



Careers with the Government of Jersey

Jersey Skills Show

October 2020



One Island, one community, one government, one future



We need the right people, doing the right work, at the right level, in the right place and in the right way. This means:

- The 'One Government' reforms aim to modernise how we're structured and organised, so we can improve the quality, efficiency, effectiveness and value for money of our services for islanders.
- Our One Government initiatives support both the ambitions of Ministers, as set out in the Common Strategic Policy and the Government Plan, as well as the expectations of islanders for better services.
- Through the transformation, we're equipping colleagues with the capability and capacity to plan for the long term and to deliver public services at a quality, cost and convenience that islanders expect and demand from the Government.

About the Government



- Over 7,000 employees across 9 departments
- Largest employer in Jersey
- Government revenues in 2020 of £892m
- 2018-2022 Common strategic Policy has 5 strategic priorities:



We will put children first

by protecting and supporting children, by improving their educational outcomes and by involving and engaging children in decisions that affect their everyday lives



We will improve Islanders' wellbeing and mental and physical health

by supporting Islanders to live healthier, active, longer lives, improving the quality of and access to mental health services, and by putting patients, families and carers at the heart of Jersey's health and care system

About the Government



- 2018-2022 Common strategic Policy has 5 strategic priorities:



We will create a sustainable, vibrant economy and skilled local workforce for the future

by delivering an economic framework to improve productivity, by nurturing and strengthening our financial services industry, by enhancing our international profile and promoting our Island identity, by delivering the best outcomes from Brexit, and by improving skills in the local workforce to reduce Jersey's reliance on inward migration



We will reduce income inequality and improve the standard of living

by improving the quality and affordability of housing, improving social inclusion, and by removing barriers to and at work



We will protect and value our environment

by embracing environmental innovation and ambition, by protecting the natural environment through conservation, protection, sustainable resource use and demand management, and by improving the built environment, to retain the sense of place, culture and distinctive local identity

Department for Justice and Home Affairs



- Will integrate the elements of public protection that in bigger countries are too cumbersome to bring together. It will provide more effective and co-ordinated management of the services that keep islanders safe, including the bringing together of key blue light and emergency services, including Police, Fire and Rescue, Ambulance Service, Customs and Immigration, Field Squadron, Emergency Planning and Coastguard.
- The Fire & Rescue Service have just had a recruitment drive to seek enthusiastic and skilled individuals, from all walks of life and backgrounds to fill their on-call (retained) roles immediately, and to take up full-time (on-duty) firefighter positions over the next 6-24 months.



Toby Edwards - Firefighter



Working as a Firefighter is challenging and dynamic, it requires proficiency in a large array of skills that does not just involve firefighting. Firefighting and the varied skills involved is why I enjoy the job, as each day is unique and requires a high level of fluid thinking to perform the job.



Danielle O'Donnell - Police Officer



I joined the Police after teaching for 7 years, as I wanted a change and have always been interested in this line of work. I enjoy the team morale, being able to help the public and the fact that no two days are the same, as that is what makes this job so exciting. As a response officer, I have to attend to a range of different jobs, ranging from; domestics, mental health, road traffic collisions and assaults. Within the organisation, there are also many opportunities and different departments to work in, where you can develop and progress further in particular fields. I look forward to potentially exploring some of these in the future.



Nicola Ogden – Prison Officer

- After receiving a very compressive training programme and making memories with my fellow new recruits which will last a lifetime, I went live and began my career.
- Colleagues are so supportive when you go live, often reminiscing of their training and go live experiences and always offering support and advice to help you succeed.
- I love the diversity the role offers, as your rota allows you to cover so many different duties within the prison.
- It is hands down my favourite job I've ever had.

Office of the Chief Executive



- Responsible for keeping oversight of two critical areas of activity: Brexit and trade, plus the impact of changes on financial services. It is also responsible for the effective coordination of the government's relations with Ministers, islanders, island stakeholders and international governments, financial regulators, partners and stakeholders. This department also has responsibility for supporting Jersey's economy.



Cloe Freeman – Press Officer



Working in the Government Communications Team is fast paced and varied. No day is the same and it tests your time management, organisational and, of course, communication skills. You learn so much every day about the services available to the public and how departments work. There is a real sense of pride within the communications team about the quality and quantity of work that we achieve and the impact that it has on the public; whether that is notifying Islanders on Ministerial decisions, asking people to look out for Asian hornets or, more recently, updating the public health guidelines to help reduce the risk of Coronavirus. It is the most rewarding job that really feels like I'm making a difference.



Aurélie Leroy - External Relations OCE (France)



Not one single day is the same. We have to switch from cultural projects to emergency planning and then from digital exchanges to sea rescue or climate change! The most exciting part of this job is probably how to handle cultural diplomacy between two (culturally different) jurisdictions and how things can be interpreted. It is all about experience in living in both, to be able to juggle with each other's differences. Beautiful experience and perfect for those with a passion for linguistics.



