



# Step into the NHS

## Employee portraits

**Job title:**  
**Personal assistant**

### Qualifications

- A good range of GCSEs (or equivalent)
- RSA qualification at level I or II

### Personal qualities

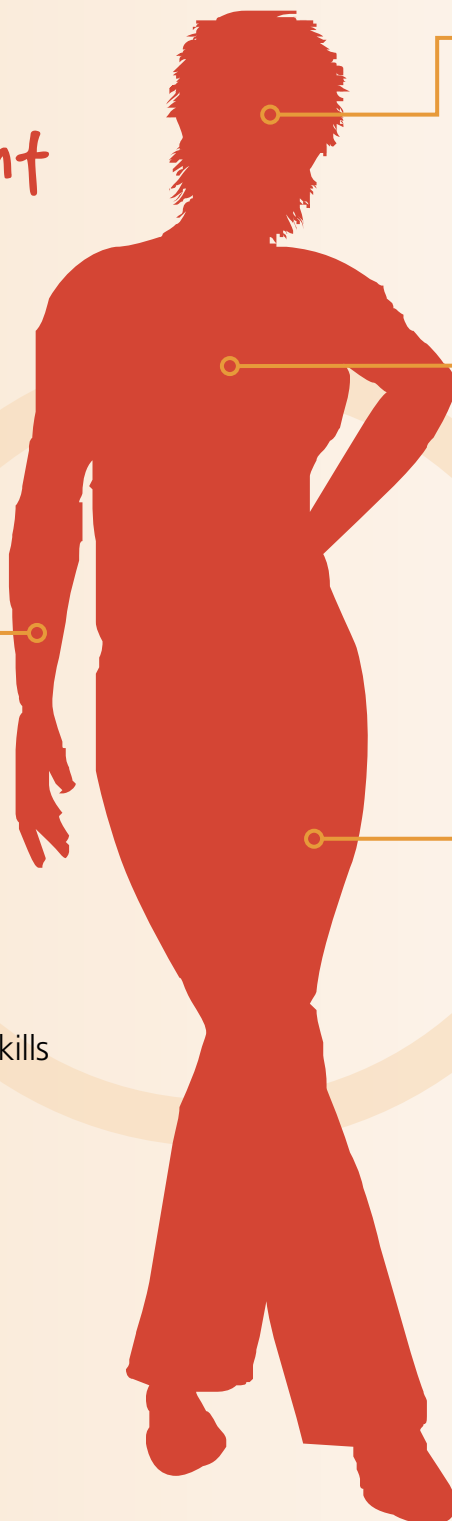
- Organised
- Reliable
- Responsible
- Good communicator

### The role

- Help senior staff to do their job
- Organise workload and paperwork
- Deal with queries
- Fast moving, busy, with lots of variety

### Skills

- Strong administration skills
- Computer/typing skills
- Work as part of a team



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**NHS**

**Health Education England**

## Employee portraits

**Job title:**  
**Emergency medical  
dispatcher**

### Qualifications

- Good basic GCSEs (or equivalent), including English, Maths and a Science subject
- Computer/typing qualification

### Personal qualities

- Calm
- Work well under pressure
- Reliable

### Skills

- Good with computers
- Team player
- Good communicator
- Understand basic medical terms

### 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

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## Employee portraits

**Job title:**  
**IT support officer**

### Personal qualities

- Good communicator
- Enjoy solving problems
- Enjoy helping others
- Work as part of a team
- Like variety

