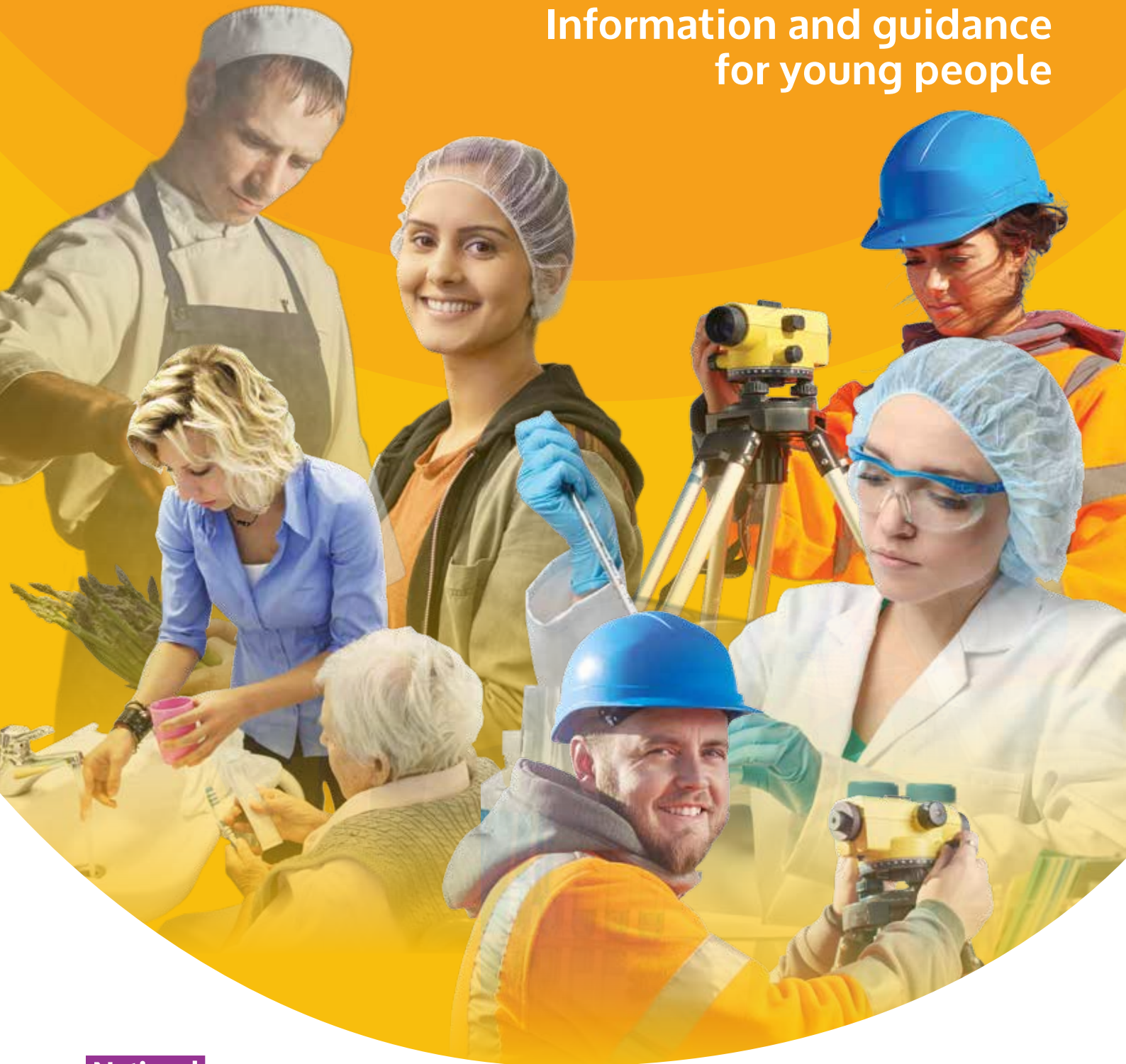


2019

# Norfolk Work & Skills

Information and guidance  
for young people



Norfolk County Council

# Useful websites

## Job or training vacancies

### National Apprenticeship Service

search and apply for apprenticeships in England

[www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship)

### Universal Jobmatch

search and apply for full or part-time jobs in the UK and abroad

[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

### jobs24

find jobs and apprenticeships by keywords or location

[www.jobs24.co.uk](http://www.jobs24.co.uk)

### Help You Choose

find apprenticeships and traineeships in Norfolk

[www.helpyouchoose.org](http://www.helpyouchoose.org)

### Apprenticeships Norfolk

find out what's available from local apprenticeship providers

[www.apprenticeshipsnorfolk.org](http://www.apprenticeshipsnorfolk.org)

### Not Going to Uni

what could you do if you didn't go to university?

[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)

## Searching for employers or recruitment agencies

### Adzuna

discover UK job vacancies and labour market info

[www.adzuna.co.uk](http://www.adzuna.co.uk)

### Agencycentral

UK's leading recruitment agency directory

[www.agencycentral.co.uk](http://www.agencycentral.co.uk)

### Yell

online business directory

[www.yell.com](http://www.yell.com)

## Your rights in work and training

### Gov.UK

go to 'Working, Jobs and Pensions'.

[www.gov.uk](http://www.gov.uk)

## Advice on starting work and job hunting

### Gov.UK

go to 'Working, Jobs and Pensions'

[www.gov.uk](http://www.gov.uk)

### Not Going to Uni

find job opportunities and apprenticeships

[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)

### ICould

see the 'Getting a Job' section under the Articles tab

[www.icould.com](http://www.icould.com)

## Jobs and careers information

### I Can Be A

find out about career opportunities in Norfolk and Suffolk

[www.icanbea.org.uk](http://www.icanbea.org.uk)

### Start

find out more about jobs and if they're likely to grow. How well are you matched?

[www.startprofile.com](http://www.startprofile.com)

### National Careers Service

<https://nationalcareersservice.direct.gov.uk>

### Careersbox

case study films showing real people doing real jobs

[www.careersbox.co.uk](http://www.careersbox.co.uk)

### Prospects

find information on different job sectors

[www.prospects.ac.uk](http://www.prospects.ac.uk)

## Researching the job market

### Careers of the Future

40 top jobs of the future

<https://www.gov.uk/government/publications/careers-of-the-future>

### Unistats

what jobs have UK uni and college students gone on to do?

<http://unistats.ac.uk>

### What Do Graduates Do?

what are students doing six months after they finish their degree?

<https://luminate.prospects.ac.uk/what-do-graduates-do>

### Understanding your skills

National Careers Service

Use the Skills Health Check

<https://nationalcareersservice.direct.gov.uk>

### The Skills Show

the nation's largest skills and careers event

[www.theskillsshow.com](http://www.theskillsshow.com)

### iCould

take the Buzz Quiz

[www.icould.com](http://www.icould.com)

### Barclays Lifeskills

which skills do you need for the 21st Century?

