently, with support from the department, studying a Master's degree in Water and Waste Engineering with Loughborough University and by distance learning. Once complete the additional degree will allow me to apply for Chartered Membership of the Institution of Civil Engineers. The option of distance learning provides new opportunities for those living in Jersey.

Is there any other information that would be of interest to someone thinking of this career?

Enrolling on an engineering course that is accredited by a professional membership body, such as the Institution of Civil, Mechanical or Electrical Engineers, is definitely an advantage because the training received during your time at university will allow you to apply for professional qualifications that are recognised on a global scale. I would also recommend any opportunity to gain experience in industry. Undergraduate placements are offered by the Department which are an excellent way to gain an insight into the work we do.





ASSISTANT MECHANICAL ENGINEER

Charlie Sanchez

States of Jersey Department for Growth, Housing and Environment

Due to the nature of the work, no two days are ever the same and so it's a bit difficult to describe a typical day. You're constantly switching between being in the office working on whatever projects the department has going on or being out on-site seeing these projects in all their complexity in the real world. At the moment, I shadow and assist with anything that the Senior Engineers are working on.

What do you think are the three most important skills/ attributes to succeed in your career area?

The ability to think outside the box

Good teamwork and interpersonal skills

Perseverance

Was this something you planned to do or did you change direction at any point in the past?

After finishing school, two friends and I were fortunate enough to be able to do our ski instructing qualifications and ended up working out in Niseko, Japan for a year, which was absolutely incredible. My plan was to return the following year and continue to do ski seasons for the foreseeable future. Unfortunately, things didn't quite go to plan so I decided to give university a try. It was a bit of a stab in the dark as I really didn't have a burning desire to study anything in particular, but

Mechanical Engineering seemed interesting, so I chose that. Soon after starting, I realised that I'd picked the perfect degree and four years later, I graduated with a Masters in it. That said, it certainly wasn't an easy ride. There were lots of all-nighters and sleep-deprived library sessions but it was the best four years of my life and was definitely all worth it.

What do you love most about working in your career area?

Definitely the varied nature of the work. I'm always learning something new so it's always interesting, and there's never nothing to do! I also really enjoy working in a team, which is something that is ubiquitous within the field of engineering. It is very rare that you'll ever be on your own, scratching your head at what to do - you can bounce ideas off each other which is reassuring and builds your confidence.

Are there any negative aspects of working in your career area that people considering it should be aware of?

I am very early on in my career so I can't speak from much experience, but personally I am yet to encounter anything really negative about it. There are of course things that I enjoy more than others, but that's just the nature of the work. If you're considering a career in engineering, expect the unexpected and just be ready to deal with whatever is thrown at you!

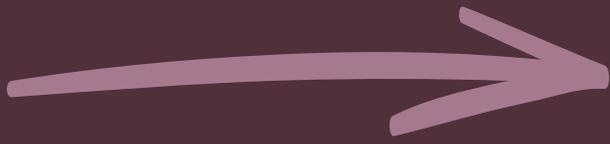
What training / qualifications did you undertake for your current role or are you currently undertaking?

The route I took was a Bachelors and Master's degree in Mechanical Engineering. The eventual goal for most engineers is to become fully chartered and these two qualifications are the pre-requisites. I did these prior to securing a job, but this isn't the only way to do it. Some companies offer employment and training and will then assist you with obtaining the necessary university qualifications.

Is there any other information that would be of interest to someone thinking of this career?

To someone considering a career in engineering, whether that be at the Department for Growth, Housing and Environment or any other organisation, I suppose that the only thing I would say is that you're unlikely to get much job satisfaction if you're lazy. The enjoyment comes from seeing something through from start to end, whatever that may entail and being able to stand back afterwards and proudly say 'Yeah, I was part of the team that designed and made that.'





Introduction to the

Digital Industries

The digital tech economy is rapidly growing, with jobs around today that didn't even exist 15 years ago.

Jobs such as user experience design; sustainability expert; cloud computing services; social media manager & app developer are becoming the norm with experts telling us that people will be working in digital jobs in the future that we haven't even heard about yet!





CONSULTANT

Aniksha Panchmatia

Continuum

On an average day, I spend a lot of my time ensuring that the projects are running smoothly and working closely with Dan and the team on managing daily tasks. I also work at different clients' offices with my data project stakeholders, managers and business users. I use Alteryx every day creating solutions to sometimes tricky business data issues. Working closely alongside my clients I understand their issues and ensure I deliver the best possible service. If I need quiet time for training or research I have a desk at the friendly Digital Jersey Hub.

**What do you think are the three most important skills to succeed in your career area?**

I truly believe one can achieve what they want if they are dedicated, passionate in everything that they do and being able to solve problems by thinking outside the box. Really it is about just having some fun.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

No it's not, my degree was actually in Marketing and Media. However when I graduated I fell into a job with the NHS in London where I worked as a Project Manager in IT for ten years. It's not what I studied or thought I would go into, but I have learnt a lot and enjoyed it. I then moved to Jersey and worked in finance for a year and have now joined Continuum as a Consultant. It is not difficult to move if you are willing to learn and adapt. I think it gives you an opportunity to expand your experience and skills, no one should be afraid of change, you should see it as a challenge and embrace it.

What do you love most about working in your career area?

I have always worked with technology, and what I have loved the most is seeing the impact modern technology / systems has in making life simple for others. There are many other areas that I also enjoy about working in my area, one of the most important ones is being able to solve problems with the use of Alteryx. I also love the fact that you get to meet different people from various industry areas.

Are there any negative aspects of working in your career area that people considering it should be aware of?

I can honestly say there are no negatives working in this area, it is an extremely fun industry, it is growing, and it is very exciting to be part of the journey. There seems to be a view that this industry is more for men, but having being part of it, I can see women enjoying a career in this industry, it is the future.

What training / qualifications did you undertake for your current role or are you currently undertaking?

With Alteryx, there's multiple ways in which one can produce the same result. I'm consistently discovering new tips, tricks and shortcuts which really keeps me engaged with my work. The training exercises are great for giving a fundamental understanding of Alteryx, but using it in a working environment improves my expertise every day. I have also got my certificate for PRINCE 2, which has helped me with understanding the structure in project management.

Is there any other information that would be of interest to someone thinking of this career?

The world of technology is growing rapidly, being part of it is very exhilarating. There is so much to learn every day, just don't be afraid to learn. You have to be dedicated, want to achieve and always try your best. The most important part of being in any job is to have fun and to enjoy what you are doing.





DIGITAL MARKETING DIRECTOR

Chris Franco

iPOP Digital

My day starts at around 7.00am with a nice strong coffee, I check my calendar and answer some emails. A quick five minute cycle and I'm in the office. Once everyone is in there's usually some chatter about what we all got up to the night before. Jonny, Jon and I usually make sure everyone is clear on what's priority for the day then I get going with prioritising my own days' work. Every day is different and always involves some element of the unknown. We work with so many different businesses and sometimes a project is brought to you that is completely unexpected and totally welcome. Never a dull moment!

What do you think are the three most important skills to succeed in your career area?

Soft skills - be passionate about what you do by being knowledgeable and having a positive, can do attitude no matter what this will definitely help. At the end of the day, there may only be a handful of school or university leavers who think that SEO (Search Engine Optimisation) or digital marketing will be the direction their career takes.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I wanted to work in marketing but I never thought it would be digital marketing. I started doing a CIM diploma (Chartered Institute of Marketing) but found it hard to relate what I was learning to the way my marketing role at the time was moving, which was digital (CIM now offer a digital course).

That's when I decided to look online for courses to take that could help me learn more about digital marketing. As this was ten years ago I was surprised there was a huge amount of online learning to be done. I started with Google's own Analytics IQ (individual qualification) then on to their adwords material which was invaluable at the time. It gives you a basic understanding of how these products can work for your clients. It is then up to you to take an organised approach to putting what you learn into practice and finding more in depth learning online.

What do you love most about working in your career area?

The variety is brilliant and being able to demonstrate to a business that what you have done has directly affected their bottom line in a positive way is very rewarding. In some cases (internet first businesses) they can fully rely on what we do to bring in their business. It's a challenge and sometimes stressful but if it wasn't I wouldn't be so happy to do it.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Sometimes your ideas are stifled by budgets, although that's not as big of a problem as it might sound. It's all about managing people's expectation. I tend to lend my imagination run wild to come up with ideas then work backwards until the idea suits the business and budget.

What training / qualifications did you undertake for your current role or are you currently undertaking?

To my knowledge there isn't any official qualification for SEO but CIM now offer digital marketing courses that are definitely worth looking at. I was in a fortunate position when I started in digital marketing, the business I worked for were open to me making the case for digital marketing. Using the tools I had at my disposal I did that and was able to show that many of their customers were

online and not only that, I could also show where they were and what channels were organically performing well for them.

Is there any other information that would be of interest to someone thinking of this career?

Get in touch, I'd be happy to talk to you about a role in digital marketing.





MANAGING DIRECTOR
(SELF-EMPLOYED)

Chris Morris

Interval Digital Marketing Agency

I arrive in the Digital Hub, where I'm based at around 9.00am after dropping the kids off at school. I tend to prioritise my most important tasks for the morning so I can ensure they get completed before any distractions from the day kick in. My work is completely varied and consists of digital strategy for clients, business development and launching or managing digital marketing campaigns. I've recently launched an online digital academy with training on various aspects of digital marketing. This consists of planning and creating training courses on a frequent basis. I try to work in bursts when I'm the most productive – this can see me sometimes doing a typical 9.00am to 5.00pm day or often have me working in the Hub late at night from 8.00pm till the early hours!



What do you think are the three most important skills to succeed in your career area?

Ability to listen – it's critical to hear what the client's current challenges and goals are. Without this it's impossible to develop a campaign that will deliver meaningful results.

Resilience – a big part of my job is business development, discovering new opportunities. It's important to stay motivated when someone says "no", and realise there's a better opportunity or fit waiting around the next corner.

Learning – the industry is moving so quickly there's always a need to keep learning new skills and techniques that will help your clients be successful.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I left school at 17 back in 1999 – we were just about to see the dotcom boom and I wanted desperately to put my "self-taught" web design skills to test in the industry. I actually ended up working as a typesetter in a publishing company for 12 months. I didn't realise it at the time but it gave me a great insight in to running a business and more importantly how to sell to someone. I was surrounded by a telesales team who I observed daily and quickly started to pick up on who was the best at sales. I left that business to set-up my own web agency and haven't looked back since!

What do you love most about working in your career area?

My favourite thing about working in the digital marketing industry is when you work for a client's business you have to think like that business – one day I'm an architect, the next a trust company and then a fashion retailer – I love this diversity. That said every client has similar challenges and goals – in the main their focus is on either generating more leads or closing sales. It's great to be able to play a part in their success and see them grow from strength to strength as a result of your marketing campaigns. The way we market to and communicate with prospective clients and customers is changing – there's an exciting opportunity to create really relevant, personalised campaigns, aimed directly at an individual – we call this inbound marketing and it's a real growth area for the industry.