Working in Jersey's and Guernsey's joint office in Brussels, the lobbying capital of the world, we represent the Islands in our dealings with the EU institutions and other organisations and provide information, analysis and advice to the two governments on developments in the EU which impact on the Islands' interests. We deal with many topics from Brexit through tax and financial services to climate change and digitisation. We draw on our backgrounds in politics, diplomacy and law, our experience of EU and public affairs, our knowledge of foreign languages, particularly French. In this fast paced, multinational and multicultural environment, no two days are the same!

Senthia De Buyst, Steve Williams, Daniella Terruso

External Relations - CI Brussels Office

SAVOUREUX
JERSEY



Julia Fulukiya - Senior External Relations Officer - European Relations (London Office)



It's fun – we get to explain Jersey's unique history to other Governments and forge important diplomatic relations whilst we're at it! The team itself is super supportive and friendly.

Department for the Treasury and Exchequer



- Will ensure that the financial responsibilities of public servants are properly discharged and that public service administration finances are better managed. It will give greater emphasis to the strategic finances of the island, with a focus on the organisation's longer-term goals and improved value for money.
- There are roles in this area from management accountants to tax specialists, the individuals who work in these areas are really keen to share just how different the work is from the private sector.
- They recruit annually to their Trainee Accountant Programme called Developing Accountants. The qualifications take 3-5 years for completion, and can be started once candidates complete their GCSEs (for technician level) or A-Levels/undergrad (for chartered level). As part of the programme they offer financial and study leave support for trainees to complete relevant accountancy



Luka Hyam - Trainee Accountant



The broad spectrum of teams within T&E means that every day is slightly different from the last. I get to work on current projects revolutionising the government which is very varied in its day to day requirements. Due to the span of this project across T&E, I have managed to network with many people who have vast amount of experience in many departments thus widening my understanding of my current job, future prospects and the industry as a whole. In addition to receiving this eye-opening experience within workplace, the treasury and exchequer also offer great supporting with studying for exams on both the ACCA and CAT programs. I have received a designated trainee support manager who is my go-to for anything with regards to my professional development- she always helps with any concern. I also receive financial support for all my exams which is a huge help as having the classes taught to me is something that I have found useful. Despite these two amazing features I think the best thing about the treasury is that everybody is so friendly and welcoming, they all understand what is like to be young and starting your first job and they always are willing to help with anything you may need. These 3 things really help add to a great working environment which I believe will help me to develop myself both professionally and personally.



Callum Webb- Trainee Accountant

So many employers will promise support, a sense of community and a tailored development programme with variety. I initially joined Treasury with slight cynicism on whether this would truly be the case, based on my employment experiences. That cynical approach was unjustified. I am receiving the personal development, varied experience and study support from my Development manager, each team I work with and my Trainee Cohort. I even enjoy Monday mornings.



George Turta - Trainee Accountant



I have started with the Government of Jersey this year as a Trainee Accountant and from day 1 I realised that this was the best decision I made. The staff support in my day by day activities was amazing, letting me observe, learn and put in practice my theoretical knowledge from the exams I passed so far. Studying towards ACCA qualification is a bumpy road and the teams around me offered their knowledge, a flexible work environment and study support to make this journey a pleasant one in my personal and professional development.

Department for Customer and Local Services



- Will put customers at the heart of the new government structure. It will be the front door to all of our frontline customer services, except health and education. At present, islanders have to deal with multiple teams in multiple departments in lots of different ways – face to face, by post, by phone and online – and in most cases they have to provide the same information to us each time.
- This new department will establish a single, streamlined service for all those direct interactions that islanders have with government, from applying for income support to filing taxes. We'll also seek to integrate this front door approach with closer working arrangements with the Parishes.
- It's all about the Customer, Customer Service Agents who are trained to deliver excellent customer service across the board, they develop their skills knowledge and experience allowing them to really service the needs of the customer. Supported by Team Leaders, Specialist Officers and Team Managers the structure supports the Customer Service Agents in giving the very best service. This department has a wide stretch discharging the transactional requirements of other department's policies.



Jean-Marc Blanchet - Continuous Improvement Manager

There aren't many jobs where you get to positively affect your whole community but working as a Continuous Improvement Practitioner you can do just that. The job puts you at the heart of making changes to how Government delivers services. We work with customers and frontline staff to understand improvements that can be made with services, ranging from Income Support to Parental benefits and then implementing that change with the business.



Marc Bryant - Customer Service Advisor

Income Support is a great place to work, it is a complicated benefit but allows us to provide the assistance to the local community who need financial support. The most rewarding part of the job is when you know you have helped someone who is going through a difficult time and they feel supported and better about their situation going forward.