[www.barclayslifeskills.co.uk](http://www.barclayslifeskills.co.uk)

## Volunteering and work experience

### Help You Choose

click on the Volunteering tab

[www.helpyouchoose.org](http://www.helpyouchoose.org)

### Voluntary Norfolk

volunteering opportunities in Norfolk

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

### National Citizenship Service

volunteering for 15-17 yr olds

<https://www.ncsyes.co.uk/>

### Do-it

find volunteering opportunities

[www.do-it.org](http://www.do-it.org)

### Prince's Trust

supports unemployed 16-25 yr olds with skills and work experience

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

## Contents

Useful websites .....	2
Introduction .....	3
The world of work – the future is now! .....	4-6
All about STEM.....	7

### Spotlight on job sectors in Norfolk

Health.....	8
Social care.....	10
Advanced manufacturing and engineering.....	12
ICT and digital creative .....	14
Energy (including renewables).....	16
Financial and insurance .....	18
Tourism and culture.....	20
Hospitality and catering.....	24
Public services.....	26
Life sciences.....	28
Retail.....	30
Construction & the built environment .....	32
Agriculture, food and drink.....	34

Map of Major Employment and growth areas.....	22-23
Skills and qualities that employers look for .....	36-38
Choices at 16 and 17.....	39-40
Choices at 18.....	41-42
Preparing for your next step .....	43



Norfolk is a great place for young people to study, find work and develop their careers. There are over 35,000 employers in Norfolk offering a huge number of opportunities available in a very wide range of sectors. In recent years, Norfolk has seen a growth in knowledge-based and service industries and the key employment sectors in the County are highlighted in this guide.

The largest sectors in terms of employment are health and social care with major NHS and private hospitals and a thriving community based social care sector. Another major employer is finance, insurance and professional services which is home to world leading companies such as Aviva, Marsh, Adrian Flux, KPMG and Virgin Money.

Our agriculture, food and drink sectors are going from strength to strength and Norfolk remains a leader in cutting edge innovation. Names in the food and drink sector such as British Sugar, Heinz, Kinnerton and Kettle Chips are known across the globe.

The Norwich Research Park provides a research can employment hub for cutting edge innovation in life sciences. In Norwich, the ICT and digital creative sector is growing at a faster rate than the rest of the UK with a cluster of new as well as established businesses. Our two universities have many specialisms: Norwich University of the Arts is the UK's number one specialist arts, design and media university, and the UEA has one of the largest Schools of Computer Science and in the country and a world leading School of Environmental Science – a great place to learn skills for the future!



# The world of work – the future is now!

Do you wonder what work will be like as you get older and the types of jobs on offer? Researching the labour market can help you to plan your future career.

## What is the 'labour market'?

When people use the term 'labour market' they're usually talking about job opportunities and the people available to do them. Labour market information (LMI) can tell you the number of people in a type of job, how much they earn, what's likely to happen to those jobs over the next few years and more.

## Work facts for the 21st century

New jobs are being created all the time. Some we'll be familiar with but others will be new to us.

## If these jobs didn't exist 10 years ago...

app designer

social media manager

driverless car engineer

cloud computing specialist

vlogger

drone operator

digital marketer

Around half of all jobs by 2024 will require a higher education qualification such as a degree or higher apprenticeship.



## ...what new jobs might there be in 10 years' time?

Most of the new jobs being created will be high-skilled ones and by 2024, half of all jobs will require higher level skills or a higher education qualification such as a degree, higher or degree apprenticeship, HNC or HND from a college or university.

But it's not just about new jobs... we need people to fill the vacancies left by those who retire or move on and employers across Norfolk are already struggling to fill up to half of these. This is why it's important to research the labour market to find out the skills that employers are looking for.

# Why do jobs change?

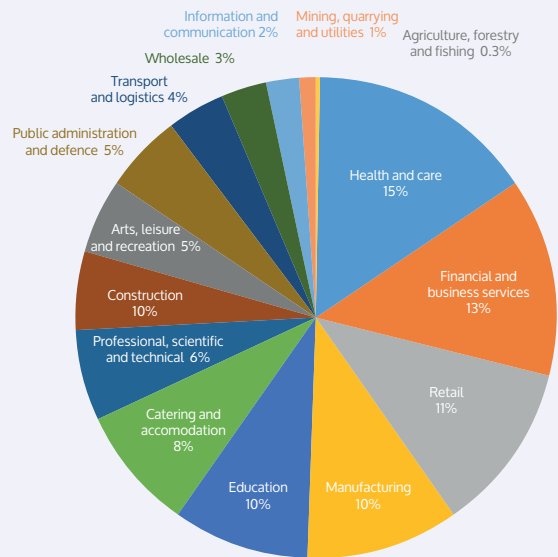
All jobs change over time:



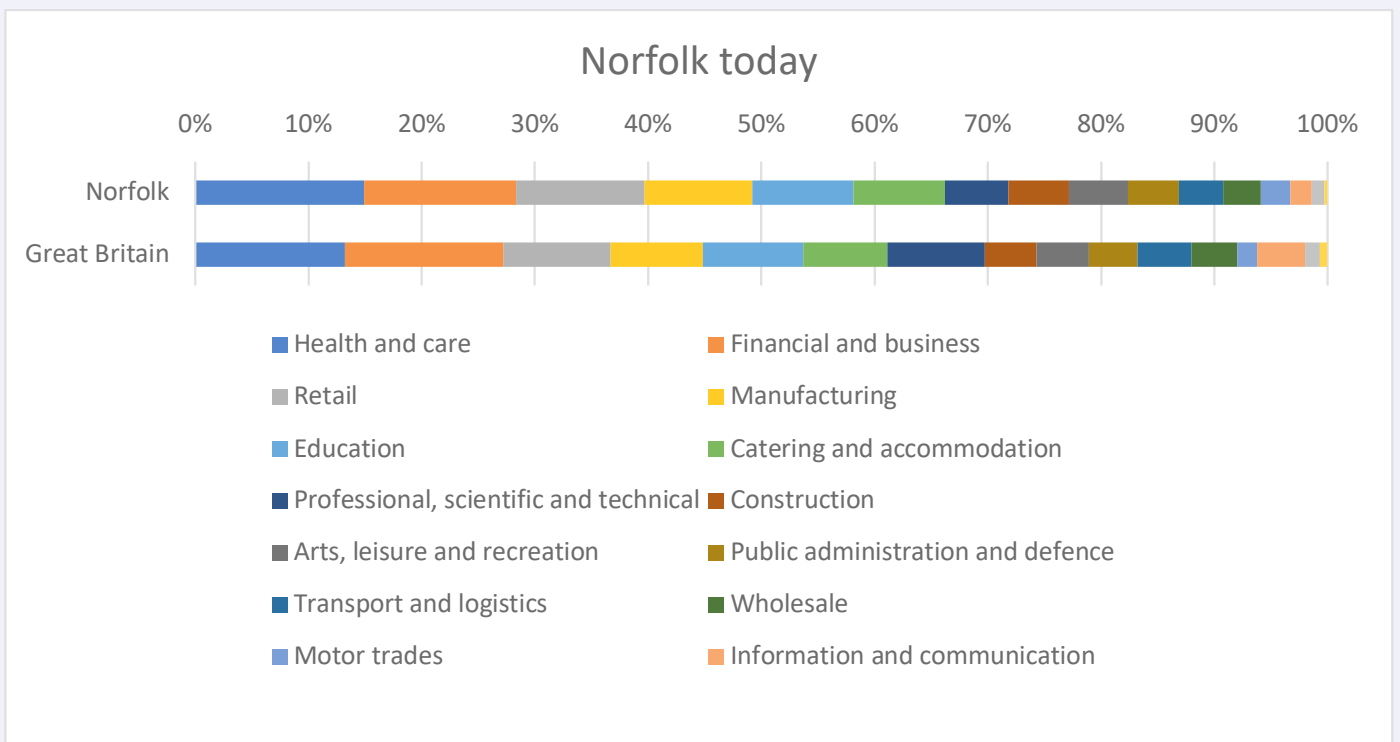
- In the early 1980s...**
- ❖ Most letters were typed by secretaries and clerical staff
  - ❖ Coal mining employed around 237,000 people (today it's around 1,125)
  - ❖ Our homes had computers for the first time
  - ❖ The first commercial mobile phone cost around £3000 (over £6000 in today's money)!