### Skills

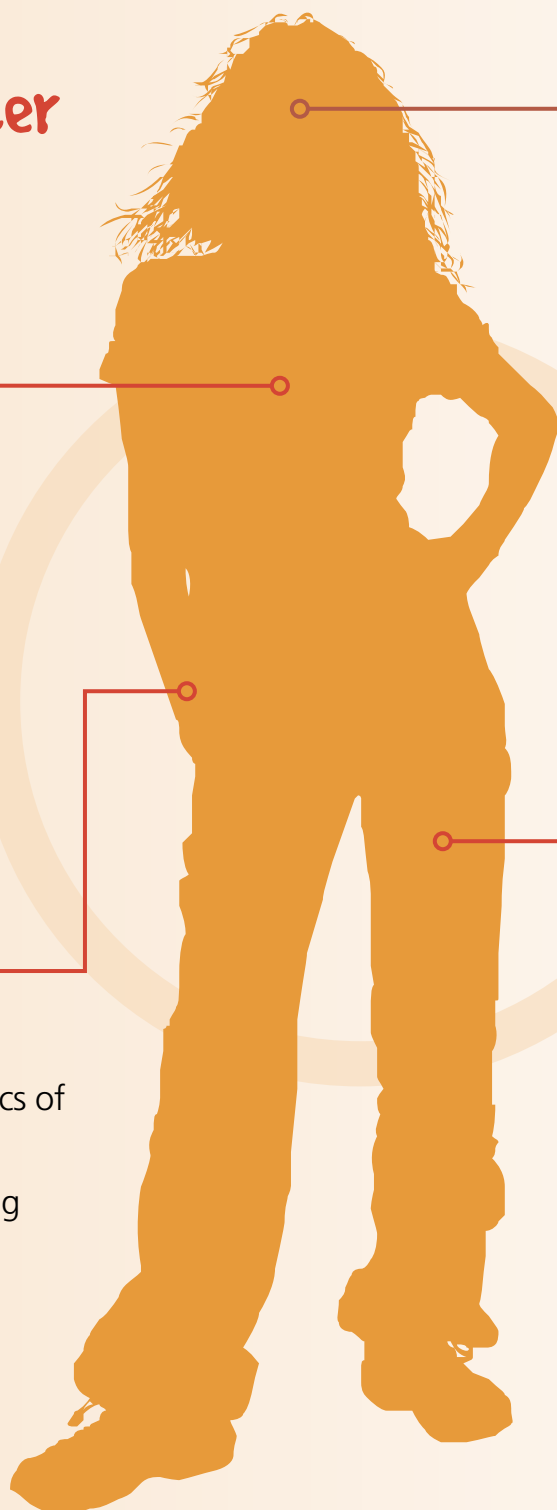
- Good IT skills
- Understand mechanics of computers
- Experience of working with computers

### Qualifications

- Minimum 3 GCSEs (or equivalent) at grade C or above, including ICT
- Consider taking AVAS levels

### The role

- Making sure all IT systems are working properly
- Helping everyone get the best from their IT equipment
- Installing computer based programmes
- Fixing IT problems



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# Employee portraits



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**Job title:**  
**Human resources  
officer**

## Personal qualities

- Enjoy working with people
- Easy to talk to
- Stay calm under pressure

## Skills

- Computer / IT skills
- Can multi-task
- Good organisation and administration skills

## Qualifications

- 5 GCSEs (or equivalent) at grade C or above
- Consider applying for a BTEC in Human Resource Management