Are there any negative aspects of working in your career area that people considering it should be aware of?

A negative people associate with the industry would be the speed at which things change and evolve and how important it is to keep up with this. My advice here would be to ensure that you dedicate time to self-improvement and learning new skills and trends. If you're working within an agency it's important that they recognise this too and give you the time and support to invest in your own professional development.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I don't have any formal qualifications as I left school before my A-Levels to start within the industry. I did take some management NVQs however during my time at my first job. Since then I've continued to invest in myself – attending various privately run courses and mastermind sessions where experts teach practical skills to succeed within the industry. These tend to be within verticals such as Facebook Advertising, Writing Sales Emails, LinkedIn marketing etc. A key area I've consistently studied for over eight years is Inbound marketing – the techniques to attract customers, engage them, convert and retain them. The best form of training is to actually put the learning in to practice with a real hands-on project/campaign.

Is there any other information that would be of interest to someone thinking of this career?

There are so many opportunities within the industry to join an agency or set-up your own business – you can initially go quite broad and get involved in areas such as online advertising, web design, email marketing etc. Then once you have a feel for different disciplines you can start to specialise in a niche area of the industry and become an expert. Most agencies will consider intern placements which are a great place to start when considering what part of the industry you'd like to get involved in. What are you waiting for? Get started today – you won't look back!



ENTREPRENEUR

Jonathan Channing

Founder of Cobra Coding

Co-Founder of GGGovernance

Co-Founder of U25Mentoring

Head of Strategy for National Coding Week

A typical day at work for me can be anything from meeting clients and agreeing the scope of their work project, to attending networking events and working on my various businesses. I will often work on projects during the day, attend events during the afternoon and develop my other ventures in the evening and weekends. I tend to keep my days varied when possible and mentally schedule in my workload for the coming week on a Sunday afternoon with a cup of loose leaf tea. By mentally preparing for the challenges and workload of the week ahead I am able to meet deadlines and keep clients happy.

What do you think are the three most important skills to succeed in your career area?

The three most important skills in my chosen career path have to be without any doubt Resilience, adaptability and ultimately passion; without these skills it's difficult to be an entrepreneur.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

This career was something that found me and was accessible to me given my lack of formal educational qualifications. Working for myself allowed me to develop multiple skills which I would have possibly never be able to grasp had I decided to just work as an employee. My direction drastically changed after attending a one week coding course where I learnt the basics of coding HTML and CSS, I was able to develop my coding knowledge as well as business acumen. I was fortunate enough to find a mentor who helped me to develop my business skills.

What do you love most about working in your career area?

The thing I love most about working for myself is having the ability to take time out from working when I need to relax and being able to have complete flexibility to work whenever I feel it suits me best. For example I like to be able to take the mornings off some days and work into the evenings some other days or get up early and finish at midday when the sun shines. I love the freedom of deciding when and how I work.

Are there any negative aspects of working in your career area that people considering it should be aware of?

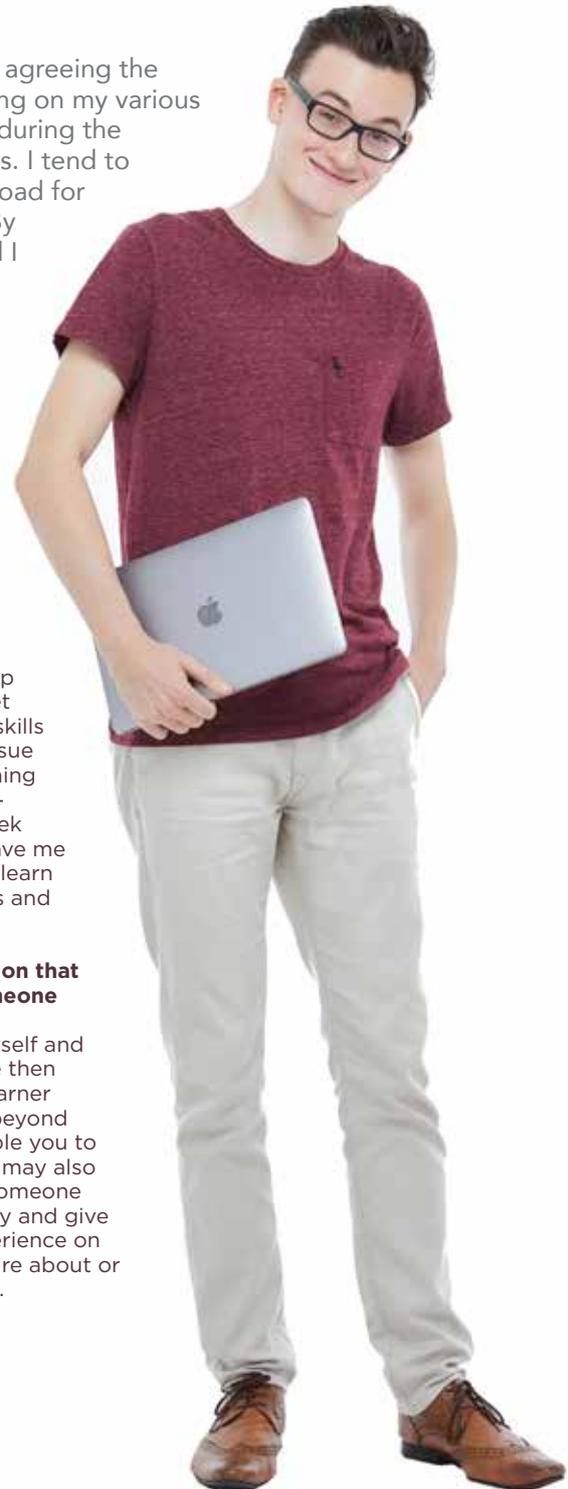
Yes of course being self-employed is great but it also comes with additional challenges. If you work for someone else your wages are guaranteed and you only have to focus on your role within the company. If you choose to be self-employed you have to consider many things from your sales, marketing and project management of your work to ensuring it's completed and invoiced within agreed deadlines.

What training / qualifications did you undertake for your current role or are you currently undertaking?

Qualifications are incredibly useful if you want a job, less so if you want to be your own boss. Once you set out as self-employed you are judged on the merit of your skill and talent not by a piece of paper! You will however keep up with the changing market and adapt by learning new skills and pushing yourself to pursue new opportunities. The training I undertook was largely self-taught, I attended a one week coding boot camp which gave me the skills and confidence to learn further using online tutorials and communities.

Is there any other information that would be of interest to someone thinking of this career?

If you want to work for yourself and set your own work schedule then you will need to be a self-learner open to being flexible and beyond all else driven. This will enable you to hit the ground running. You may also consider finding a mentor someone to guide you on your journey and give you the wealth of their experience on decisions you may feel unsure about or apprehensive about making.





DIRECTOR

Jonny Seller

iPOP Digital

My main role in the business is web development coding in HTML, CSS, PHP and Javascript. I would class myself as a front-end developer. Being a Director of iPOP also comes with other responsibilities such as client meetings, job proposals, and business development. These are areas I particularly enjoy as I am constantly meeting interesting people that aspire to grow their business.

What do you think are the three most important skills to succeed in your career area?

Great at resolving problems and have great ideas.

Able to keep up to date with the industry.

Happy to constantly learn and improve.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

Before going to university I worked in retail for five years selling clothes, although I learnt some very useful skills it wasn't part of my future plans. I was fortunate enough to get a position as a Web Developer at a local agency in Jersey after graduating from university. I have been interested in media since my GCSE's but it wasn't until I left university that I knew I wanted to become a Web Developer.

What do you love most about working in your career area?

I love the the variety and diversity of the job, no two projects are the same. Its a great feeling when you launch a new site and very satisfying to hear positive client feedback.

Are there any negative aspects of working in your career area that people considering it should be aware of?

I guess the negative aspects would be different for everyone. Technology is consistently changing so you need be flexible and interested in learning every day. One of my dislikes would be when you spend hour's problem solving only to find out there was a simple solution starring you in the face along.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I studied Interactive Media Production at Bournemouth University, however, most of my skills are self taught while working as developer. There are so many tools online such as Treehouse, CodeAcademy

or even YouTube where you can learn all the necessary skills to become a Web Developer. I learnt more in the first three weeks of work than I did in the three years at university.

Is there any other information that would be of interest to someone thinking of this career?

Web agencies are often drawn to people who have developed their own skills through personal interest and research. This is what we look for in potential new recruits at iPOP. Start by building websites from scratch using HTML and CSS and testing yourself with new coding languages and you will soon see if you are interested in being a Web Developer.





FREELANCE FILMMAKER / ANIMATOR

Will Jack Robinson

Submarine Creative

One of the best bits about my job is that every day is different. I work on a variety of projects and can be filming or editing one day and animating the next. I look forward to going to work as I enjoy working with different people on a variety of projects.

What do you think are the three most important skills to succeed in your career area?

Being a people person

Having the grit to be better and grow

Hard working

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I've always been fascinated with film and the editing process. For years I was involved in film production from a motion graphics stand point. As time went on I became more and more intrigued about giving film a go and bought a camera. The first project I worked on I directed and edited a documentary called "Our Plastic Free Island". This documentary confirmed my passion for working in film, and I now incorporate motion graphics and film together.

What do you love most about working in your career area?

Collaborating with like minded people who really appreciate the creative process to put together something special is as good as it gets for me! I collaborate with all sorts of companies and people which is real pleasure for me and one of the best bits about my job. I also love the fact that I rarely know what is round the corner.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Being freelance is hard work and I stress that to people thinking about going freelance, it means working a lot

of late nights and weekends. Going into the creative industry as a freelance takes a lot of hard work and perseverance. It also means thinking a bit more in a business sense, which can be a shock to the system for a creative.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I studied Animation at university and throughout the course I started doing freelance motion graphics jobs. By the end of my degree I knew that was the area I wanted to focus on, then as I delved deeper into that world filmmaking caught my curiosity. Now I mainly learn new skills from working with others and asking them to teach me what they know so I can then I can create a mix of techniques that work for me.

Is there any other information that would be of interest to someone thinking of this career?

If you want to do it, then do it. If you put in the hard work then anything is possible. Social media is a powerful tool to connect and grow and if you approach it with the right mindset then the possibilities are endless. I've found myself connecting with people I have idolized for years and collaborated with them on some really cool projects. Approach the creative industry with a view to collaborate and get to know other people in the industry rather than compete and have fun with it!

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sure.com

**DIRECTOR**

Jon Moore

iPOP Digital

I don't really have a typical day, one day is completely different to the next. That's the best thing about our industry – there is no repetition or boring days. Late Friday afternoon is computer games and beer (so long as we don't have a deadline).