Susie Kelly - Library

I feel really proud to work as part of the Homes Team at Jersey Library - especially during lockdown. As an essential worker I was part of a small team who selected books to be delivered to those vulnerable stuck at home with no access to our digital service. I really felt I contributed during such a difficult time for so many. I love working at the library!



Georgie Gilmour – Customer Service Advisor

I enjoy working in the recruitment team in the Customer & Local Services department. It's a customer-focused and fast-paced environment in which you actively help and advise the community and colleagues within the Government. It is a rewarding role where you learn something new each day and no day is the same. I'd recommend it to anyone wanting to start a career in the Government who have a strong communication skills, great team-working skills, and have a fantastic customer service record.



The role I have is unique and diverse. Working together with a wide range of people from all walks of life, who all have a great sense of shared purpose, whilst challenging at times, is incredibly satisfying. It is exciting to be involved with developing new ways of working to make services and activities even better for our Island community.

Sally Haine – Local Services Manager

The role of the Welcome Host is an important one as we are the first point of contact for customers when visiting Customer and Local Services. I work with a great team and get a lot of job satisfaction interacting with the general public, helping and giving guidance to customers who may have complex issues or are in an emotional, distressed state and to be able to offer support and advice in relation to the departments services in a calm and friendly manner.

Caroline O'Neill – Welcome Host

To quote Dr Seuss: "The more that you read, the more things you will know. The more that you learn, the more places you'll go" that is the feeling that sometimes I get when dealing with our customers as they are from different places from around the world and as a book you learn to read them and try to help them accordingly, we learn from each other. It is a pleasure on helping people choosing a book that will take them somewhere else even for a brief moment and I think that is what the library did to the jersey community during lockdown, we help them going to some other places....

Paula De Nobrega - Library

Department for Children, Young People, Education and Skills



- Will put the care, welfare, education and whole life chances of children and young people absolutely at its heart. The pace of reform, and the scale of cultural and service change we need to ensure that our children and young people are protected and enabled to flourish, is currently too slow.
- Covering roles from Teachers to Social Workers, Skills Mentors to Family Support Workers, this is an area where the breadth of roles is huge, as is the requirement for Continual professional development. We have also seen huge inroads in terms of the early in careers and on island training (Social Worker Degree & Graduate Teacher Training Programme).
- The Graduate Teacher Programme is designed for those who do not have a PGCE or QTS but wish to start a career in teaching.
- The Social Worker Degree is for anyone wishing to become a social worker and is part of the Government of Jersey's commitment to improve the support for children, families, young people and vulnerable adults in our community.



Natalie Strecker – Trackers Mentor



My role provides a great deal of variety, which I really enjoy. Working with a range of apprentices from different industries, backgrounds and age ranges means you are constantly learning and evolving, and I really feel hugely privileged to be part of someone's journey, especially when you see an apprentice grow from a school leaver into a young adult.



Chantelle Ward – Careers Information & Projects Manager



Skills Jersey really is a great place to work. You get a feel that, as a team, you're all working towards the same goal and they are an amazing supportive bunch to be around. My team organise the Jersey Skills Show and the Higher Education Fair along with a range of industry career events throughout the year to support adult career changers and young people.



Lynne Haws – Head of Careers and Higher Education

I love my job – it is so varied, and 2 days are never the same. I can be meeting with a student to discuss options for their next steps or meeting with the UK government to discuss policy for island students. I use a range of skills in my role – decision making, creativity, empathy and problem solving to name a few – and these skills are invaluable to me.

Department for Health and Community Services



- Will be responsible for health matters from the cradle to the grave, and will coordinate the wide range of frontline health services, whether in the community or in hospital. We need to ensure that not only are our medical services of the highest standard, but that the services we provide in the community to vulnerable groups – the elderly, the disabled and those suffering from mental ill health – also meet the high standards of care that they deserve.
- The workforce Supporting the Health and Community Services Department makes up nearly 30% of the total workforce across the organisation, with roles such as Clinical Services Operative to Healthcare Assistant, Nurse to Doctor, Radiographer to Audiologist.
- The Higher Education Department sits in the Chief Nurse Division which enables direct alignment of education provision to workforce planning needs both current and future requirements across the island (The Higher Education Department aims to work as a remote campus to the partnering University of Chester).



Chloe De La Cloche – Student Nurse



I've just finished my first year of nursing, the degree programme I'm doing is in affiliation with Chester and it's all done on island. It's brilliant being able to train here on island, especially having a little girl. It's meant I've been able to study whilst still investing as much time as I can into my daughter.

Seeing that patient walk out the door after they have been so unwell and you know you've got them there, it's a very rewarding career.