## 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



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# Step into the NHS

## Employee portraits

**Job title:**  
**Gardener**

### Personal qualities

- Physical fitness and good health
- Like working outdoors
- Team worker

### Skills

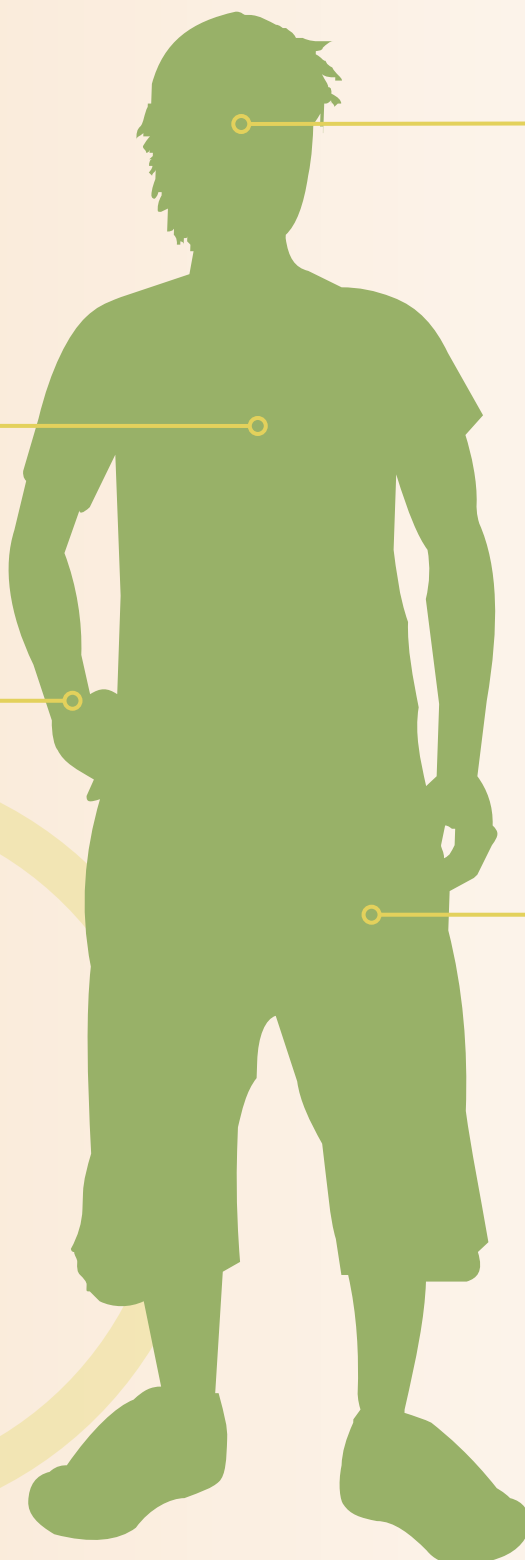
- Horticultural training
- Manual skills

### Qualifications

- Minimum 3 GCSEs (or equivalent) at grade C or above
- Apply for a horticultural qualification such as RHS certificate, NVQ or BTEC award

### The role

- General maintenance of grounds
- Ensure gardens are neat and tidy
- Helping to plan and design new gardens
- Busy, manual work



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Job title:

Personal assistant

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### Personal qualities

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- Reliable
- \_\_\_\_\_
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### The role

- Help senior staff to do their job
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- Fast moving, busy, with lots of variety