What do you think are the three most important skills to succeed in your career area?

Adaptability, capability and experience.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I was working for a parcel company in Middlesbrough when I was 18 and hated every minute of it. One day I just got up and walked out – a few months later I was at college and working towards a new career, I was skint for years but much happier.

What do you love most about working in your career area?

The variety of projects; some are smaller local projects with people who are very passionate about their product and some are huge, international jobs where collectively you are looking to make a change and impact people's lives in a positive way. You also meet a lot of interesting people along the way.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Long hours, sometimes we work through the night and have to give up our weekends to meet deadlines - it's all worth it though.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I went to Leeds University and studied Visual Communication. University was decent but I couldn't wait to leave, you learn more in the first year at work than you would in three years of higher education.

Is there any other information that would be of interest to someone thinking of this career?

Jersey currently has a small talent pool, we are desperate for younger people to get involved in the local digital market. If you're not one for finance or pecking at a keyboard all day then there is an alternative in the creative industry – it's an amazing industry to be in.



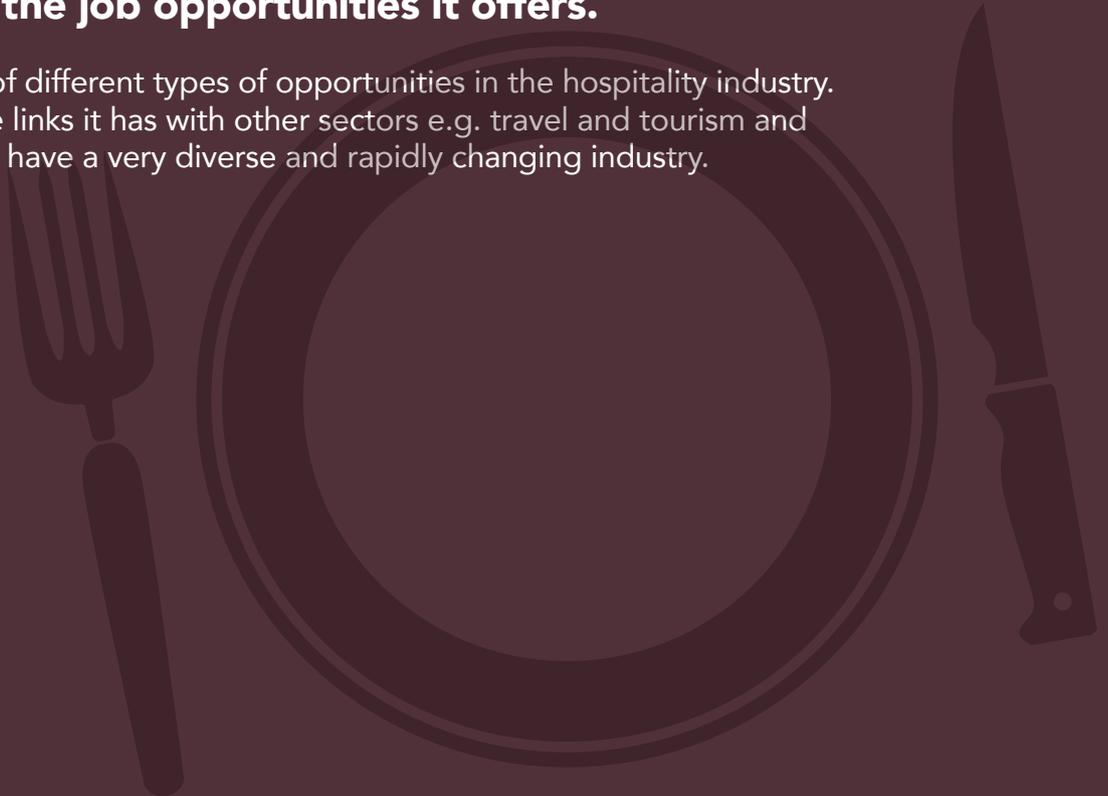


Introduction to the

Hospitality Industry

The hospitality industry relies on the relationships it builds with its customers and its ability to keep pace with the changes in customer expectations to compete in a global market. This means that thinking up new ways of doing things is really important. Technology is also influencing the industry - in how it works and the job opportunities it offers.

There are lots of different types of opportunities in the hospitality industry. Add to that the links it has with other sectors e.g. travel and tourism and leisure and you have a very diverse and rapidly changing industry.





GROUP MANAGER

Daniel Straiton

The Edwin Group

A typical day starts at 10.00am in the morning. Checking for any post and any emails we have received, looking at the rota to see what cleaning duties need to be done that day, making sure the bar is ready for when customers arrive, getting the till from the office, filling up the ice bucket, cutting fresh fruits, checking and cleaning the toilets, checking and cleaning the bar and putting the TV's and the radio on. Finally opening the doors ready for whatever the day may bring, it's different every day. Some days finish I can finish at 6.00pm others could be 1.00am.

What do you think are the three most important skills to succeed in your career area?

The ability to work in a team and be a team player.

To have good communication skills with both your customers and your fellow staff members.

To have a good knowledge of the products you sell.

The list goes on - be attentive to customer's needs, maintain high levels of cleanliness, good memory, good personality, work efficiently and responsibly.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

This was not a career I choose when leaving school. I first trained as an engineer for five years and then went on to work in the finance sector. It was not until 2000 when I went traveling and worked bars in backpackers that I found my passion for a job I really enjoyed. I came back to Jersey in 2003 and worked at the Moulin De Lecq and since then have worked my way up from Bartender to Manager. I'm still learning new things every day.

What do you love most about working in your career area?

I love the daily challenge of working behind the bar, each day is different. I enjoy the camaraderie between staff and customers. Even though now I spend more time in the office the challenges are the same. It's all about making sure your customers are happy.

Are there any negative aspects of working in your career area that people considering it should be aware of?

As a person I don't like to look upon or think of anything in a negative way. Though if this is a career you wish to pursue just be aware of the hours you may have to work. Split shifts if working in a restaurant environment. The salary may not be as good as the finance sector, but as someone who has worked in both for a considerably time, I would say I am a much happier and healthier working in the hospitality trade. Try some part-time shifts to see how much you enjoy it.

What training / qualifications did you undertake for your current role or are you currently undertaking?

When first accepting the job we had some in-house training on procedures, also had some cellar training with the breweries. I also took my BII personal licence exam which covers a range of skills needed for the job. I

have taken health & safety courses, first aid course and customer service course.

The opportunities are there to take many different courses, it's always good to take them and further your knowledge of yourself and fellow team members.

Is there any other information that would be of interest to someone thinking of this career?

If you are thinking of doing this for a career I would suggest doing some part-time bar work / restaurant work or both if you can. This will give you an idea of the effort needed to be successful in this business. You must have a passion for this job, the same could be said for any work but even more so for hospitality. The ability to communicate and understand people if working front of house is also essential. Don't let friends or family deter you if you know this is something you would be good at. Enjoy, then the opportunities are there for you.



GROUP MANAGER & CO-OWNER R.FRESH

Deborah Vautier

Channel Hotels & Leisure LTD

That's an interesting question! I love every day, mostly because they are so varied and fly by. On a given day, you will find me speaking to as many of my staff as I can, finding out – proactively – what going on in their day/week and making sure they are supported to carry out the tasks in front of them and smoothing out any problems we may be faced with. I have the responsibility of ensuring standards are constantly met across the businesses and have to work hard at driving our businesses forward, working on future improvements and changes. Not forgetting the day to day admin!

What do you think are the three most important skills to succeed in your career area?

The ability to be able to speak with anyone and be understanding of everybody's view point.

To have a flexible attitude to deal with unplanned situations and to be able to solve problems.

To keep a cool head under pressure.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I had no idea what I wanted to do as a career and just followed opportunities that have naturally presented themselves to me in my working life. I started as a waitress carrying plates and worked my way up through the different jobs in the hotel. I dipped out and tried different jobs, but I have always been drawn back to the exciting environment of the hospitality sector.

What do you love most about working in your career area?

There are so many elements in a hotel that translate into everyday life. They're life skills. It's made me the person I am. I think that's what I love about working in hospitality, every day's different, and every visitor is different. It really keeps you on your toes. You're dealing with real people and real situations - anything can happen, and it often does!

Are there any negative aspects of working in your career area that people considering it should be aware of?

My job is varied and unexpected so I can't say I enjoy it all the time, but even though it presents great challenges I can and must manage my decisions which continue to keep my interest and helps me achieve more. My job carries great responsibility and pressure and working in hospitality does involve unsociable hours and I have had to structure my life around this, but this is how I have grown up and it makes me the person who I am today.

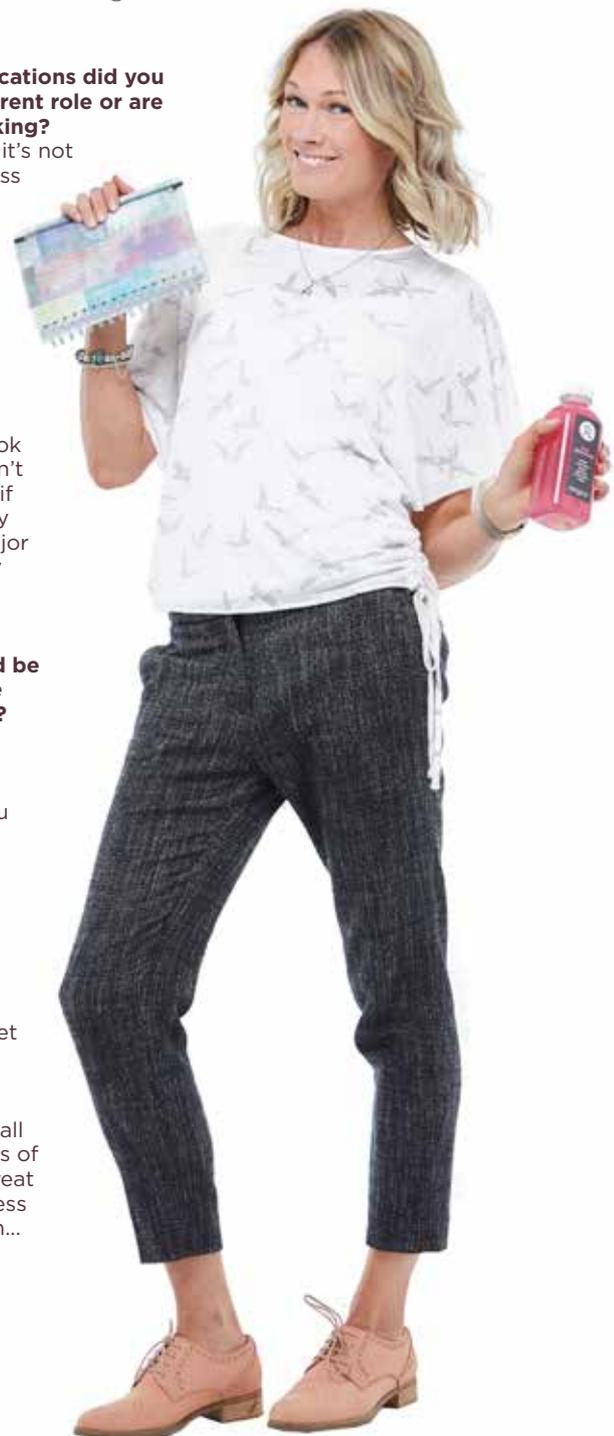
What training / qualifications did you undertake for your current role or are you currently undertaking?

