

PUBLIC SERVICES DVD FVS080

General Information

Public Services Diploma website: www.diplomainpublicservices.co.uk
 Government Skills www.government-skills.gov.uk
 Skills for Justice www.skillsforjustice.com
 Local Government Careers www.lgcareers.com

Earnings Guide

£	£10,000
££	£20,000
£££	£30,000
££££	£35,000+
£££££	£50,000+

Diary Administration Support Officer [M100] Earning: £

Radeea (21) works at Job Centre Plus helping with the administration of appointments and reception duties. She needs good communication skills and to enjoy working as part of a team. Prior to joining JCP she went on a Customer Service Programme organised by the Prince's Trust. She would like to train to be a Personal Adviser. 4'30 (Note: DASO team = Dairy Administration Support Officer team)

Further information:

www.dwsp.gov.uk Radeea's employer
www.princes-trust.org.uk The Prince's Trust
www.cfa.uk.com Council for Administration

Radeea's qualifications: AS levels

Trading Standards Officer [M104] Earning: ££££

Tom (28) works for Wiltshire County Council. Much of the time he is out of the office making routine inspections of premises and investigating rogue trader complaints. He works closely with the police and sometimes has to appear as a witness in court. He talks about different ways of becoming a trading standards officer. 5'57

Further information:

www.wiltshire.gov.uk Tom's employer
www.tradingstandards.gov.uk Trading Standards Institute

Tom's qualification: BSc Consumer Science and Consumer Law

Housing Management Assistant [M115] Earning: ££

Lee (22) works for the Income Team at Dudley Council. She helps council tenants who are falling behind with payments, and advises tenants who would like to exercise their Right to Buy. She talks about her career path and the importance of maths and customer service skills in her job. To help her handle her new responsibilities she has been sent on many courses including one helps her advise tenants who have debt problems involving 'loan sharks'. 5'53

Further Information:

www.dudley.gov.uk Lee's employer
www.cih.org/ Chartered Institute of Housing
www.cfa.uk.com Council for Administration

Lee's qualification: NVQ Level 2 Housing, Maths GCSE (taken early)

Museum Front of House [M119]

Earning: ££

Daniel (26) works at Segedunum on Hadrian's Wall. He looks after visitors, gives guided tours, helps with basic maintenance and the setting up of exhibits, and takes his turn as duty officer. At school he enjoyed history and did work experience at Segedunum. He went to work there after completing a course in Customer Services as an apprentice. 5'33

Further information:

www.twmuseums.org.uk Daniel's employer
www.aim-museums.co.uk Association of Independent Museums
www.ccskills.org.uk Creative & Cultural Skills

Tom's qualifications: A levels English and Drama

Senior Prison Officer [M120]

Earning: £££

Debi (28) works at an adult male prison. She looks after offenders and audits all areas of the prison. She talks about training, the daily routine and explains the importance of building up a good relationship with offenders in order to minimise problems. She also talks about the different career paths she may take.

Further information:

www.hmprisonservice.gov.uk Debi's employer

Debi's qualifications: NVQs Level 3 Custodial Care & Customer Services

To see these and other related case studies please go to www.Careers4u.tv

Public Sector Accountant (M80)
 Occupation Therapy Support Worker ((M36)
 Project Manager (M35)
 Planning Officer (M51)
 Youth and Community Worker (M61)
 Social Worker (M57)
 Recruitment Consultant (M99)
 Prince's Trust Programme Executive (M101)
 Tourism Information Centre Assistant (M103)

Area Tourism Executive (M102)
 Museum Conservator (M118)
 Housing Officer (M114)
 Recycling Officer (M70)
 Hospital Catering Assistant (M13)
 Database Administrator (M23)
 Computer Service Technician (M15)
 Human Resources Officer (M16)
 Estates Officer (M18)