### Skills

- \_\_\_\_\_
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### Skills

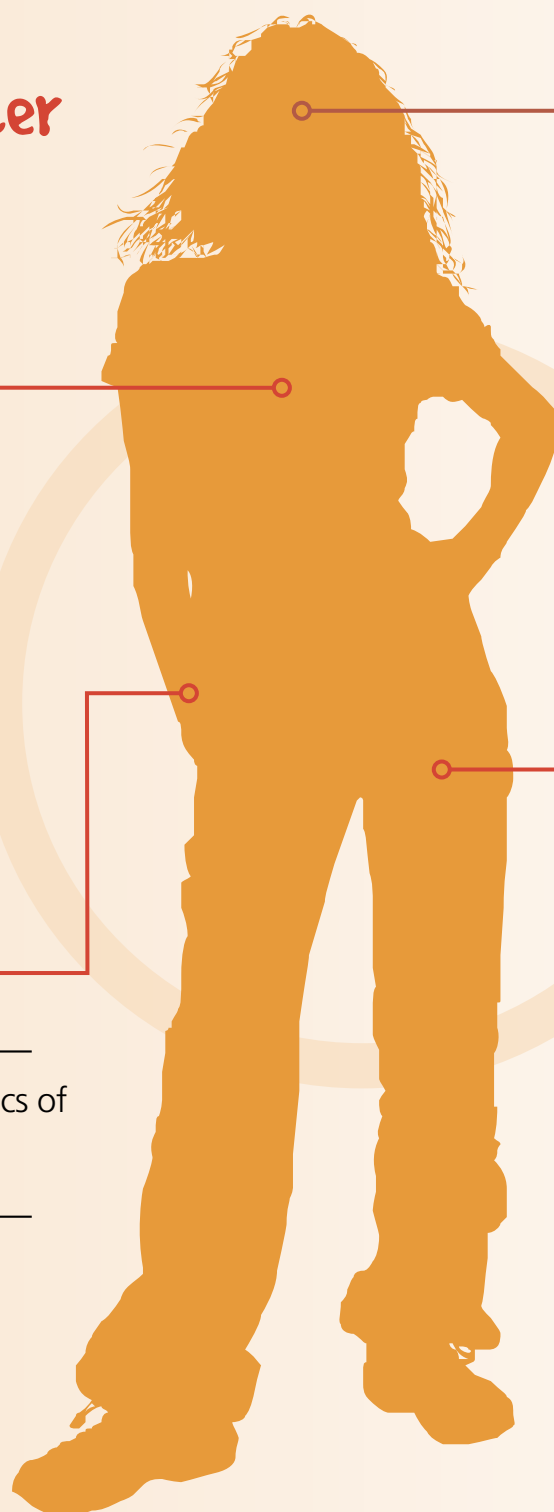
- \_\_\_\_\_
- Understand mechanics of computers
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- Stay calm under pressure

### Skills

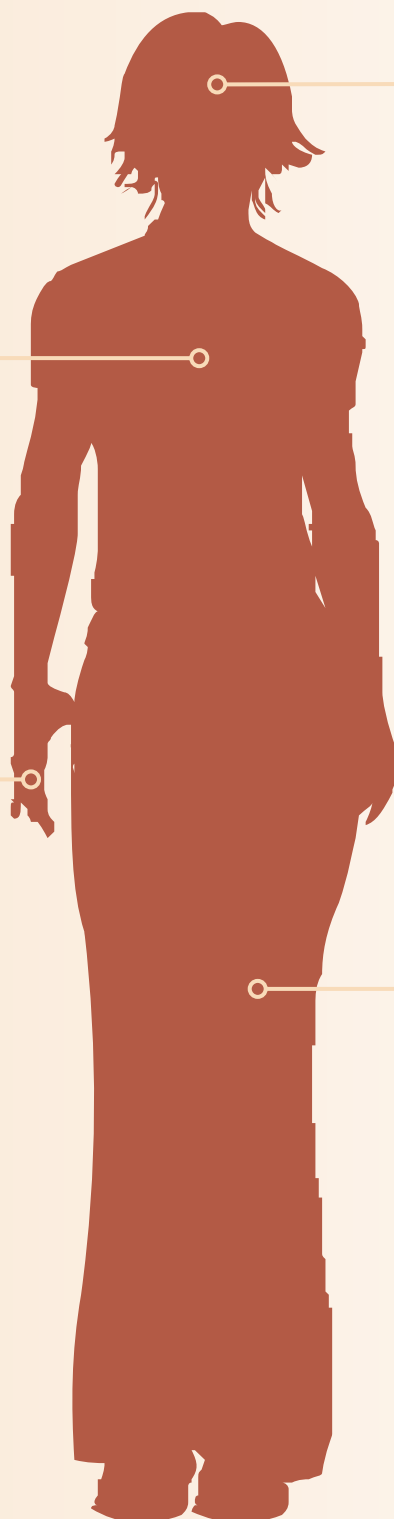
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## Employee portraits