Every day is training! – it's not a role where you process the same tasks daily.

So experience in the different roles I have done over the years has been the biggest key and having started from the bottom carrying plates and now being an co-owner of our newest businesses. I look back and think I wouldn't be in the position I am in if I hadn't worked my way up as I have had no major professional hospitality training.

Is there any other information that would be of interest to someone thinking of this career?

Working in hospitality can be so fulfilling and fun and has loads of benefits – generally you get to work and live in an Island hotspot and take your breaks on the beach! Food in work, free parking, the opportunity to for live-in accommodation which can save you a fortune! You get to meet different people from all over and the trade gives you the skills to travel and earn money all over the world. Like lots of businesses there are great opportunities to progress your career from within...





HEAD CHEF

Matthew Gordon

Dandy

My working day starts at 6.00am. No two days are the same as we are always experimenting with new ideas as well as producing our very popular house made staples. Our customers love our freshly baked sourdough, banana bread, brownies, and pastries to name but a few! Ok - I could go on and on! We finish around 3.00pm by cleaning down in preparation for the bread making again the next morning.

What do you think are the three most important skills to succeed in your career area?

A willingness to learn, self-motivation & determination and a genuine passion for the industry

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

From an early age I have had an interest in food. Both my parents trained at catering college so I grew up learning and appreciating good food as well as seeing the excitement and fun that comes with being involved in this industry. Once I had finished my time at college I spent some time working in England with Michelin Chefs developing my own skill set before returning to Jersey.

What do you love most about working in your career area?

I have a real passion for our industry and in catering you never stop learning. Chefs are constantly finding new and creative ways to make food exciting. At the moment I am really enjoying producing my own bread and cakes, but I equally enjoy the fast pace of producing a high quality a la carte meal in a busy restaurant environment. You also get to meet and work with people from many different parts of the world and this can influence how you see food and help from a creative point of view.

Are there any negative aspects of working in your career area that people considering it should be aware of?

When you start out working in kitchens you quickly learn that it is not a 9.00am to 5.00pm job. The hours are long and unsociable and so you have to be very committed if you want to succeed. There are times when the going is tough but these are far outweighed by the times when you are told someone has really enjoyed and appreciated the food you have

just produced for them. Hard work and determination to succeed are very important if you want to be the best you can be.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I attended Highlands College on a full-time basis for two years to gain my City in Guilds qualifications. During this time I also worked part-time in many local restaurants gaining valuable experience. Once I had qualified I moved to the UK where I worked on a full-time basis in two of the UK's top 100 restaurants. This helped me to develop my skill set whilst working with some incredibly talented people.

Is there any other information that would be of interest to someone thinking of this career?

I personally feel that moving off island for a period of time helped me to understand our industry better. I gained valuable experience from working alongside some very talented people. On my return I was able to bring this experience back to the Island and use it to not just develop myself further but to pass this knowledge on to others.



MANAGING DIRECTOR & PERSONNEL OPERATIONS

Natalie Duffy

Salty Dog Bar and Bistro & El Tico Beach Cantina

There is no typical day! My weeks and months follow a format that are influenced by the seasons, so this routine doesn't change with menus and marketing generally being prepared six months in advance. However, every day can be different with challenges sent to test me regularly varying from anything to do with personnel matters, training, customer enquiries, menu creations and design, financial reports, maintenance & marketing. Monday's are absolutely crazy sometimes; they are beginning and end of the week with takings and wages being processed from the week before and management meetings attended for the week ahead. It's all about communication and planning.

What do you think are the three most important skills to succeed in your career area?

By far the most important attribute not "skill" per say I have in my chosen career is a genuine passion for hospitality, plus tons of energy, versatility, efficiency fastidious attention to detail and conscientious commitment to doing whatever job I do, well.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

Hospitality was my back up plan. Coming from a show business background, I had every intention of being a super star in the West End, however, once I came down to earth after a couple of years in London (clearly not making it beyond the chorus line) I reverted to plan B and entered into the tourism industry working as a holiday and car hire representative. I loved the interaction with visitors and talking about Jersey, it was an easy sell! I enjoyed the independence of managing my own day plus I was motivated by commission lead sales of tickets for attractions, booking car hire and boat trips to France or Guernsey. It was fun, I earned good money and met some amazing people.

What do you love most about working in your career area?

I take great pride in being a part of a team that pulls together the pleasurable experience of great food, excellent service and a relaxed professional atmosphere, however, the best part is seeing the results of all that coordinated effort. Serving people and seeing the pleasure on their faces whilst enjoying a meal or drink in one of our establishments is immensely rewarding.

Are there any negative aspects of working in your career area that people considering it should be aware of?

People talk about the unsociable hours, but actually once you are in this industry it all fits into place and the hours can provide an opportunity for a more diverse structure to leisure and family time, the work and life balance is just not based around the 9-5 regime, that suits some people. As for pay, well generally, the more skilled & experienced you are the more you can earn, but isn't that the same in any industry?

What training / qualifications did you undertake for your current role or are you currently undertaking?

I took a hotel reception course at Highlands after my 10 GCSE's before heading off to drama college. When I returned to the Island after travelling the world (which I would classify as a valuable qualification in life generally) I worked as a temp in many of our finance and law offices in St. Helier and whilst there I used the tutorials to teach myself and develop my computer skills as well as becoming familiar with office administration procedures. All this experience was the foundation of my broad knowledge and subsequent ability to adapt and take on any challenge this business can throw at me.

Is there any other information that would be of interest to someone thinking of this career?

If you really have a passion for this industry then pursue it! There are many avenues you can follow including taking the wide variety of courses at Highlands from barista training to management apprenticeships or attending specialist hospitality colleges around the world. There is no set route into this industry, you can start as a waitress and work your way right up to the top, it's all up to you.





Introduction to the

Retail Industry

The retail industry covers a huge variety of employers. From the designer fashion sector to the craft and rural retail sectors; from the ethical trade sector to food retail and specialist retailers in jewellery, gold, antiques, toys, books, wine, art, motor vehicle....

Add to the mix on-line retailers such as E-Bay, Amazon, MoonPig; small independent retailers; large international organisations and jobs in HR, finance and IT and you are beginning to get the picture about the huge range of retail employers.

The types of jobs available in the industry are also varied. We have all heard of customer service staff and retail managers but how much do you know about visual merchandising; purchasing; modelling and analytics; solution architects (e-commerce); the use of virtual and augmented reality in retail?

Retail is an industry that rewards hard work, creativity and enthusiasm and as it is an international industry, once you have gained experience and skills in Jersey it is possible to gain employment with retailers in other parts of the world.

This section will give you a brief overview of the sector in Jersey and the sector in the UK and if you are interested in finding out more, visit the 'What Next' section.

BUSINESS MANAGER / BUYER

Amanda Goddard

Bambola Toymaster

There is no typical day for me! Day to day tasks include helping customers, dealing with stock in and out of the warehouse, merchandising, window displays and of course testing products (yes that means I build LEGO!). More specifically to my role I am also responsible for meeting with suppliers, responding to emails, managing social media pages, paying invoices, putting together orders and stock checks, and also trips to the UK for meetings, store visits and to view new products and ranges. Every day is so different but there is always time for fun and a cup of tea!

What do you think are the three most important skills to succeed in your career area?

Communication – This is one of the most important parts of customer service.

Flexibility – To keep up with the ever changing day.

Organisation – I have to deal with approximately 70 suppliers and around 5,000 different product lines.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I left college with the typical assumption that I would get a job in an office environment. I was already working as a Saturday sales assistant at Bambola and was then offered a full time position until I found a 'real' job. That was nine years ago. I studied a long-distance Psychology degree and once I had qualified I was at the point where I loved my job so much. I was offered more opportunities to be involved with buying responsibilities that I decided this was the right job environment for me and I chose to work toward my current role. With hard work you can progress in retail and I am able to use my artistic flair in the role. I couldn't imagine now being confined to a desk all day.

What do you love most about working in your career area?

The main thing I love about my role is the trips to London Toy Fair and buying shows. The people make the role really enjoyable, I work with a great team and we have great customers and suppliers. Knowing that we get to see the toys children (and adults) will want before they even know they want them makes the job even more rewarding. Christmas time is the best time to work in retail and we get to help Santa fulfil his orders.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Christmas may be the best time but can also be the worst time as that is when you are needing to work harder and longer hours to keep up with customer needs. The time does pass quickly though as you are so busy.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I learnt most of my knowledge through working and asking questions and am now currently studying a Business Studies degree with the Open University. This has definitely helped solidify the knowledge I need for the role. I now know how the business works and runs in order to be successful.

Is there any other information that would be of interest to someone thinking of this career?

There is now a Retail Knowledge course at Highlands College which two of my colleagues have attended which would have been beneficial at the beginning of my journey. There is also the opportunity to then progress to a Retail Management course which would give you the skills you need to progress in retail.





INTERIOR DESIGN BUSINESS OWNER

Clare Clarke

Pebble (a boutique lifestyle store and interior design business)

My typical days vary! I could be on site visits, doing design work, catching up on admin, social media posts, ordering for the shop, being with customers in the shop or sneaking in a game of tennis (perks of own business!)

What do you think are the three most important skills to succeed in your career area?

Hard work and determination, innovation and customer service.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

Always a dream to have my own business for as long as I can remember, but for a while I worked in the corporate world latterly for an American FMCG company, heading up their HR department. I was never truly happy in that role. I had a major catalyst for change which was my Dad getting diagnosed with cancer and I decided life was too short to not be happy in my work. So in 2009 I moved back to Jersey, took a lease on a shop and started to build my business.

What do you love most about working in your career area?

Being my own boss! I get to make all the decisions and set the direction for the business and I don't have to answer to anyone else. I have AMAZING staff and do love working with them and bouncing ideas off them. I also love being able to express my creativity through my work.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Retail is a tough environment so you need to be able to constantly evolve and innovate. Oh and paperwork, I'd much rather be dressing a house or redesigning the shop than catching up on admin. You need to keep on top of the paperwork side of the business to ensure everything else runs smoothly and you get to do the fun bits!!

What training / qualifications did you undertake for your current role or are you currently undertaking?