## Norfolk today

Some jobs that were once very popular have all but disappeared and new jobs are being created all the time due to the development of new products and advances in technology.



**This chart shows the share of employment each sector of the labour market has in Norfolk. A sector is a large section of the economy which includes businesses that carry out similar activities.**



# The world of work – the future is now!

What is changing?	How can it affect jobs?	Which job areas will be important?
New technology is being developed all the time.	New technology is the main reason for old jobs disappearing. <b>Self-service machines in supermarkets. Robots on production lines.</b> <b>Engineers, technicians and those with digital skills in demand.</b>	<ul style="list-style-type: none"> <li>• Electronics</li> <li>• Design engineering</li> <li>• Digital and ICT</li> <li>• Creative media</li> <li>• Aerospace</li> <li>• Cyber security</li> </ul>
People are living longer.	People need more health and social care. <b>Self-care technologies.</b> <b>Advances in drugs research, genetics and bio-technology.</b>	<ul style="list-style-type: none"> <li>• Health care</li> <li>• Social care</li> <li>• Life sciences</li> <li>• Pharmacology</li> <li>• Leisure</li> </ul>
The skills of people around the world are improving.	Competition from the rest of the world is growing. <b>Other countries are producing more graduates than the UK.</b> <b>Competitive apprenticeship programmes in Germany.</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Science</li> <li>• Engineering</li> <li>• Digital creative</li> <li>• Manufacturing</li> <li>• ICT</li> <li>• Finance</li> </ul>
We must take more care of the environment.	More research into saving energy and developing greener technologies. <b>Electric vehicles built and maintained.</b> <b>Reducing carbon and waste in our homes and workplaces.</b>	<ul style="list-style-type: none"> <li>• Engineering (inc. transport technologies)</li> <li>• Chemical processing</li> <li>• Recycling</li> <li>• Agri-tech</li> <li>• Energy and utilities</li> </ul>
People are thinking carefully about how they spend their money.	Demand for services such as catering, fitness, health spas and gaming. <b>Attracting more overseas visitors.</b> <b>People taking more breaks to improve their health and skills.</b>	<ul style="list-style-type: none"> <li>• Health and beauty</li> <li>• Sport and leisure</li> <li>• Hospitality and tourism</li> <li>• Digital creative</li> <li>• Sales and marketing</li> </ul>

## Different ways of working

The ways in which we work are changing too. There are lots of different ways in which you might work in the future, beyond what we often call the '9 to 5' job.

### Flexi-time working

- Temporary or fixed-term contracts
- Zero or low hours contracts
- Gig economy
- Freelance and consultancy work
- Shift work
- Part-time work
- Mobile working
- Portfolio career
- Running your own business

## What does STEM stand for?

Science, technology, engineering and maths.

## Why study STEM subjects?

Lots of jobs now and in the future need people who have a good knowledge of science, technology, engineering and maths. There are some really exciting careers out there right now but employers in some sectors are struggling to recruit people with the right skills. This could have a negative effect on the UK economy and the jobs available in the future.

The further you carry on learning a STEM subject, the more career opportunities will be open to you in the future. *Why not research some careers which inspire you and find out which subjects they need?*

## What types of careers need STEM?

At least 90% of jobs in the future will involve some element of digital technology and many others will need people who have STEM skills. Career areas include ICT, engineering, cyber security, science, advanced manufacturing, research and development, and creative media.

## What types of people use STEM skills?

People who use high-level STEM skills in their jobs are the creators, thinkers, doers, problem solvers, analysts, innovators and inventors of the future. Others simply need skills such as maths or technology to do their job well.

## Give me some examples of jobs that need STEM skills...

- Testing driverless vehicles
- Developing robotic limbs
- Improving performance in sport
- Protecting IT systems from cyber crime
- Creating virtual tours for the tourism sector
- Designing kitchens and bathrooms

## How can I study STEM subjects?

After GCSEs, there are several different pathways... Options at level 3 include A levels, advanced apprenticeships and BTECs; options at a higher level include degree, higher or degree apprenticeship and HNC or HND. For more information on qualifications and study options go to Help You Choose website Info and Advice section on Education and Learning.

## What about STEAM?

Some employers in sectors such as gaming, TV, film and media are looking for people who have artistic or creative talent as well as technical skills. You might see the term STEAM used to highlight the demand for artistic skills as well as science, technology, engineering and maths.







A job in the health sector can be extremely rewarding. Jobs in health include caring for patients in hospitals or the community and working in labs or with diagnostic equipment. There are also support roles in admin, security and maintenance which are essential to the day-to-day running of the health service. Studying a STEM\* subject will open up many opportunities.

## What is happening?

→ Health and social care is the largest employment sector in Norfolk employing 53,500 people<sup>1</sup>

→ Continuing with STEM\* subjects after Year 11 can lead to many exciting careers in this sector.

→ There are over 350 different careers in the NHS.

→ The number of people working in private healthcare is growing.

→ The NHS has a shortage of over 100,000 staff including nurses and doctors and the shortages are particularly high in Norfolk.

→ New technologies and discoveries means new jobs in health including patient monitoring, diagnostics, robotics, genetics and bioscience.

## Skills and qualities

Communication | Care and compassion  
 Team working | Planning and organisation  
 Leadership and management  
 Problem solving | Digital and ICT skills  
 Commitment | Calm under pressure  
 Flexibility

## Useful subjects

Biology | English | Maths | Science  
 Chemistry | Psychology | ICT | Sociology  
 Physics

## What could you earn?\*\*\*

Dental nurse	£13,100 - £20,300
Lab technician	£15,750 - £26,450
Medical secretary	£15,800 - £23,500
Nurse	£20,900 - £43,700
Midwife	£21,000 - £44,050
Biological scientist	£27,450 - £49,250
Pharmacist	£31,400 - £48,550
Doctor	£32,200 - £133,750

## Local employers

- NHS including Norfolk and Norwich University Hospital, James Paget Hospital in Gorleston, Queen Elizabeth Hospital in Kings Lynn and many health centres
- Norfolk County Council - NORSE
- Spire Healthcare
- Various care homes – many employ nursing and therapeutic staff

<sup>1</sup> Business Register of Employment Survey  
 \*See Page 7 for STEM information  
 \*\* Annual Survey of Hours and Earnings



# Pathways into this sector

Getting good grades in English and **STEM\*** subjects such as sciences and maths will help you to get into this sector and keep your career options open.

**At 16**, your options include A levels in **STEM\*** subjects, an apprenticeship or a vocational qualification such as health and social care (at level 2 or 3).

Entry requirements for apprenticeships vary so always check first.

**At 18 or 19**, you could opt to study for a relevant degree at university or train through a higher or degree apprenticeship.

There are job opportunities at all qualification levels but some jobs in health and care need a level 4–6 qualification and some need a degree. For roles such as nurse or paramedic, a degree apprenticeship may be an option (paramedic apprenticeships are currently in development).

Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in health or social care.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

### On the web

[www.healthcareers.nhs.uk](http://www.healthcareers.nhs.uk)

[www.stepintothens.nhs.uk](http://www.stepintothens.nhs.uk)

[www.wanttobeadoctor.co.uk](http://www.wanttobeadoctor.co.uk)



# Social care

Social care is about providing care for people in different settings such as in residential and nursing homes or in their own homes and enabling them to enjoy a sense of wellbeing and independence for as long as possible. There are opportunities to work with people with learning disabilities, physical disabilities, mental health and older people.

## What is happening?

→ Around 27,300 people work in adult social care in Norfolk; approximately 80% of them work for independent companies and the remainder for the NHS the local authority.

→ There are typically just under 2,000 vacancies for staff in adult social care in Norfolk at any one time.

→ The need for adult social care is growing and the number of social care jobs will increase by 18% (275,000 jobs) by 2025.

→ We expect to need 21,000 extra posts in mental health services by 2020. Mental health trusts are struggling to find people to fill roles such as mental health nurse and support worker.

## Skills and qualities

Communication | Care and compassion  
Team working | Planning and organisation  
Leadership and management  
Digital and ICT skills | Initiative | Reliability  
Flexibility

## Useful subjects

English | Maths | Psychology | Biology  
ICT | Sociology | Business studies

## What could you earn?\*\*\*

Nursery nurse	£11,350 - £19,250
Care worker	£11,800 - £25,900
Residential warden	£17,000 - £27,850
Mental health nurse	£20,900 - £43,700
Social worker	£24,100 - £40,400
Day care manager	£21,100 - £41,500
Social services manager	£28,200 - £46,400

## Local employers

- NHS – Norfolk Community Health and Care (NCH&C)
- Norfolk County Council
- Norse Care
- Carebase
- Various nursing and care homes



# Pathways into this sector

Getting good grades in maths and English will help you to get into this sector.

**At 16**, options include A levels, an apprenticeship in adult care or a vocational qualification such as health and social care (level 2 or 3). Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could opt to study for a relevant degree at university or a college university centre or train through an apprenticeship – social work degree apprenticeships are an option from September 2018.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in social care.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

### On the web

[everydayisdifferent.com](http://everydayisdifferent.com)

[norfolkcarecareers.co.uk](http://norfolkcarecareers.co.uk)

[www.skillsforcare.org.uk/Careers-in-care](http://www.skillsforcare.org.uk/Careers-in-care)

[norfolkandsuffolkcaresupport.co.uk/](http://norfolkandsuffolkcaresupport.co.uk/)

[www.healthcareers.nhs.uk](http://www.healthcareers.nhs.uk)



# Advanced manufacturing and engineering

Technology is one of the main reasons for old jobs disappearing but it's also creating new jobs all the time. There are so many exciting and rewarding careers within science, engineering and technology in our area that are predicated to grow rapidly over the next 10-15 years – digital design, motor sport, aerospace, clean tech... Why not become an expert and help the UK become the best innovators in the world?

## What is happening?

→ In the UK, engineering companies expect to need 182,000 people with engineering skills each year to 2022<sup>1</sup> across a range of roles. In Norfolk and Suffolk, 84,500 people are employed in this sector

→ Driverless vehicles, smart technology and robotics are just some of the growing areas and need skilled young people to research and design new products and parts.

→ Norfolk is home to over 1,000 engineering and manufacturing businesses<sup>2</sup> including precision engineering, clean tech, agri-tech, food processing machinery, advanced composites, advanced electronics, motorsport, marine, aviation and bio-med technology. If you're not sure what some of those are then get researching!

→ Norfolk and Suffolk have a rapidly growing energy industry including offshore wind and renewables, nuclear, oil and gas. All of these need highly skilled staff including engineers.

→ If you get good grades in your GCSE maths, science and tech subjects and continue to study a STEM\* subject it'll help to keep your career options open.

→ The International Aviation Academy in Norwich opened in 2017 and aims to train 80 new aviation engineers each year.

→ The engineering industries are desperately seeking women right across the UK! Females currently make up around 11% of the engineering workforce – the lowest percentage in Europe<sup>3</sup>.

## Local employers

- Hethel Engineering and Innovation
- Bepak
- Lotus Group
- Bf1 Systems
- Shell
- KLM UK Engineering
- Perenco
- Musset Engineering
- Syrinix
- Thurne-Middleby
- ATB Laurence Scott
- Lintott Control Systems
- Ardagh
- UCP Zeller



## Skills and qualities

Communication

Advanced digital and ICT skills

Problem solving | Maths

Attention to detail | Creativity

Leadership and management

Team working | Analytical skills | Design

Languages

## Useful subjects

Maths | Physics | Chemistry

Design and technology | English | Science

ICT | Languages | Business studies



# Pathways into this sector

Getting good grades in maths and English  
Getting good grades in maths, English and **STEM\*** subjects will help you to get into this sector and keep your career options open.

**At 16**, options include A levels, an apprenticeship or a vocational qualification in an area such as engineering or engineering technologies (levels 1, 2 or 3). Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could opt to study for a relevant degree at university or a college university centre or train through an apprenticeship. Higher or degree apprenticeships are an option for many roles and more will be available soon.

You could also consider if applying for an apprenticeship or graduate programme might be for you. Many large employers offer places in a variety of careers and locations. These can be highly competitive so start looking early when applications become open - usually around the beginning of the year.

Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in this sector.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.hethelinnovation.com](http://www.hethelinnovation.com)  
[www.aviationskillspartnership.com](http://www.aviationskillspartnership.com)  
[www.opito.com](http://www.opito.com)  
[www.tomorrowsengineers.org.uk](http://www.tomorrowsengineers.org.uk)  
[www.futuremorph.org](http://www.futuremorph.org)  
[www.semta.org.uk/careers](http://www.semta.org.uk/careers)  
[www.science-girl-thing.eu](http://www.science-girl-thing.eu)

## What could you earn?\*\*\*

Metal working machine operative	£15,700 - £27,000
Quality assurance technician	£26,550 - £60,100
Motor vehicle technician	£16,900 - £33,800
Motor vehicle assembler	£18,350 - £44,000
Engineering technician	£17,600 - £45,300
Design and development engineer	£25,700 - £51,600
CNC (computer control) programmer	£23,750 - £55,100
Electronics engineer	£39,150 - £47,500
Flight engineer	£70,750 - £95,850

1 Engineering UK 2 Norfolk Chamber 3 Women's Engineering Society (WES)

\*See Page 7 for STEM information

\*\*Annual Survey of Hours and Earnings 2017.



New technologies are creating new jobs in the sector all the time. There are so many exciting and rewarding careers within the ICT and digital creative sector in Norfolk that are predicated to grow rapidly over the next 10-15 years.

## What is happening?

→ We expect to need around 1.2 million new technical and digitally skilled people in the UK by 2022<sup>1</sup>.

→ Over 24,000 people are employed in this sector across Norfolk and Suffolk.

→ The digital creative sector is a major growth area for Norfolk; Norwich is a Tech City and both the University of East Anglia and Norwich University of the Arts offer a range of courses around computer science and in digital/creative subjects.

→ Competition for some digital and creative jobs can be fierce and the number of people with a degree is very high.

→ Over half of creative jobs are based in London and the South-East and an increasing number of digital creative jobs in Norwich.

→ Shortage areas include cyber security experts, software programmers and designers working in user experience, 3D and VFX.

→ The ICT, digital tech and creative industries are desperately seeking girls! Young women make up 17% of the tech workforce<sup>2</sup> and are in demand.