**Job title:**  
**Gardener**

### Personal qualities

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Skills

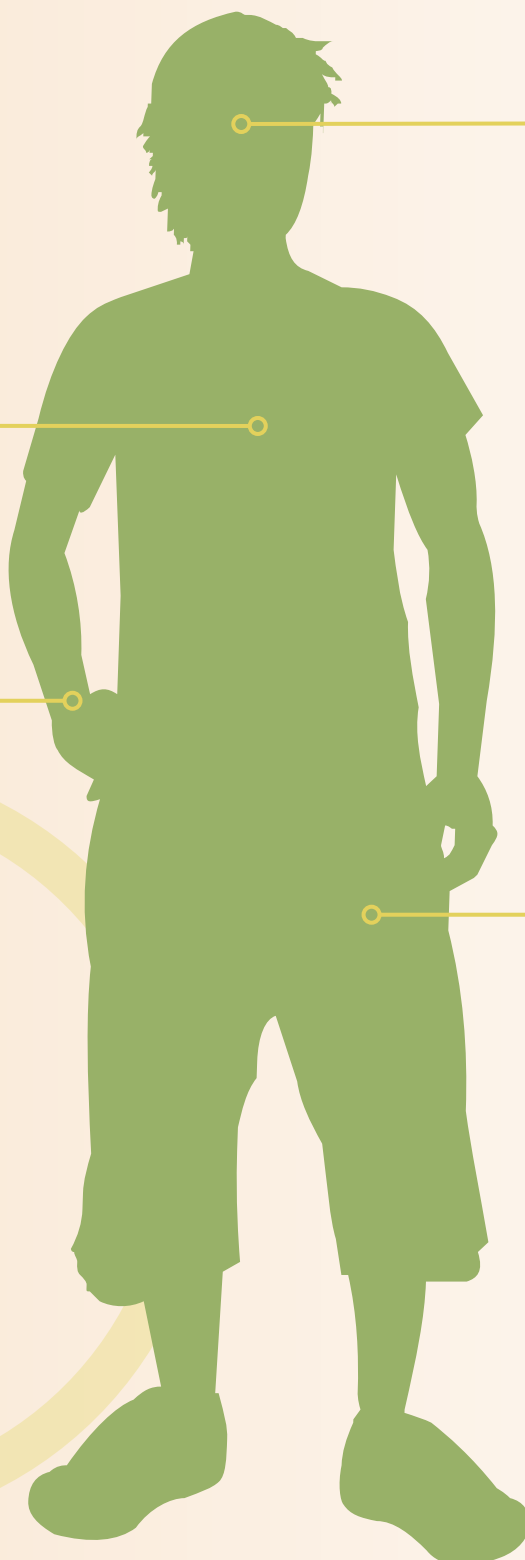
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## Employee portraits