I have a degree in Archaeology and professional qualifications in HR and although these seem completely unrelated to my current career I think that the skills I learnt in particularly in the business environment has set me in good stead. Sometimes I think qualifications only get you so far, practical experience, learning from mistakes, that's what really teaches you a lot.

Is there any other information that would be of interest to someone thinking of this career?

I'm lucky now that I love what I doso my advice would be to find a job you love and you'll never have to work a day in your life.



BUSINESS OWNER & FLORIST

Ffion Giulitti

Bella Fiori

This can be anything from making orders for delivery, general cleaning of the shop and stock area, doing wedding consultations/preparations, catching up on paper work, whilst keeping on top of walk in customer orders too.

What do you think are the three most important skills to succeed in your career area?

You need to be able to multitask efficiently, be organised and be able to work all hours at peak times.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I had always liked flowers as a child, but never thought of it as a career choice until my Mum found me a Saturday job at the local florist back in North Wales.

I then went on to train at the local college. Once I had qualified my tutor put me up for a job in Jersey, which I got and have been here ever since.

What do you love most about working in your career area?

It amazes me still all the varieties and colours of flowers. Being able to advise people of what variety will work best with their colour scheme for their wedding/event and seeing it all come together never gets old.

Are there any negative aspects of working in your career area that people considering it should be aware of?

You have to do long hours and often miss out on weekends due to wedding season and other peak periods. Holidays always have to be squeezed in when you can and worked round the season. It is definitely not a 9.00am to 5.00pm job.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I started as a Saturday kid and worked holidays, which is where I gained experience. I then enrolled in college and did the NVQ Level 2 in Floristry, while also working full-time at a florist. Everything else since college I have learnt through experience.

Is there any other information that would be of interest to someone thinking of this career?

I look at it as more a vocation than a job. You have to be truly dedicated to the craft and work all the long hours it takes to understand the flowers you work with. Going to florist workshops in the UK and the flower markets in Hollands is always worthwhile. Having a passion for flowers and constantly striving to think of new ideas. You never stop learning.





BUSINESS OWNER

Rachel Concannon

Rachel's Textiles Studio

Everyday is different - I open up around 9ish (officially open at 10 most days). If I don't have a class, the day involves serving customers, sorting paper work, ordering new stock. Huge amounts of tidying as the fabrics and trims all get a bit messy, or depending on what mood I am in I will tackle the many sewing projects that I have on the go. If I have a class then it is full on helping students with their work and then clearing up after that.

What do you think are the three most important skills to succeed in your career area?

As a business owner, I need to be able to deal with the paper work and make sure that I am balancing my books. As a teacher, I need to have a high level of sewing and teaching skills. And as a maker I need to be creative

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I was teaching up to A-level Textiles at JCG School for many years. I decided four years ago that I needed a career change and wanted to be my own boss again. It was a bit scary as I was earning a very good salary as a teacher and it was all down to me to make my business a success. Jersey business helped a great deal when I set up.

What do you love most about working in your career area?

I love it so much: being my own boss, with no one to tell me what to do; seeing the wonderful outcomes and the joy that people have during the many classes that I take; being creative and producing my own work and living amongst the amazing fabrics and trims.

Are there any negative aspects of working in your career area that people considering it should be aware of?

It is hard slog, physically and mentally. My husband helps with the clearing and sorting, but the paperwork is huge, I can't afford to be ill and I don't often get holiday time.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I gained a BED in Home Economics many moons ago & have honed my skills over the years attending many food courses, particularly in sugar art and more over the last 15 years or so in Art Textiles.

Is there any other information that would be of interest to someone thinking of this career?

You do need to have high-end skills if you want to sew for a living. Working in the field alongside a skilled professional would be useful. You do need to love to sew.



SENIOR RECRUITMENT CONSULTANT & BRAND MANAGER

Claudia Sutton

Rowlands Recruitment

Every day is different and involves juggling a multitude of tasks! Typically, however, it involves speaking with clients and candidates regarding new opportunities, managing my email inbox, submitting applications, arranging interviews and - on a great day - making offers of employment to jobseekers! I am also away from my desk a lot, either meeting with clients at their offices to discuss current opportunities, or with job seekers to discuss their experience and their career aspirations. It is usually busy, non-stop in fact, and varied which means the day flies and you never believe it when you see it is 5.00pm!

What do you think are the three most important skills to succeed in your career area?

Honesty & integrity - these come hand in hand and are key when building long lasting relationships with clients and candidates.

Communication - we work with a diverse range of people from juniors through to executives so it's important to communicate professionally while also in a friendly manner.

Listening - crucial when understanding both the needs of a client and a candidate and finding the best match.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I had never considered recruitment before, mainly because I didn't know anything about it! After I graduated with a degree in Spanish and English Literature, I came back to Jersey feeling a little lost. My priority was finding an interesting people-focused role that was also creative so I went to Rowlands to find out more about my career options and the job market generally. My meeting was positive and the more I learnt about the company and the role of a recruiter, the more I felt it complimented my skills and ticked all the boxes for me! I have now progressed from trainee to senior consultant and I am also responsible for marketing - not only fulfilling my desire to help people but also my creative interests.

What do you love most about working in your career area?

Meeting such a diverse range of people and helping them with something as little as re-formatting a CV, or changing their lives by helping them change career direction, or helping them to relocate to the Island. I also love the fact I can work independently, while also part of a great team, manage my own portfolio and tailor this to my own personal style, providing a unique and positive

experience for each client and jobseeker.

Are there any negative aspects of working in your career area that people considering it should be aware of?

There can be a negative perception of recruitment unfortunately. Some think that recruiters are dishonest and focused purely driven by money and commission. This is the case in some instances but definitely should not be applied to recruiters in general. Every agency is different and it's really important to work with a reputable organisation whose values are aligned with your own.

What training / qualifications did you undertake for your current role or are you currently undertaking?

When I started, I did a mix of on-the-job and class room training; this included an interview skills training course in London, employment law training with a local law firm, as well as in-house system training. We have also had industry experts in to teach us about the sectors we are recruiting for i.e. compliance, so we are more informed when working with clients and able to provide better guidance to candidates. In the future, I would like to complete the REC recruitment qualification and also do the CIPD qualification, with particular focus on a coaching and mentoring.

Is there any other information that would be of interest to someone thinking of this career?

Recruitment is a fantastic career option if you like working with people and want a busy, varied and challenging role. Working in recruitment gives you a diverse range of skills and also opens up the door to many other career opportunities in areas such as; human resources, relationship management, project management and operations. People tend to 'fall into' recruitment, but the majority that do, especially those at Rowlands, can truly say they love what they do (cheesy but true)!



GENERAL PRACTITIONER

Andrew Dickinson

The Co-operative Society

I usually arrive at work at shortly after 0730hrs, log on, look ahead to the clinics and review some results. The morning surgery starts at 0800hrs and we will see people with the full spectrum of health-related problems: acute infections, health promotion, chronic disease management, family planning, mental health issues, addiction problems, vaccinations, travel medicine etc. Home visits take place over the middle of the day and then we return for the afternoon surgery which finishes at 1800hrs. Thereafter further results that have come in need to be reviewed as well as referral letters to write and such like.

What do you think are the three most important skills to succeed in your career area?

The ability to relate to people, understand their issues and to know how to help them overcome them or to deal with them. Essentially therefore: empathy, interpersonal skills and medical knowledge.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I had always contemplated a career in medicine. I liked the prospect of a vocational job which combined the use of sciences in a very positive context. Within medical school I really enjoyed each placement and realised early on that I would want to retain this breadth of experience and learning and become a generalist. The valued position within a community, the continuity that afforded and the work-life balance were all reasons that being a GP appealed.

What do you love most about working in your career area?

I love the privileged position of fulfilling a vocation, which people turn to for help. It carries responsibility and is challenging but is immensely rewarding.

Are there any negative aspects of working in your career area that people considering it should be aware of?

General Practice is not a speciality which compartmentalises care with only a brief interface within the patient's lifetime – as would often be the case for hospital specialities. We are our patients' doctor in continuity. This is a privilege but means we must manage risk. Sometimes it is tricky to avoid bringing 'work' home.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I studied medicine for five years. I chose to join the British Army which provided additional training and experience to that which was provided within the NHS solely, such as pre-

hospital/trauma medicine and occupational medicine. In addition to my NHS training and completing membership of The Royal College of General Practitioners, I achieved diplomas in obstetrics and gynaecology, occupational medicine and pre-hospital emergency medicine. I am currently studying for the diploma of dermatology at Queen Mary University of London.

Is there any other information that would be of interest to someone thinking of this career?

We may well all end up working until we are 80! Don't be put off about a late career change. There are varied access points for medicine. Scientific knowledge is typically tested in the form of entrance examinations, access courses or A-Levels. Universities detail the entrance requirements on their websites but candidates must also show non-academic commitment to a caring profession eg. voluntary work, community-focussed work.





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 Food Store Assistant • Travel Consultant • Butchery
 Assistant • Caretaker • Child Care Assistant • Clerk • Cash
 Commercial Assistant • Community Officer • Contract
 Manager • Credit Controller • Customer Relations Assistant
 Customer Services Team Leader • Deputy Assistant Manag
 evelopments Manager • Digital Administrator • Digital
 Marketing & Promotional Assistant • Dispenser Assista
 nt • Driver • Facilities Assistant • Financial Accountant
 Financial Analyst • Financial Manager • Financial Internal Auditor
 Financial Services • General Practitioner • General Direct
 or • Assistant • Funeral Service Operator • General Practitio
 n Receptionist • HR Business Partner • Resource Administrator • Install
 ation Store Trainer • Insurance Administrator • Internal Trav
 el Co-ordinator • Loss Prevention Officer • Management
 Accounts Clerk • Marketing Assistant • Medical Reception
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TAX MANAGER

Laura Cook

PwC

Once I've had my morning cup of tea, I'll check my calendar and emails to see what lies ahead. Every day is unique which keeps me interested and engaged. Some examples of my tasks include reviewing work prepared by my team, meeting with clients, preparing proposal documents for potential work and researching tax legislation and articles. More recently, I've had an active role in collaborating with our marketing team regarding tax events and communications. My work also involves working closely with the audit and advisory departments, as well as with other PwC offices in different locations around the world.

What do you think are the three most important skills to succeed in your career area

Analytical skills to read technical articles and legislation

Organisation to deal with a number of clients and projects

Self-motivation to push projects through to completion

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I originally started my career at PwC as a school leaver in the audit department, where I spent four years auditing a range of clients in banking, real estate and private equity. Whilst I enjoyed many aspects of the job such as the team work and the accounting methodology, I didn't see myself being an auditor forever. Tax was always an area that I was interested in and one that I was really curious to further explore. So, two years ago, I set about organising an internal secondment to the tax department after having a really helpful career chat with one of the Tax Directors here. This worked out really well and has resulted in a permanent move to the Tax team for me.