## Skills and qualities

Advanced digital and ICT skills | Creativity  
 Communication | Problem solving  
 Attention to detail | Design  
 Planning and organisation  
 Presentation skills | Team working  
 Flexibility | Business knowledge

## Local employers

- Aviva
- BBC East
- Archant
- BT
- ITV Anglia
- Oneagency.co
- Proxama
- Further Digital Marketing
- Foolproof
- Neilsen Brandbank
- Rainbird Technologies
- Migsolv



## Useful subjects

Maths | Computing and ICT  
 Design and technology | Science | English  
 Art | Media | Music | Business awareness  
 Psychology | History | Sociology

## What could you earn?\*

Photographer	£17,450 - £34,250
Graphic designer	£18,000 - £32,500
Marketing professional	£18,450 - £35,650
Web designer	£20,050 - £39,050
Clothing designer	£21,150 - £39,050
Software developer	£23,750 - £55,100
Telecommunications engineer	£27,350 - £39,050
IT systems designer	£27,450 - £64,100
TV, video and audio engineers	£31,400 - £34,350

# Pathways into this sector

Getting good grades in maths, English, computing/ICT and in design subjects will help you to get into this sector.

**At 16**, options include A levels, an apprenticeship or a vocational qualification (levels 1, 2 or 3). Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could opt to study for a relevant degree at university or train through an apprenticeship. Higher or degree apprenticeships are an option for some roles and more will be available soon.

Many large companies have apprenticeship or graduate programmes for careers in this sector. Places are usually available in various locations around the UK and can be highly competitive so start looking early, around the beginning of the year.

Gaining relevant experience, such as work experience, a paid job or voluntary work can be extremely beneficial for getting into this sector and will also improve your chances of finding a job.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

techeast.com

ccskills.org.uk

www.bubble-jobs.co.uk

www.thetechpartnership.com/tech-future-careers

technation.techcityuk.com/cluster/norwich/

www.nua.ac.uk





# Energy (including renewables)

The focus is very much on the future when it comes to the energy sector. The government has targets it has to meet to help reduce climate change around the world and new technologies can help achieve this. It's not just about constructing, assembling and monitoring – engineer, technicians and a range of support jobs are needed to service, maintain and repair energy facilities, and will be needed in the future to design and test the buildings, vehicles and smart technology of the future!

## What is happening?

→ Norfolk and the East of England is the second largest centre for energy in the UK which includes oil and gas, offshore and onshore wind energy, nuclear and biomass-fired power generation.

→ Great Yarmouth and Lowestoft in Suffolk make up an energy-related Enterprise Zone - England's largest cluster of energy businesses - and between them offer around 1400 direct and 1000 related jobs with growing opportunities in off-shore wind, oil and gas.

→ Sometimes called the 'green economy', we can expect to see new roles in areas such as: wind and wave power; energy and waste management; sustainable construction; bio energy; smart technologies; and plug-in electric vehicles.

→ Many of Norfolk's businesses now operate around the world in places like Africa, USA, Canada, the Middle East, Russia, Asia and Scandinavia; people with STEM\* skills are in high demand.

→ Several wind farms including Scroby Sands, Sheringham Shoals and have already been built off the East Anglian coast. Three further wind farms with enough energy to power more than four million homes are planned off the Norfolk coast including the Dudgeon Wind Farm off Great Yarmouth. As a result, we can expect to see significant job growth in offshore wind with more businesses locating here.

## Local employers

- EDF – Sizewell B Nuclear
- Perenco
- Orbis Energy
- Seajacks
- Aquaterra Energy
- University of East Anglia
- Statoil
- Shell
- Aker Solutions
- 3sun Group
- Gardline Marine Sciences
- Hydra Rig
- Acteon Group
- ScottishPower Renewables



## Useful subjects

Maths | Physics | Chemistry | ICT  
Design and technology | English | Science  
Business studies | Languages

## Skills and qualities

Communication | Advanced digital and ICT skills  
Problem solving | Leadership and management  
Attention to detail | Maths | Team working  
Design | Analytical skills



# Pathways into this sector

Getting good grades in maths, English and **STEM\*** subjects will help you to get into this sector and keep your career options open.

**At 16**, options include A levels, an apprenticeship or a vocational qualification in an area such as engineering or technology (levels 1, 2 or 3). Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could opt to study for a relevant degree at university or a college university centre or train through an apprenticeship. Higher or degree apprenticeships are an option for many roles and more will be available soon.

Applying for a place on an apprenticeship or graduate programme might be for you. Many large employers offer places in a variety of careers and locations including in the East of England. Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in this sector.

## Alternative routes into this sector

Change the text that follows to 'If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.eeegr.com](http://www.eeegr.com) - Skills for Energy East of England

[www.talentsourcenetwork.co.uk](http://www.talentsourcenetwork.co.uk)

[www.myoilandgascareer.com](http://www.myoilandgascareer.com)

[www.futuremorph.org](http://www.futuremorph.org)

[www.citb.co.uk/bconstructive](http://www.citb.co.uk/bconstructive)

[www.semta.org.uk/careers](http://www.semta.org.uk/careers)

## What could you earn?\*\*\*

Wind turbine technician	£17,600 - £45,300
Science technician	£17,600 - £45,300
Energy plant operative	£24,050 - £34,250
Environmental professional	£22,150 - £26,550
Design engineer	£25,650 - £51,600
Mechanical engineer	£29,650 - £62,500
Electronics engineer	£39,150 - £47,500
Research and development manager	£25,650 - £51,600

\*See Page 7 for STEM information

\*\* Annual Survey of Hours and Earnings



# Finance and insurance

Norfolk has a large financial and insurance services sector. Companies in the private financial and insurance services sector need people with high motivation and enthusiasm. Some jobs require a high level of customer service and sometimes shift work, others demand commitment and long hours but the effort can be rewarding. There are also opportunities in the public sector for financial and administrative roles.

## What is happening?

→ Financial and business services is the second biggest sector in Norfolk and we have one of the largest clusters of finance and insurance businesses outside of London with over 180 companies. Norwich is also one of the largest general insurance centres in Europe including Aviva and Marsh.

→ Nearly 30,000 people are employed in financial services and insurance in Norfolk and Suffolk

→ Technology is constantly changing and areas such as FinTech, artificial intelligence, cyber security and big data management are growing fast.

→ There's demand for computer scientists, data analysts, sales and customer service roles, human resources (HR) managers, actuaries and legal professionals.

→ The Norwich Business School at UEA is one of the most highly rated business schools in the UK and the first National Skills Academy in the UK for financial services is also based in Norwich.

→ Employers are seeking people who are good communicators with a sound understanding of how business works; modern language skills are growing in demand, especially for companies who operate or trade internationally and there are plenty of graduate opportunities in this sector.

## Local employers

- Aviva
- Adrian Flux
- Virgin Money
- KPMG
- Capita
- RBS
- Marsh
- Swiss Re
- Williams Lea
- Moneyfacts



## Useful subjects

Maths | English | ICT | Business studies  
Modern languages | Sociology  
Psychology

## Skills and qualities

Advanced digital and ICT skills  
Communication | Problem solving | Maths  
Leadership and management | English  
Business knowledge | Customer awareness  
Analytical skills | Presentation skills  
Team working | Languages



# Pathways into this sector

Getting good grades in English, maths, business, computing or technology subjects will help you to get into this sector.

**At 16**, options include A levels, a vocational qualification (levels 2 or 3) or an apprenticeship in a role such as financial services customer adviser, assistant accountant or paralegal. Entry requirements for apprenticeships can vary so check first.