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Qualifications

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Personal qualities

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Skills

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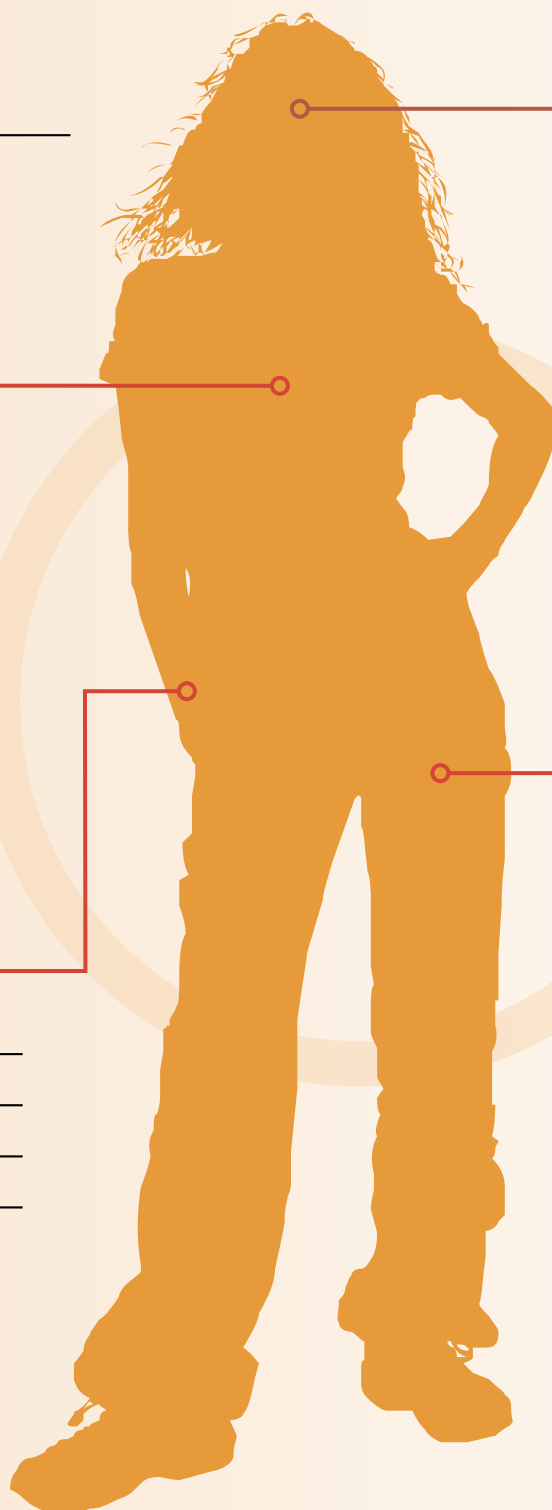
The role

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Personal assistant

Qualifications

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Personal qualities

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The role

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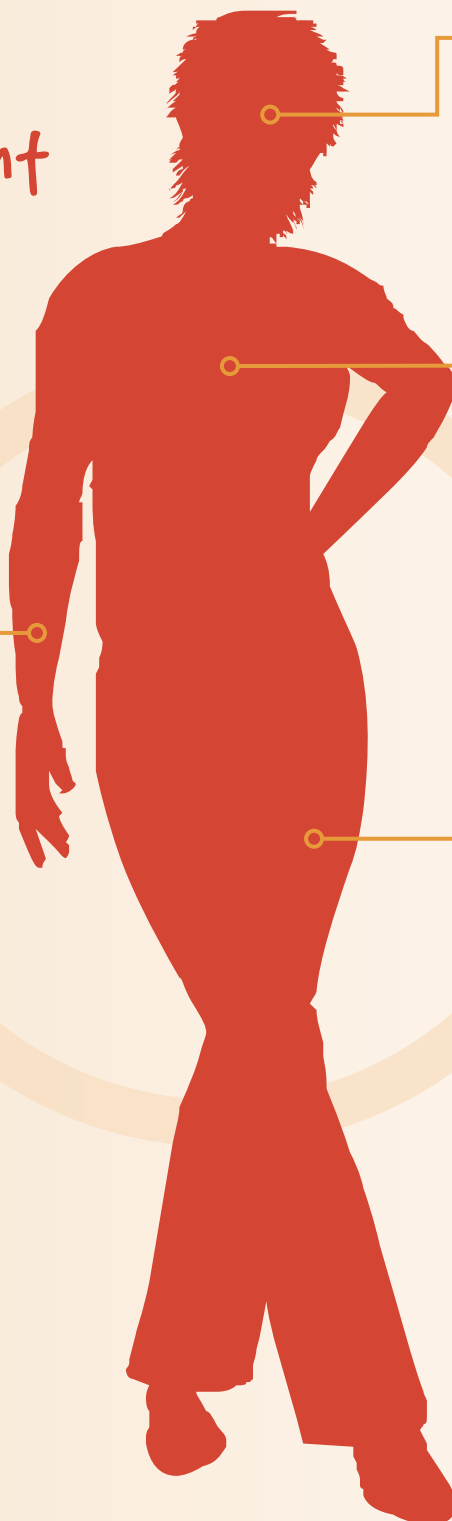
Skills