What do you love most about working in your career area?

Every day brings a different challenge. At PwC, we work on a variety of different clients (corporate, partnerships, trusts, personal) and also many different areas of tax; this is something that you wouldn't experience in a big city, where you become very specialised in a single area. No two pieces of work are the same and I find the variety extremely motivating.

Are there any negative aspects of working in your career area that people considering it should be aware of?

As with all jobs, there are deadlines which must be met. The consequences of not meeting tax deadlines could be risky and result in financial consequences. It is therefore necessary at times to work longer hours and remain calm under pressure to ensure that the work is completed on time.

What training / qualifications did you undertake for your current role or are you currently undertaking?

All graduates and school leavers at PwC are required to take either the ACCA or ACA qualification. I qualified as a Chartered Certified Accountant (ACCA) in January 2016 so I'm not currently studying towards another qualification. My aim for the next 12 months is to focus on developing my experience on the job. However, I am very open to taking tax-specific qualification in the future such as Association of Taxation Technicians (ATT) or Advanced Diploma in International Taxation (ADIT), which some of my colleagues have completed. I think it is important to ensure that you stay technically relevant in such a fast-changing industry.

Is there any other information that would be of interest to someone thinking of this career?

It's a common misconception that you don't get to travel as much working in tax, in comparison to areas such as audit and advisory. My experience has been quite the contrary! Most recently, I've had the opportunity to travel to places such as the UK and Prague, with more destinations on the horizon over the next 12 months.





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internships, work
experience, business
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OCCUPATIONAL THERAPIST

Enya Ferey

States of Jersey – (Samares Ward, an orthopaedic and neurological rehabilitation unit)

A typical day would involve an 8.00am team meeting regarding the medical update of all patients from the nurse in charge. Following this, I prepare and complete a home visit, which involves assessing a patient’s capability to return home safely and independently following their rehabilitation. During this time I make recommendations regarding home adaptations or advise on the support required for discharge. Later in the day I will meet a new patient on the ward and complete a joint goal setting exercise. Following this I will finish the day with a cognitive standardised assessment, which involves a series of questions to identify brain function, memory, object recognition and language comprehension.

What do you think are the three most important skills to succeed in your career area?

Enthusiasm: to have passion and encourage the best in patients’ rehabilitation.

Strong minded: to voice professional reasoning and advocate for patients.

Empathy: a caring nature is essential.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

At college I worked with various occupational therapists following a written personal statement about myself. By the end of placement I was quite certain occupational therapy was the career for me. I worked in the hospital for two years in Radiology and other wards to gain experience and finances before commencing my degree. Some people decide at a later stage to pursue occupational therapy as a career. In this case if you have three years out of education you require to study an access course at Highlands College prior to starting university. However, if you have previously attained education to a degree level you can take a two years’ accelerated master degree in Occupational Therapy.

What do you love most about working in your career area?

The best part about being an occupational therapists is working with patients’ from beginning to end and making a positive difference to people’s lives. To watch a patient walk out of the ward who never thought they would walk again with a whole new lease of life is inspiring and makes your work seem all the more worthwhile. Another strong quality to occupational therapy is the variety of opportunities. I currently work in rehabilitation however there are different areas such as mental health,

children, community, stroke teams. Ultimately no matter where you work each day is a unique experience, I have yet to meet an OT that ever gets bored.

Are there any negative aspects of working in your career area that people considering it should be aware of?

The job can be emotional challenging. Working with people with life changing conditions can be testing. In reality, not everyone gets better and not everyone meets their goals despite their best efforts. I often have to break bad news to patients and their families. But it’s about supporting the patient to live to their best quality of life and embrace the skills that they have.

What training / qualifications did you undertake for your current role or are you currently undertaking?

A-Levels or A-Level equivalents (including a science, psychology is also very useful) or a BTEC diploma in Health and Social Care. Once A-Level education is acquired, three year degree at university, BSc Occupational Therapy. Personally I undertook four months of study in the Netherlands. I would recommend studying aboard if the opportunity arises for any course as this helps to expand knowledge, experiences, perspectives and increases employability.

Is there any other information that would be of interest to someone thinking of this career?

Gain some experience in the health and social care setting whether that be ‘shadowing’ the hospital, child care or care facilities to identify if you enjoy the health care setting itself. There are official websites such as the Royal College of Occupational Therapy which diversely explains the role of occupational therapy that

will help you decide if it is the right career for you. If you do decide to take the OT path I hope that you find the experience as rewarding as I have found it to be.



HISTORIC ENVIRONMENT RECORDS ("HER") PROJECT ASSISTANT

Georgia Kelly

Jersey Heritage

I am based at Jersey Archive in the Historic Buildings team. I record anything of historical interest in Jersey including historic buildings and archaeological sites. This information is inputted into a database and each site is mapped onto GIS software. This involves a lot of historical research and working with other organisations and local historians in Jersey. This is known as an HER which will be launched online in 2020. I also run the Jersey Young Archaeologists' Club which allows 8-16 year olds to have a go at archaeology focussing on a different topic each month. I help to promote Jersey Heritage's sites and events through social media particularly Facebook and Instagram.

What do you think are the three most important skills to succeed in your career area?

An interest and enthusiasm in history

Research skills

Communication e.g. with other organisations, local historians, talks to the public or at conferences

Is there any other information that would be of interest to someone thinking of this career?

The heritage sector is a great community to be a part of and a bit like Jersey everyone knows each other. If you're interested in history/archaeology try and volunteer as this will show your enthusiasm and you can make contacts within that organisation.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I've always wanted to work in archaeology/museums so I'm extremely lucky and grateful to be able to work in a job where I can use my degree locally in Jersey. I briefly wanted to be a florist which I tried during my Trident placement which was a good way to find out it was not for me. Straight after my placement I began volunteering at Jersey Heritage. That was ten years ago!

What do you love most about working in your career area?

Working in heritage is quite varied so I've enjoyed the different projects I've worked on including WWII aircraft crash sites, the Le Catillon II coin hoard and now the Jersey HER. I am always learning something new because of the research I do as part of my current role.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Heritage jobs are few and far between especially in Jersey. A lot of roles can be temporary or voluntary but it is worth getting as much experience as you can.

What training / qualifications did you undertake for your current role or are you currently undertaking?

My BSc in Archaeology and particular modules within my degree helped me with my current role. Later this year, I will be undertaking some training in mapping software and working with the British Museum as part of their Knowledge Exchange Programme. I am also looking into joining the Chartered Institute for Archaeologists and undertaking a distance learning masters in Museum Studies.



PR ACCOUNT MANAGER

Laura Morel

Direct Input

Every day is wildly different, I could be writing press releases, co-ordinating an event for our clients, or teaching a social media class. Our core objective is communication, how to effectively get across our client's stories and brands. As well as the more traditional form of writing press releases we manage social media accounts and tend to do more and more communication through online platforms. We have clients across a range of industries from bakeries to international banks, so it's nice to have that range to keep things interesting.

What do you think are the three most important skills to succeed in your career area?

A passion to tell good stories, confidence to communicate your ideas and most importantly the ability to write good copy!

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I was working as a fashion journalist, but gave up that dream when I moved back to Jersey shortly after university. I fell into working in trust for 14 years, but was always involved with writing in a corporate capacity. Three years ago I decided it was time for a change so I set up my blog Nineby5 to gather a portfolio of writing and started the search for a career that would involve writing. It wasn't easy, firstly because the pay is so starkly different when you leave finance, and also because I found career options for creative minds in Jersey very limited. Eventually I stumbled upon the role at Direct Input, secured the job of my dreams and have never looked back.

What do you love most about working in your career area?

Getting to write every single day! Whether it is an interview piece or just preparing a brochure, I love the challenge of being able to make the mundane come to life and to create a story where perhaps one doesn't exist. It is also refreshing to be part of so many success stories for our clients, we get to talk about so many great things happening in Jersey.

Are there any negative aspects of working in your career area that people considering it should be aware of?

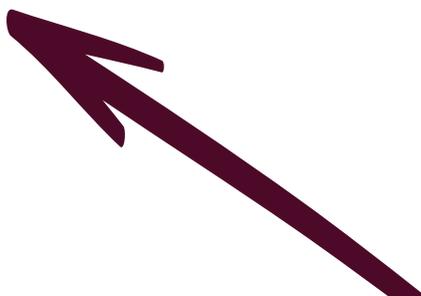
I used to think the downside was that the salary isn't comparable to a career in finance, but now I think that's a very negative view point. If you are ambitious and driven enough I think you will be rewarded, who knows - maybe I'll own my own PR company one day!

What training / qualifications did you undertake for your current role or are you currently undertaking?

I didn't have any experience or qualifications in PR before I started at Direct Input so it is possible to cross over if you have talent. I had some limited experience in journalism and other than that had been self-taught over the years. Now I have the option to take a qualification from the Chartered Institute of Public Relations for is specifically for PR professionals.

Is there any other information that would be of interest to someone thinking of this career?

I think if you want to get into writing, the best thing you can do is write as much as possible. After starting my blog, I started freelancing at a few magazines in Jersey and this opened a lot of doors and create further opportunities. In a way, my blog almost became an online CV for any prospective employers. I also found it useful to talk to as many people as I possibly could that were writers or who had careers involving writing.



CRICKET DEVELOPMENT MANAGER

Lee Meloy

Jersey Cricket Board

A great aspect to my job is that every day is different whether it is sessions in primary schools, senior national team training or office work. During the winter months I'm mainly based in the office organising our various initiatives and community programmes. In the summer months most of my time is spent working outdoors with the junior squads on our performance pathway and preparing our senior squad for ICC tournaments around the world.

What do you think are the three most important skills to succeed in your career area?

As a coach you need to have strong communication, leadership and organisation skills. Coaching is about creating an environment for the players to thrive.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I have always been sport mad and knew I wanted to do something within sport from an early age. The more I worked with different coaches the more it intrigued me as a profession. I found that helping others came quite naturally having been a captain at the majority of junior levels. Once I started coaching I caught the bug and knew that would be my focus throughout university and into my professional career.

What do you love most about working in your career area?

Being able to see players improve and be successful when they have worked so hard to do so is a hugely rewarding aspect. Travelling to cities such as Los Angeles, Johannesburg and Kuala Lumpur for ICC senior team tournaments in a performance environment has to be up there.

Are there any negative aspects of working in your career area that people considering it should be aware of?

It requires a lot of time out of your social life as it's not a 9.00am to 5.00pm Monday to Friday job. You're often required to work weekends and weekday evenings to ensure you maximise the time available with players outside of work/school hours.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I have an honours degree in Sports Development and Coaching from the University of Gloucestershire, UKCC ECB Level 1, 2 and 3 coaching qualifications along with all requirements that come with that including DBS, safeguarding and first aid certificates.