If you're interested in accounting, you can start an AAT course from the age of 16. This can be done through a training provider, as an apprenticeship or you could study part time while working.

**At 18 or 19**, you could opt to study for a relevant degree at university, study for an AAT or other qualification through work-based learning or train through an apprenticeship. Higher or degree apprenticeships or graduate programmes are available in lots of interesting roles in this sector and more will be available soon.

Places are usually available in various locations around the UK and can be highly competitive. They usually open for applications around the beginning of the year so start looking early.

Gaining relevant experience, such as work experience, a paid job or voluntary work can also help you get into this sector.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## What could you earn? \*\*

Contact centre worker	£13,600 - £22,450
Sales administrator	£16,900 - £25,950
Finance officer	£18,550 - £28,500
Legal associate professional	£18,500 - £32,887
Customer service manager	£17,800 - £40,100
Human resources officer	£18,550 - £38,750
Financial accounts manager	£22,000 - £54,550
Chartered accountant	£20,350 - £53,900
IT systems designer	£27,450 - £64,100

## On the web

[www.prospects.ac.uk/  
jobs-and-work-experience/job-sectors](http://www.prospects.ac.uk/jobs-and-work-experience/job-sectors)

[www.aat.org.uk](http://www.aat.org.uk)

[www.icould.com](http://www.icould.com)

[www.discoverrisk.co.uk](http://www.discoverrisk.co.uk)

[fignorwich.org](http://fignorwich.org)



# Tourism and culture

Norfolk is a top destination for tourists and local people who do jobs connected to tourism play an important role in supporting the local and UK economy. Also known as the 'visitor economy', attractions and services such as festivals, galleries, museums, shops, holiday parks, boat hire and accommodation are growing and there's a wide range of jobs to be had.

## What is happening?

→ Did you know, the tourism sector in Norfolk supports over 63,500 jobs?

→ Between 2014 and 2024, the hospitality and tourism industry in the UK needs to recruit 1.3 million staff: 25% of those will be to new jobs and 75% to replace those who leave<sup>1</sup>.

→ The sector is changing: digital technology such as online apps and virtual tours means roles such as digital marketer, digital designer and social media manager are growing in this sector.

→ There's a high demand for graduates in leadership and management roles.

→ A high number of people involved in the arts are self-employed – up to 74% of actors and entertainers and 80% of artists<sup>2</sup> – but there are paid roles for jobs such as theatre attendant, art exhibition organiser and lighting designer; there may also be roles you hadn't considered.

→ Cultural activities such as music, street art or food and drink festivals can be a good source of temporary work which could lead to a new and exciting career!



## Useful subjects

English | ICT | Art & design  
Business studies | Languages | Drama  
Music | History | Sociology | Maths

## Skills and qualities

Communication | Planning and organisation  
Creativity | Digital and ICT skills  
Problem solving | Leadership and management  
Customer awareness | Team working  
English | Reliability | Languages | Flexibility

## Local employers

- The Broads Authority
- Bewilderwood
- Sea Life Centres in Great Yarmouth and Hunstanton
- Norwich Castle and Museums
- National Trust
- Norwich City Football Club
- Searles of Hunstanton and many other caravan parks
- Haven of Norfolk (Caister on Sea and Great Yarmouth)
- Richardson's Boats
- Norwich Theatre Royal and other theatres in Norwich, Kings Lynn, Cromer, Diss and Great Yarmouth



# Pathways into this sector

Getting good grades in maths and English will help you to get into this sector and there are plenty of opportunities to move up the ladder once you're in.

**At 16**, options include A levels, an apprenticeship or a vocational qualification in an area such as travel and tourism or performance (levels 1, 2 or 3). Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could opt to study for a relevant degree at university, train through an apprenticeship or develop your skills while working.

Gaining relevant experience, such as work experience, a paid job or voluntary work will improve your chances of finding a job in this sector and is particularly important for getting into the performing arts.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.careerscope.uk.net](http://www.careerscope.uk.net)

[www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)

[www.ccskills.org.uk/careers/advice](http://www.ccskills.org.uk/careers/advice)

[www.museums.norfolk.gov.uk/join-and-support/teaching-museum](http://www.museums.norfolk.gov.uk/join-and-support/teaching-museum)