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Job title:

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Qualifications

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Personal qualities

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The role

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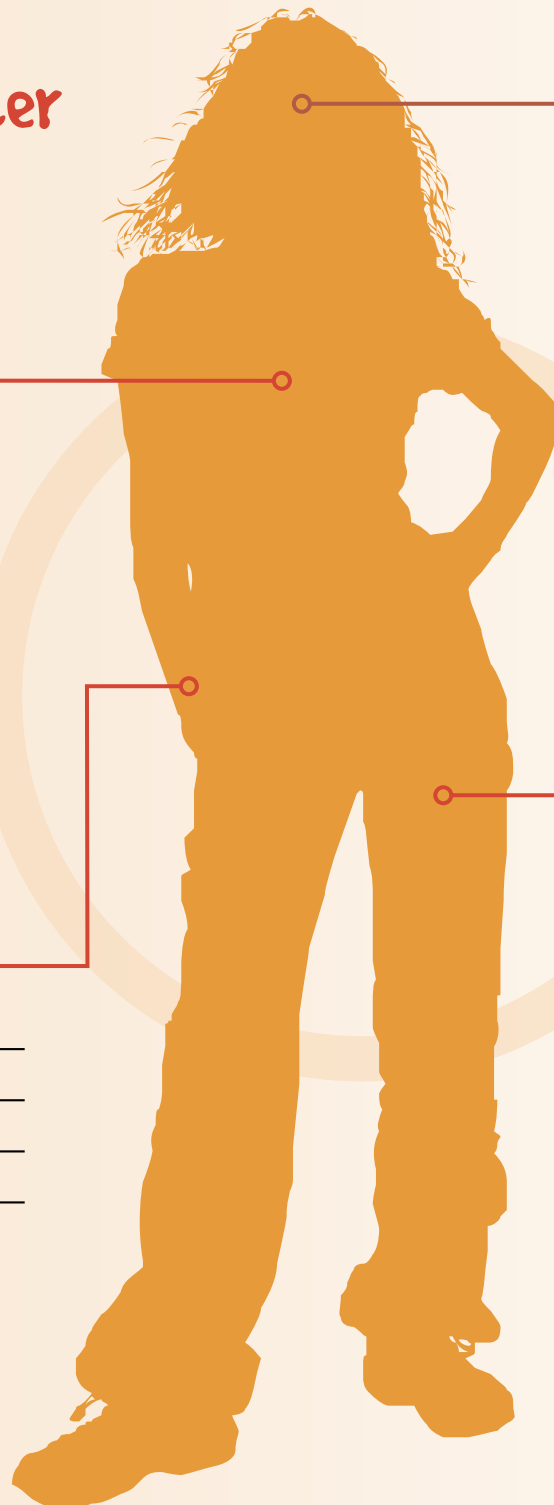
Skills