Lauren Lowe – Student Nurse

I'm a third year student nurse doing the adult nursing degree on island. Throughout the degree they try and get you to practice in all different areas so I've had both medical placements and surgical which has been great as you get the best of both worlds and you get to see what suits you. I was nervous the first day I started but the whole nursing team make you feel so comfortable.



Department for Infrastructure, Housing and Environment



- IHE enables Jersey to keep running by managing our natural and urban environments; providing essential infrastructure; and protecting the quality of life and safety through the licencing and enforcement of regulation.
- Did you know that all of the weather and shipping forecast on the local BBC every evening is done by one of the team from IHE. The States Vet is part of this team as is the team who are responsible for handling all of the waste the island produces. The whole infrastructure of the island is managed by IHE.
- IHE is where Governments only established Apprenticeship Programme sits. This is a 4-year apprenticeship combining work experience and day release training on appropriate courses.



Gabriel Howell – Mechanical Engineering Apprentice



I put myself forward for an apprenticeship at IHE after studying mechanical engineering at highlands for 2 years. I've always been interested in engineering and saw this as an excellent opportunity to work for a great organisation that would help me achieve my goals. I enjoy the team dynamic of the workshop and variety of work we do, one day I could be working in the cavern underneath snowhill, the next day it could be working at the EFW facility at la collette. I'm happy with my role/job and constantly learning new things as an apprentice.



Tom Le Gallais - Project Engineer



The role of a Civil Engineer within the Liquid Waste Capital Projects team has enabled me to help deliver and participate in the decision-making processes from a variety of different construction and engineering projects – each scheme introducing its own unique challenges and opportunities to learn. Since 2016 I have been fulfilling the duties of a Project Coordinator across multi-disciplinary projects ranging in value from £200k to £50m. Within this period, I have overseen and helped manage the full spectrum of the project life cycle from initiation (feasibility) to project close out (commissioning and hand-over). My projects vary in terms of scope or stage of development and my industry experience includes civil engineering of wastewater projects (incorporating mechanical, electrical and ICA engineering) in addition to geotechnical and demolition engineering schemes. Examples of past and 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.

Department for Strategic Policy, Planning and Performance



- Will bring together the long-term strategy and the policy and performance framework that underpins the effective functioning of government in delivering for our island. It will also help improve the oversight of Future Jersey.
- Here you find the group of individuals who write the policies which determine the strategy of the organisation and island. This is also vibrant hub of innovation who also manage the long term planning and performance of the government.



Jack Norris – Senior Policy Officer



Working in policy is dynamic, fast-paced and challenging.

It means you are researching and developing courses of action to achieve government priorities and address the big and important issues affecting Jersey - education, health, housing, justice and population are just some of the policy areas we are involved in.

It's a privilege to work with so many different people across our community and to know you are making a real difference to the lives of islanders.



Anna Hamon – Senior Policy Officer



Working in policy development is not a straight line, there's often bumps in the road and that's what makes things interesting! No two days are ever the same, from doing research and writing papers to presentations and planning consultations or briefing Ministers. There's a satisfaction in seeing what you work on become a reality, whether that's the introduction of equal marriage laws or the publication of the Island's first Disability Strategy. What you do, really does make a difference.

Chief Operating Office



- Will bring together the many internal and back office services that support and enable the effective functioning of our public service, and will be a “hub and spoke” operation. It will have centrally-provided and co-ordinated ‘hub’ services, partnered with the ‘spoke’ departments.
- Split into three areas: People and Corporate Services where the employee life cycle is supported, Modernisation and Digital which provides the IT infrastructure for the government and are responsible for moving everything into the digital age. Finally, commercial services who are responsible for ensuring a rigorous approach to contract management and procurement for the government.



Jacqui O' Driscoll - Continuous Innovation Manager



It is my job to review our processes, products and services and identify new opportunities for improvements. What I enjoy most about my job is being able to take an exciting idea, pitch it, design it and then make it into a reality.



James Hughes - Head of Corporate Services

I have responsibilities across Health & Safety, Business Continuity, Service Improvement and Facilities Management. The breadth of disciplines we cover is incredible, which means no day is ever the same, and there are opportunities to get involved with almost anything. The sense of achievement that I strive for comes from making real improvements to provide a more resilient, healthier and safer workplace for staff, visitors and our service users.

Careers with the Government – New Initiatives



Early in Careers:

- Entry level into the Government for Apprenticeships, School Leavers, Internships and Graduates.
- To find out about our current and future programmes, please visit gov.je or speak to Skills Jersey or your careers advisor.

New information coming in 2020/21

- Specific information on the wealth of careers opportunities available in the Government through our new dedicated careers portal. This will include information on:
 - All of our Early in Careers programmes
 - Why you should consider joining the Government including our culture and our development and reward programmes
 - Challenge perceptions and preconceived ideas of working for us
 - Easier to search and apply for jobs including social media integration



**One Island, one community, one government,
one future...**

Your future.