Is there any other information that would be of interest to someone thinking of this career?

It can be one of the most rewarding jobs but you have to put in the time and effort to make a career out of it. Finding the right balance of work and downtime is vital otherwise you can start to lose sight of why you enjoy it. Don't forget to continually improve yourself as a coach; learning isn't just for the players.

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CLAIMS HANDLER

Marta Vieira

Islands

No day is the same working within the claims department at Islands, which is great! I am continuously learning on a daily basis and wouldn't have it any other way. It truly is a great place to work, as there is no 'typical' day in the office.

What do you think are the three most important skills to succeed in your career area?

To have patience, be a team player, and be approachable for me are three of the most important skills. Being a team player especially, is a skill which will lead you to be successful within Islands, as we all rely on each other.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

To be honest, a career in Insurance was not what I had in mind when I studied business at Highlands College. However, when choosing where to go for work experience I selected insurance as one of my options, as I wanted to know what it was about. Fast forward three years later, and here I am! I wouldn't change a thing. The working environment is fantastic and very diverse.

What do you love most about working in your career area?

The people. You will meet and be able to work with great people, no matter what the day may bring someone will always make you smile. There is such a friendly environment within the office, which really makes a difference and makes work pleasant.

Are there any negative aspects of working in your career area that people considering it should be aware of?

There are days when you will be under pressure. Being in the claims department specifically, you do need to have the skills I mentioned above, but you also do need to have a certain strength whilst dealing with the workload. However, the rewards and sense of achievement within the job surely compensate any negative aspects.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I was initially trained within the job and became a Claims Assistant. After a year of being an assistant, there was a job vacancy to become a Claims Handler. I was fortunate enough to be successful in my application and went through in-house training to become a handler. We now have our very own training office within the building where new employees are trained, and

we also have external training for our current employees to develop their skills. Also, there are plenty opportunities to take exams and grow in the company.

Is there any other information that would be of interest to someone thinking of this career?

From dealing with Motor Claims and assisting clients with repairing their vehicles to dealing with Travel claims and supporting injured clients on their holiday really shows the diversity of the job. Therefore, if you are someone who is looking for a change in career and are keen to learn I would 100% consider Islands.



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HEAD OF THE BEAR SECTION / ZOO KEEPER

Leila Boyd

Jersey Zoo

My day starts at 8.00am. The first thing I do is check the animals and say good morning. Then it's time to prepare the breakfasts. Once the food is prepared the big clean begins. I am based on the bear section so this means I am in charge of not only our three bears but, eleven meerkats, two otters, eight howler monkeys and three coatis.

We are very lucky at Jersey zoo to have a dedicated team of volunteers which will help us with the food preparation and cleaning. Educating is a big part of my day, I make sure I make time to talk to members of the public about our animals at the feed times. Our animals are also weighed and health checked regularly so this will be a part of our weekly routine. Enrichment is something I make sure I do every day for our animals, giving them new and exciting ways to obtain food or trying out new scents in their enclosure to mimic hunting and scent marking

behaviours. In the afternoons (if we are free) we become gardeners and concentrate on enclosure maintenance. By about 4.00pm the evening food prep starts and we begin the dinner feeds and last day checks. All being well we get out about 5.30pm but being a Zoo Keeper you have to be prepared to stick around longer if an animal needs you and you are always on call. We also end our day with boring paperwork; yes we still have to do the office bits as well unfortunately. This is usually a round-up of health and management notes from the day.

What do you think are the three most important skills to succeed in your career area?

Patience, being observant, physical fitness, good time keeping and communication skills are all key skills needed in zoo keeping.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

It sounds like a cliché but from about the age of 4 I knew I wanted to work with animals in some way, even when I left secondary school I remember getting the end of year award for 'most likely to work with animals'. For a long time my dream was to become a vet nurse and so after college I got a job in the vet area at the JSPCA and loved it! However I quickly realised I knew very little about animals and was eager to learn more about nutrition, behaviour, conservation and the health and welfare of animals so I applied to study a degree in Animal Science. It was that course that made me decide I'd like to become a Conservationist. Now five years on I am head of the bear section and wouldn't want to be doing anything else!

What do you love most about working in your career area?

I love working up close with some of the world's rarest animals and alongside like-minded and equally passionate people. I also love the education side of my job, seeing how interested children are in our animals and try to influence our visitors to get involved in some way, no matter how small, in conservation. I am helping to conserve endangered species and that is an amazing feeling.

Are there any negative aspects of working in your career area that people considering it should be aware of?

The winter months are long and the cold weather isn't always fun, although being outside in the rare snow we get and seeing the animals experience it is the best thing ever! Obviously it isn't a glamorous job and you do have to clean out some very smelly residents and on occasion end up being showered with who knows what. The animals become your family and friends and unfortunately we do sometimes lose some of those and it certainly hits you hard. The fact is you will always get attached to them no matter how much you try not to.

What training / qualifications did you undertake for your current role or are you currently undertaking?

The training and learning never ends! This is partly why I love my job so much, you are always faced with new challenges and tasks, learning something new every day. Qualification wise if you are going for a Zoo Keeping job experience is key, so whether you helped out on a farm or did volunteering at a zoo once a week it counts. They prefer you to have undertaken an animal related course because it sets you up with certain skills but I can honestly say this is the kind of job you will learn as you do.

Is there any other information that would be of interest to someone thinking of this career?

My advice would be to try it out first. Do some volunteering or shadowing to see if it's really for you. We offer a student placement scheme here which is a great experience and most of our keepers here were previous

students! We also have a 'Keeper for a day' experience which is perfect for seeing what a full day as a keeper would be like. Most of all I would say don't give up applying. Zoo Keeping is a very popular job and usually a lot of people have applied when availability comes up and you will stand out if you are passionate and have some experience behind you.



Direction

GRADUATE STYLIST

Mirren McCutcheon

Neon Salon and School

I am really busy within the salon, if I'm not balayaging or foiling, I am answering the telephone, booking clients in, making sure the salon is tidy or stock taking. I am never stuck for something to do- that's for sure.

What do you think are the three most important skills to succeed in your career area?

Enthusiasm- always give off good, positive energy. A friendly face, is always a nice face!

Motivation - be passionate and patient with what you do. Don't rush anything, just focus on getting it right. Everyday is a school day!

Determination - goal set and have a vision. Thrive to be the best person you can possibly be in everything you do. Practise makes perfect, you can do anything if you put your mind to it!

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I didn't know exactly what I wanted to do. However, I always knew I was really artistic and it is something I really enjoyed. I completed my AS Levels, and achieved a distinction in Business Management. I even had my own business for a year - but that is a story for another day! At 18, I wanted to do something I was passionate about and went to meet the founder of NEON Salon and School, Victoria Queree. She made it so easy for me to start my career in hairdressing by enrolling me on the Level 2 Course at NEON. My trackers mentor, Roisin, has also been amazing. She has guided me through my apprenticeship and is always there when I need support and advice.

What do you love most about working in your career area?

I am a sucker for Balayage! It is my favourite colour work, as you can use so many techniques to create it. However, to create a change for a client, in which they feel better about themselves is really rewarding. Check out the NEON Instagram hair page to have a look at some things I get up to @neonsalonandschool

Are there any negative aspects of working in your career area that people considering it should be aware of?

Like in any form of employment-starting off as an apprentice can be financially difficult. However- be patient, the harder you work, the quicker you will achieve your goals and be where you want to be.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I have completed my Level 2 Hairdressing at NEON Salon and School which is the foundation every stylist needs. I am also soon to finish my Level 3 Advanced Hairdressing qualification and

I would encourage everyone to do this as it's more specialised. It includes advanced cutting, colour and my favourite, colour correction. Also take interest in additional speciality courses and never stop learning!

Is there any other information that would be of interest to someone thinking of this career?

If you are considering a career in hairdressing but still aren't sure- try to get some work experience, visit Salon International, pop in to NEON Salon and School for an informal chat. Just make sure it is the right thing for you! You are a long time working- you need to love what you do!



CORE TECHNICAL SERVICES APPRENTICE

Morgan Franklin

JT Global

I complete daily tasks in security, I then help different areas and try to aid all different types of projects, no day is the same in JT which means lots of learning and change. I am always asking questions and researching; on both google and by asking other staff members, studying is a big part of my role and I am always trying to extend my knowledge at work each and every day.

What do you think are the three most important skills to succeed in your career area?

Motivation - you need the motivation to learn and work with others.

Team work - we each have our role but we all work together to ensure tasks are completed.

Patience - things go wrong and you have to try and aid in fixing them but there may be no simple answers.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

Technology is a big part of my life; I always found it easy to grasp and learn about; working with JT was not what I had planned to do though. I had studied ICT in school and college, my plan was to go to university to study healthcare due to my job previous job in a pharmacy. My teachers advised me to apply to JT and they accepted me which was truly exciting. It was hard switching from healthcare to technology, as healthcare was something me and my family always saw as my future role, but it was the best decision I've ever made because technology is something I naturally love and connect with.

What do you love most about working in your career area?

I love the fact that no day is the same and change is something that is a big part of my job which is interesting and challenging; learning is something I love to do and every single day I learn something new. The people I am surrounded by amazing and talented people from different backgrounds and personalities which is so inspiring.

Are there any negative aspects of working in your career area that people considering it should be aware of?

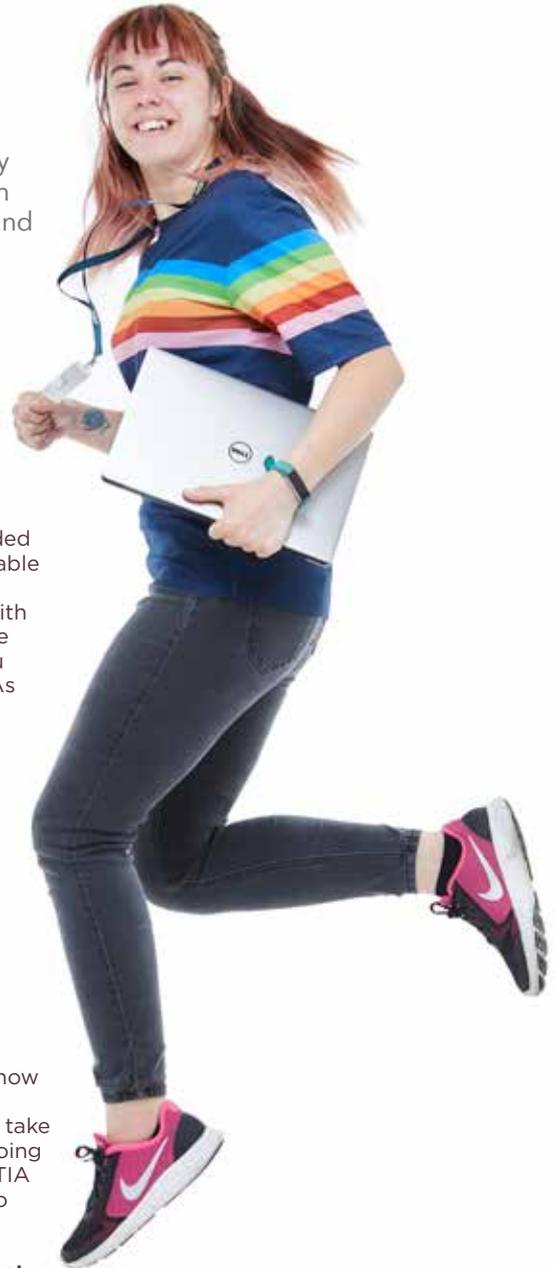
I wouldn't say that the following point are negative, but you must be aware that they may be included within your role. You need to be able to accept change and have good people skills; you have to work with a variety of people who may have different opinions and needs, you must be respectful and patient. As for changes, these may only be small but sometimes changes are big which also means lots of learning.

