

# 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.
- employers may ask for an RSA qualification or similar.



## 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
- basic computer skills as a minimum



## 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 A/AS levels

## 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

- five 9–4 (A\*–C) grade GCSEs (or equivalent)
- 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

## 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

- three 9–4 (A\*–C) grade GCSEs (or equivalent)
- 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

## Personal qualities

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



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# Employee portraits

**Job title**  
Personal assistant



## Skills

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

## Qualifications

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

## The role

- help senior staff to do their job
- \_\_\_\_\_
- \_\_\_\_\_
- fast moving, busy, with lots of variety

## Personal qualities

- organised
- reliable
- \_\_\_\_\_
- \_\_\_\_\_

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# Employee portraits

## Job title

Emergency medical dispatcher

## Skills

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

## Qualifications

- good basic GCSEs (or equivalent), including English, maths and a science subject
- 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

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

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# Employee portraits

**Job title**  
IT support officer

## Skills

- \_\_\_\_\_
- understand mechanics of computers
- \_\_\_\_\_

## Qualifications

- three 9–4 (A\*–C) grade GCSEs (or equivalent)
- consider taking A/AS levels



## The role

- \_\_\_\_\_
- helping everyone get the best from their IT equipment
- installing computer based programs
- \_\_\_\_\_

## 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

- \_\_\_\_\_
- can multi-task
- \_\_\_\_\_

## Qualifications

- five 9–4 (A\*–C) grade GCSEs (or equivalent)
- consider applying for a BTEC in Human Resource Management



## The role

- help to employ staff to work in hospitals
- \_\_\_\_\_
- \_\_\_\_\_
- office administration and problem solving
- help with staff training and development

## Personal qualities

- \_\_\_\_\_
- \_\_\_\_\_
- stay calm under pressure

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# Employee portraits

**Job title**  
Gardener



## Skills

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

## Qualifications

- three 9–4 (A\*–C) grade GCSEs (or equivalent)
- 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

## Personal qualities

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

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# Employee portraits

## Job title

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## Skills

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## Qualifications

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## The role

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## Personal qualities

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# Employee portraits

**Job title**  
Personal assistant



## Skills

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## Qualifications

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## The role

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## Personal qualities

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# Employee portraits

## Job title

Emergency medical dispatcher

## Skills

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## Qualifications

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## The role

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## Personal qualities

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# Employee portraits

**Job title**  
IT support officer



## Skills

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## Qualifications

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## The role

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## Personal qualities

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# Employee portraits

## Job title

Human resources officer

## Skills

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## Qualifications

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## The role

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## Personal qualities

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# Employee portraits

**Job title**  
Gardener



## Skills

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## Qualifications

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## The role

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## Personal qualities

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