

Employee portraits

Job title

Personal assistant

Skills

- strong administration skills
- computer/typing skills
- work as part of a team

Qualifications

- qualifications needed vary, but usually a minimum of maths and English GCSEs (grades 9-4/A*-C) or equivalent are needed
- consider taking a secretarial or business services qualification or apprenticeship



The role

- help senior staff to do their job
- organise workload and paperwork
- deal with queries
- fast moving, busy, with lots of variety

Personal qualities

- organised
- reliable
- responsible
- good communicator

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Employee portraits

Job title

Emergency medical dispatcher

Skills

- good with computers
- team player
- good communicator
- understand basic medical terms

Qualifications

- good basic GCSEs (grades 9-4/A*-C) or equivalent, including English and maths
- computer/typing qualification



The role

- play a key role in saving lives
- take 999 calls
- decide which emergency response(s) to send
- send out emergency vehicles, including helicopters

Personal qualities

- calm
- work well under pressure
- reliable

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Employee portraits

Job title

IT support officer

Skills

- good IT skills
- understand mechanics of computers
- experience of working with computers

Qualifications

- qualifications vary but usually three GCSEs (grades 9-4/A*-C) or equivalent are needed
- consider taking level 3 qualifications such as BTECs, T levels or A levels, or applying for an apprenticeship



The role

- making sure all IT systems are working properly
- helping everyone get the best from their IT equipment
- installing computer based programs
- fixing IT problems

Personal qualities

- good communicator
- enjoy solving problems
- enjoy helping others
- work as part of a team
- like variety

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Employee portraits

Job title

Human resources officer

Skills

- computer / IT skills
- can multi-task
- good organisation and administration skills

Qualifications

- good basic GCSEs (grades 9-4/A*-C) or equivalent, including English and maths
- consider applying for an apprenticeship or a level 3 qualification in human resources (such as a BTEC, NVQ or T level)

The role

- help to employ staff to work in hospitals
- write job descriptions and place adverts online
- sort applications and arrange interviews
- office administration and problem solving
- help with staff training and development

Personal qualities

- enjoy working with people
- easy to talk to
- stay calm under pressure

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Employee portraits

Job title
Gardener

Skills

- horticultural training
- manual skills

Qualifications

- GCSEs not always essential
- a driving licence may be required
- apply for an apprenticeship or study for a horticultural qualification, such as one with the Royal Horticultural Society, City and Guilds or an NVQ



The role

- general maintenance of grounds
- ensure gardens are neat and tidy
- helping to plan and design new gardens
- busy, manual work

Personal qualities

- physical fitness and good health
- like working outdoors
- team worker

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- _____
- _____

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