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## Employee portraits

**Job title:**  
Human resources  
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**Personal qualities**

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**Skills**

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**Qualifications**

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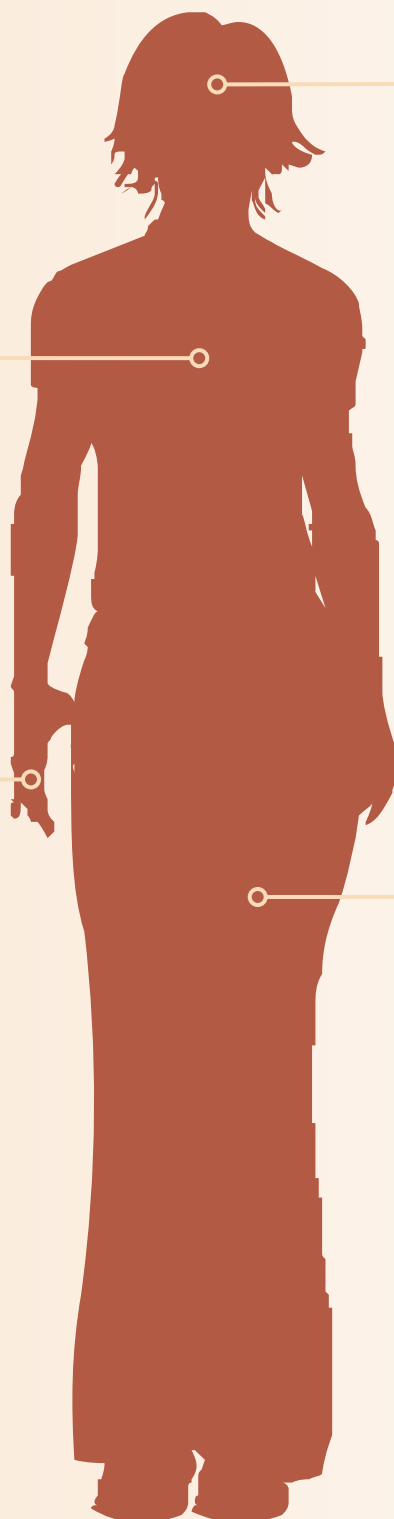
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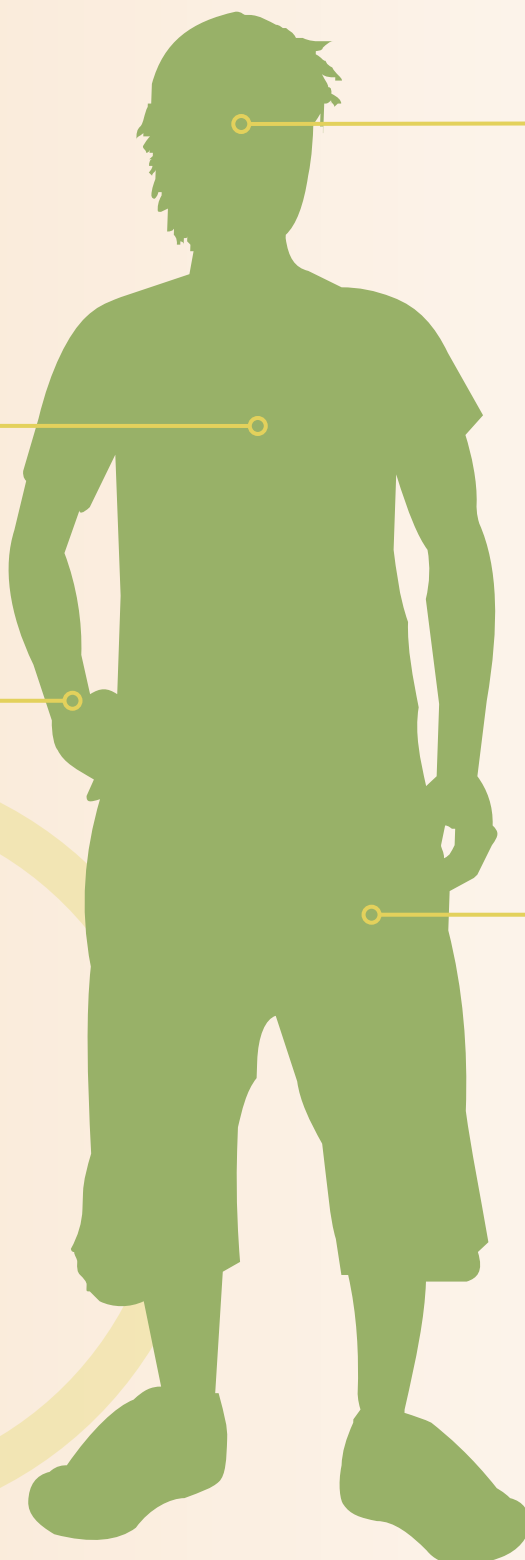
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