What training / qualifications did you undertake for your current role or are you currently undertaking?

A good set of GCSE's) and A-levels or a BTEC, I completed a Level 3 BTEC (ICT) and was predicted triple distinction so JT went upon what was predicted, I think they're open to a variety of different grades as long as you show you're passionate and willing to improve/learn. They allow you to take a variety of qualifications; I am going to hopefully complete my CompTIA exams this year then hopefully go onto CCNA or a degree.

Is there any other information that would be of interest to someone thinking of this career?

Just be yourself and don't limit yourself; If you have questions just ask as there's no harm in asking and try to do lots of research; the more research you do the more you'll learn and keeping up to date is key in a technology related role. Also, be honest, if you're interested in a certain area just express it and you'll have a better chance in getting where you want to be.



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MARINE ENGINEER

Owen Pryce

Royal Navy

Generally speaking, my working pattern is working seven days a week 8:00am to 4:00pm, with the exception of duties. Jobs I do throughout the day vary vastly from things such as changing a lightbulb to maintaining the ships gas turbines. My job is mainly general maintenance on-board the ship of which I am deployed on at the time.

What do you think are the three most important skills to succeed in your career area?*Collaborating with others.**Concentrating on the job at hand.**Time management.***Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?**

From a young age I had always planned to join the police force however there is a minimum requirement to be at least 21 years of age. Therefore, I started looking at alternative options. After doing some research into the Royal Navy, it was something that I had an interest in given my experience with the local sea cadets and thought I would give it a try as a career and so far I am enjoying the experience.

What do you love most about working in your career area?

I love the fact that I move from base to base or ship to ship so often. This is great for building your people skills and a network of people as you are constantly meeting new people and making new friends. It's definitely helped with my self-confidence.

Are there any negative aspects of working in your career area that people considering it should be aware of?

The first ten weeks of basic training can be hard at times, especially getting used to not being around your family and friends. There are also a few jobs on board a ship that nobody wants to do, either because they're such difficult jobs or because the job description isn't too appealing.

**What training / qualifications did you undertake for your current role or are you currently undertaking?**

In order to join the Royal Navy I didn't need any qualifications as such. Once you complete the ten weeks of basic training the Royal Navy puts everyone who needs it through the City & Guilds Functional Skills giving the necessary qualifications in English, Maths and ICT. You then join the Defence School of Marine Engineering where you study for 30 weeks and undertake theory and practical assessments to gain a Level 2 Diploma in Marine Engineering. Once on-board a ship you have two task books to complete before moving up to the rank of Leading Hand where you then return to the Defence School of Marine Engineering to complete another year and a half of study.

Is there any other information that would be of interest to someone thinking of this career?

The best advice I can give is that if you're having thoughts about joining the Royal Navy I'd just go for it. The worst that can happen is that you find out that it's not for you and you decide to leave. Before joining I put the positives up against the negatives and made the decision to join. I am enjoying the experience and finding the skills and qualifications I am gaining really positive.



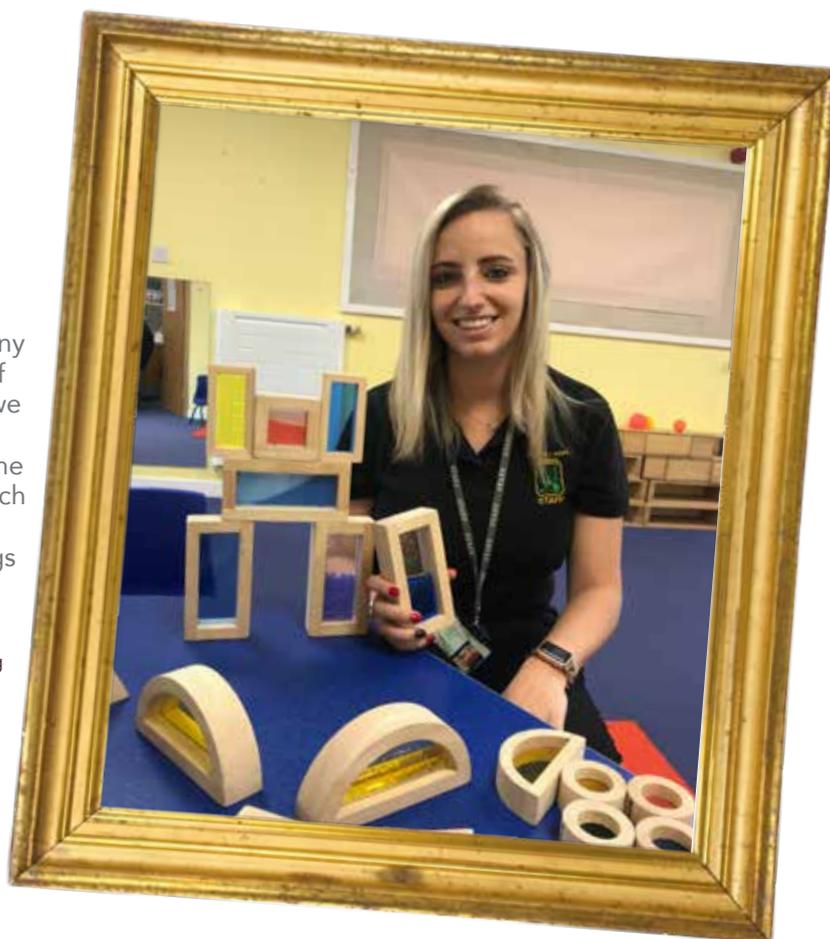
TEACHING ASSISTANT

Sophie Picot

Mont a L'abbe School

A typical day at work for me consists of many different things. Each morning, I greet all of the children alongside my colleagues and we spend time playing with them and reading stories so they are ready to start their routine each day. We have a class circle time in which we say good morning to all of the children, counting and listening to and learning songs which are relevant to our topic at the time.

We then have a different activity each morning such as going to one of our sensory rooms, using the equipment in the hall, going to the music room or doing class based activities such as art. I then help to feed the children at lunch time and assist them with their toileting routines. We have more activities in the afternoon such as swimming and PE before having assembly. I also have to keep parents updated on how their child's day has been, we make sure each child has left with their parent or is safely on our school bus and then I finish the day by cleaning and tidying ready for the next day.



What do you think are the three most important skills to succeed in your career area?

Enthusiasm, patience and resilience. You have to enjoy working with children, be able to allow time for things to happen and you won't always succeed in activities with the children first time around.

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I had always wanted to work with children and Special Educational Needs has been what I've wanted to focus on for longer than I can remember! I was very lucky that during my degree, I was put on placement at the Jersey Child Care Trust and through the placement I learnt about their Special Needs Inclusion Project. I had told them that I wanted to get into a career with children with SEN and they offered me some hours working one to one with a child in a private nursery and I absolutely loved it! It reaffirmed that I was picking the correct career path for me.

What do you love most about working in your career area?

It is so hard to pick out just one single thing that I love about my job as there are far too many things. If I had to pick one then it would have to be having the opportunity to work one to one with children doing activities such as art, reading and speech and language work.

Are there any negative aspects of working in your career area that people considering it should be aware of?

I wouldn't actually say that there is anything overly negative about my job! You can be faced with dealing with some challenging behaviour on a daily basis and it is obviously tiring but it is definitely worth it when you see the progress each child makes over the year.

What training / qualifications did you undertake for your current role or are you currently undertaking?

I have a Level 3 qualification in Childcare and Education and I also have a degree in Childhood Studies, however you do not need to have a degree to do my job and a lot of my colleagues have other qualifications. You learn a lot while working and I have learnt a lot since starting at the school two years ago. We are also provided with training opportunities throughout the year. It is beneficial to have some experience working in a school environment though.

Is there any other information that would be of interest to someone thinking of this career?

If you are thinking of working with children with special educational needs then it is definitely worth getting some experience behind you! There are places that you can volunteer at, for example Autism Jersey, or even undertake training such as SPELL or Makaton. It is a really rewarding job and I feel so privileged to be able to work in such an incredible place with awesome children and staff.



YOGA TEACHER

Vanessa Garrett

Vanessa Garrett Yoga

In addition to teaching yoga, I have a full-time job office job, so my days are very busy & varied! For yoga, in addition to teaching, I spend my time preparing for classes, taking bookings, following up emails, planning future events and continuous development through training courses and workshops.

What do you think are the three most important skills to succeed in your career area?

People focused - your students should be the centre of everything you do; build genuine connections, care about their experience and respect their time and energy by being prepared for classes/events

Enthusiasm - it's essential that you love what you do

Authenticity - understand your core values, and learn to say no to anything that doesn't align with them

Was this something you planned to do or did you change direction at any point in the past? If so, what was that and was it easy to do?

I have been in my full-time office role since leaving uni, so teaching Yoga alongside my office job was unplanned. Once I'd decided I wanted to teach, I took a month off work to complete my first 200 hours teacher training. Subsequent trainings have been undertaken using my annual leave allowance. There are lots of teacher trainings out there; spend time as a Yoga student first so you know what you're looking for, do your research and look for course reviews before committing to a training course.

What do you love most about working in your career area?

Without a doubt; the students; they are lovely & so supportive; I feel lucky that we have built such a wonderfully inclusive community.

Are there any negative aspects of working in your career area that people considering it should be aware of?

Starting out can be tough; keep going and don't be disheartened or doubt yourself

What training / qualifications did you undertake for your current role or are you currently undertaking?

200 hours Vinyasa Yoga Teacher Training
80 hours Restorative Yoga Teacher training
100 hours Yin Yoga & Mindfulness
50 hours Anatomy training

Is there any other information that would be of interest to someone thinking of this career?

Be super supportive of others success but never feel like you need to be anyone other than yourself or do what everyone else is doing. Your greatest gift, is your unique ideas and offerings.



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