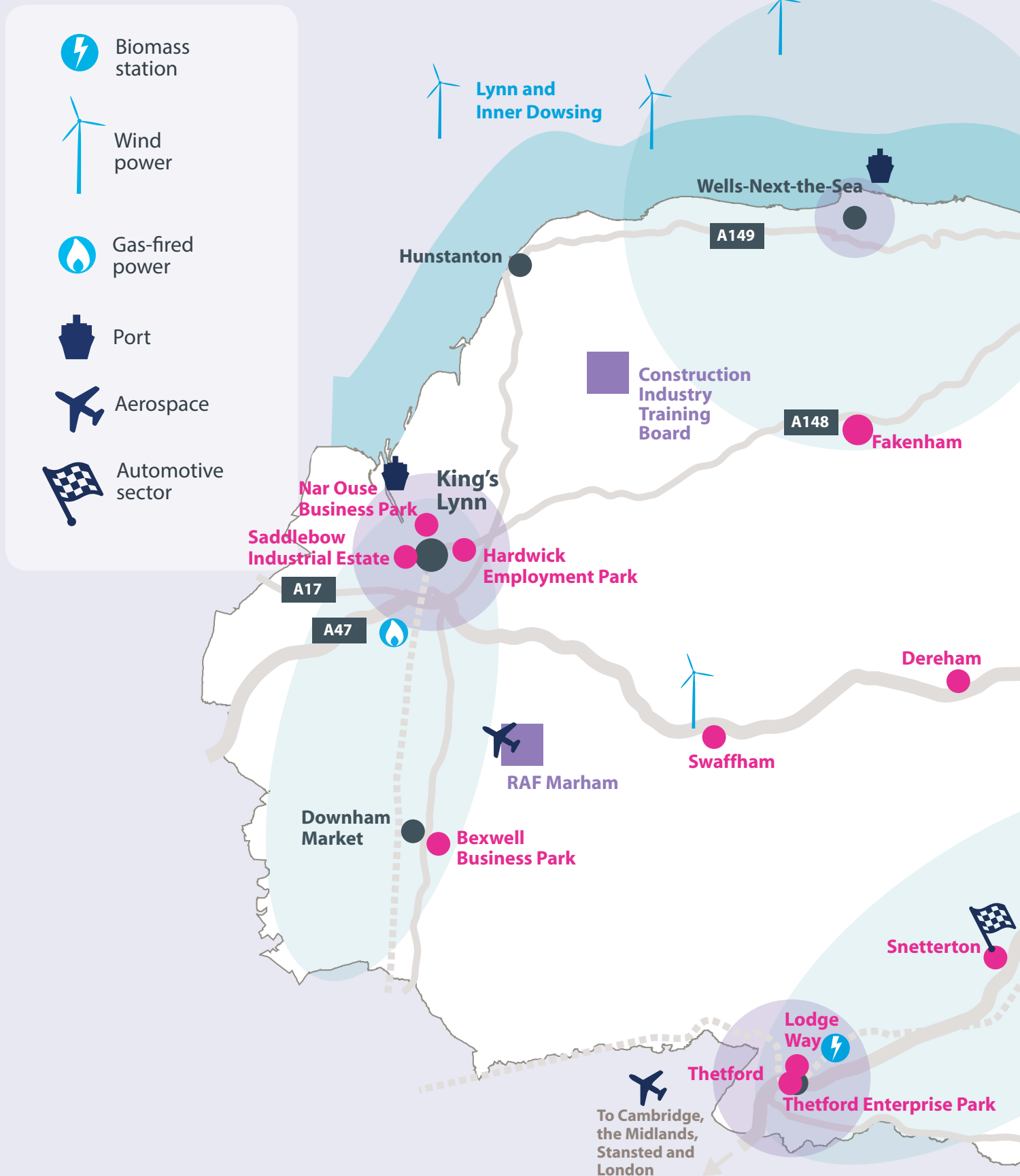
## What could you earn?\*

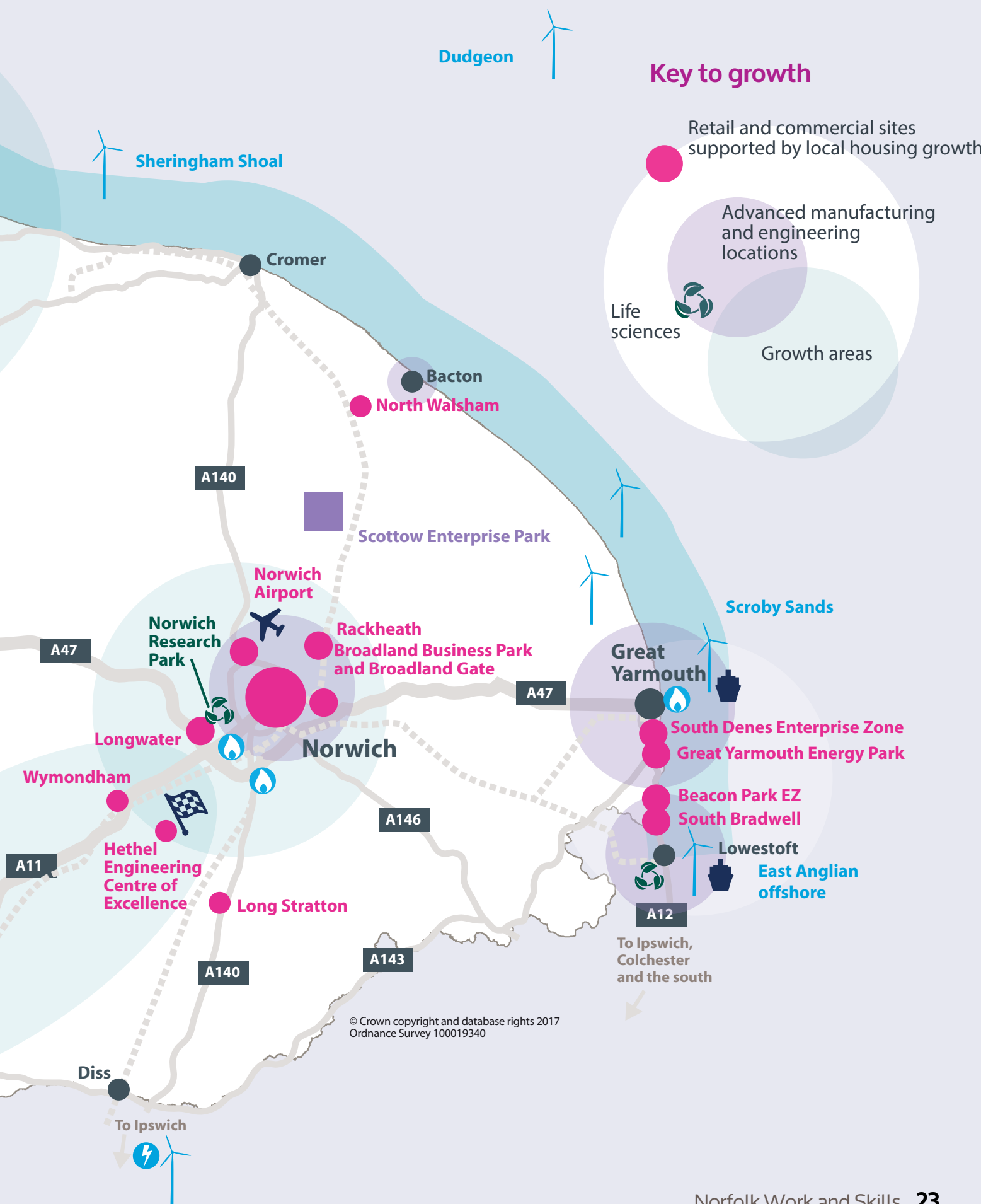
Waiting staff	£12,300 - £17,650
Housekeeping supervisor	£13,200 - £19,800
Chef	£15,500 - £26,000
Artist	£22,800 - £28,250
Travel agent	£14,200 - £27,650
Museum curator	£26,000 - £31,450
Exhibition organiser	£18,850 - £33,550
Marketing officer	£18,450 - £36,350
Web designer	£20,050 - £39,050
Arts officer	£21,350 - £45,000

1 People 1st 2 LMI for All

\*\* Annual Survey of Hours and Earnings

## Major employment and growth areas







# Hospitality and catering

The hospitality industry is a major employer across Norfolk. A career in hospitality can be very rewarding. If you like meeting people, are enthusiastic and organised then it could be for you. There are plenty of entry level jobs from which you can move quickly up the career ladder to a management position and better earning power! Where could you work? How about beachfront cafe, hotel, cruise ship, conference centre, exclusive restaurant or local pub ... take your pick!

## What is happening?

→ Between 2014 and 2024, the hospitality and tourism industry needs to recruit 1.3 million staff: 25% of those will be to new jobs and 75% to replace those who leave<sup>1</sup>.

→ Around 29,000 people are employed in accommodation and food services in Norfolk<sup>2</sup> – a rise on last year.

→ Chefs are in huge demand with over one quarter of businesses unable to find the right people; employers are also struggling to recruit for front of house roles such as counter, table waiting and reception staff. A course at college or an apprenticeship could be a good way to train to become a chef or to get into these and other roles.

→ Norwich is a major shopping destination with many stores, hotels and restaurants requiring hospitality staff.

→ Norfolk is a top destination for tourists and day visitors and attracting more is important to the future local economy. This means improving the quality of accommodation and services and creating a longer holiday season which could lead to better and more permanent jobs.

→ Catering staff also work in schools, colleges, universities, larger offices and in many factories.

→ Digital technologies are driving new trends such as people renting their homes out to visitors, pop-up restaurants and takeaway services.

## Local employers

- Bourne Leisure
- Norwich City Football Club
- Searles
- Premier Inn, Travelodge and many hotels and guest houses
- Blue Sky Leisure
- Barnes Brinkcraft
- NORSE Catering
- JD Wetherspoons
- Best Western
- Various catering companies
- Plus thousands of restaurants, cafés, public houses and takeaways across the county



## Skills and qualities

Customer awareness | Communication  
Team working | Business skills  
Problem solving | Leadership and management  
Digital and ICT skills | Flexibility | English  
Reliability | Creativity | Languages

## Useful subjects

Catering | English | Business studies  
Languages | History | Maths  
Art & design | Drama | Psychology | Sociology

# Pathways into this sector

Getting good grades in maths and English will help you to get into this sector and it's possible to progress quite quickly if you have the motivation.

**At 16**, options include A levels, an apprenticeship or a vocational qualification in an area such as professional cookery or hospitality supervision and leadership (levels 1, 2 or 3). Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could study for a relevant degree at university, develop your skills through an apprenticeship or opt to train 'on the job'.

Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in this sector.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

### On the web

[www.careerscope.uk.net](http://www.careerscope.uk.net)

[www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)

[www.hittraining.co.uk](http://www.hittraining.co.uk)

## What could you earn?\*\*\*

Waiting staff	£12,300 - £17,650
Kitchen assistant	£9,800 - £21,400
Housekeeping supervisor	£13,200 - £19,800
Chef	£15,500 - £26,000
Bar manager	£15,000 - £25,900
Travel agent	£14,200 - £27,650
Exhibition organiser	£18,850 - £33,550
Marketing officer	£18,450 - £36,350
Web designer	£20,050 - £39,050

1 People 1st 2 Business Register of Employment Survey

\*\*\*Annual Survey of Hours and Earnings 2017.



If you want to make a real difference to people's day-to-day or future lives there are numerous roles to be had in public services. Whether in central or local government or working for public or private agencies, there are opportunities in emergency services, politics, education, planning, health, security, administration or intelligence.

## What is happening?

→ Roughly 3.050 million people in the UK work in central government and around 2.1 million in local government<sup>1</sup>. The NHS is the largest employer in this sector, and actually the fifth largest employer in the world!

→ Growing risks to national security means there's a real need to recruit people with the right skills to work in security and intelligence including the secret service, cyber security and the armed forces.

→ The police force encourages applicants from all backgrounds and ethnic groups; Norfolk Fire and Rescue Service employs 300 full-time firefighters<sup>2</sup> with more opportunities for part-time roles; just under 3,000 people work in the civil service in Norfolk<sup>3</sup>.

→ Public sector employment is falling year on year - the number of admin roles have fallen either due to changes in technology or due to cuts in public spending.

→ There's a shortage of nursery, primary and secondary school teachers in the UK and funding is available for those who want to teach 'in demand' subjects.

## Useful subjects

English | Maths | Science | Psychology  
ICT | Sociology | Law | Biology  
Languages | Physics | Chemistry

## Local employers

- Norfolk County Council
- Norwich City Council and six District councils
- University of East Anglia (UEA)
- Norfolk Constabulary
- RAF Marham
- Army (Robertson Barracks)
- Norfolk Fire and Rescue
- Civil service departments/offices
- NHS

## Skills and qualities

Communication | Problem solving  
Leadership and management  
Team working | Business skills  
Customer awareness  
Planning and organisation  
Digital and ICT skills | Reliability | Initiative

## What could you earn?\*\*\*

Army private	£18,500
Local government administrator	£17,150 - £30,450
Housing officer	£19,600 - £30,650
Police community support officer	£24,550 - £29,250
Nurse	£20,900 - £43,700
Social worker	£24,100 - £40,400
Town planner	£24,050 - £51,600
Fire officer	£28,800 - £38,650
Police officer	£29,500 - £52,000
Health services manager	£26,000 - £56,200



# Pathways into this sector

Getting good grades in maths and English will help you to get into this sector and continuing with **STEM\*** subjects will help to keep your career options open.

**At 16**, options include A levels, an apprenticeship or a vocational qualification in an area such as public services (levels 2 or 3). Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could continue into higher education at university or college. Some roles such as town planner or social worker require a degree-level qualification but as more higher and degree apprenticeships become available, these will be an alternative route into more higher-skilled careers.

Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in this sector.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.army.mod.uk/join](http://www.army.mod.uk/join) | [www.raf.mod.uk/recruitment](http://www.raf.mod.uk/recruitment) | [www.royalnavy.mod.uk/careers](http://www.royalnavy.mod.uk/careers)

[recruit.college.police.uk](http://recruit.college.police.uk) or [www.norfolk.police.uk/join-us](http://www.norfolk.police.uk/join-us)

[www.norfolkfirejobs.co.uk](http://www.norfolkfirejobs.co.uk)

[www.sis.gov.uk/explore-careers.html](http://www.sis.gov.uk/explore-careers.html)

[www.healthcareers.nhs.uk](http://www.healthcareers.nhs.uk)

[www.norfolk.gov.uk/jobs-training-and-volunteering](http://www.norfolk.gov.uk/jobs-training-and-volunteering)

[getintoteaching.education.gov.uk](http://getintoteaching.education.gov.uk)

[www.gov.uk/government/organisations/civil-service/about/recruitment](http://www.gov.uk/government/organisations/civil-service/about/recruitment)



1 ONS 2 Norfolk Fire and Rescue Service 3 ONS  
\*See Page 7 for STEM information  
\*\*Annual Survey of Hours and Earnings 2017

People are living longer and with more complex health needs, antibiotics don't work as well as they used to, we want to know more about inherited diseases... these and other challenges mean that scientific discovery and bio-technologies are essential to improving people's lives. This makes for some very exciting and rewarding roles: you could make a real difference!

## What is happening?

→ We can expect thousands of new jobs to be created in this sector over the next few years. Key areas include pharmacology (drugs and chemistry), med tech (hi-tech equipment) and bioinformatics (connecting computing, biology and medicine).

→ This is a priority sector for Norfolk, and Norwich Research Park (NRP) is one of the largest clusters of food, health, plant and environmental science organisations in the world! Over 12,000 people currently work on the NRP including over 3000 scientists which is home to many research and development companies as well as major institutions such as the John Innes Centre, the Quadram Institute and the Earlham Institute. And there are plans to grow further.

→ Food and energy security, healthy ageing and living with environmental change are important global issues, and we need people with high skill levels to work in areas such as microbiology, genetics, artificial intelligence and intellectual property.

→ Most professional jobs require degrees or higher degree level qualifications. A growing number of higher and degree level apprenticeships in life sciences means there's a growing alternative route to university into this sector, however, continuing with a STEM qualification is essential.

## Local employers

- University of East Anglia
- John Innes
- Briar Chemicals
- Earlham Institute
- Anglia DNA
- Quadram Institute
- iDNA Genetics
- Sequence Analysis
- Procarta Biosystems



## Skills and qualities

Communication | Problem solving  
Advanced digital and ICT skills  
Attention to detail | Maths | Analytical skills  
Team working | Languages

## Useful subjects

Maths | Biology | Chemistry | Physics  
English | ICT | Science  
Business studies | Design & technology  
Psychology



# Pathways into this sector

Getting good grades in maths, English and **STEM\*** subjects is essential for most jobs in this sector.

**At 16**, continuing to study **STEM\*** subjects at A level will allow you to progress in this sector. There are limited apprenticeship opportunities at level 2 but level 3 apprenticeships such as laboratory and metrology technician are available and others are in development. Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could study for a relevant degree at university and even continue onto a post-graduate course. Higher or degree apprenticeships are an option for getting into some roles in the life sciences sector and more will be available soon.

Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in this sector.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.rsb.org.uk](http://www.rsb.org.uk)

[www.rsc.org/careers/future](http://www.rsc.org/careers/future)

[www.futuremorph.org](http://www.futuremorph.org)

[microbiologysociety.org/careers.html](http://microbiologysociety.org/careers.html)

## What could you earn?\*\*\*

Lab technician	£15,750 - £26,450
Science professional	£17,800 - £45,350
Environmental health professionals	£29,400 - £39,950
Biological scientist	£27,450 - £49,250
Design & development engineer	£25,650 - £51,600
Research professional	£25,000 - £68,150
Pharmacist	£31,400 - £48,550

\*See Page 7 for STEM information

\*\* Annual Survey of Hours and Earnings



# Retail

Retail is the largest private sector employer in the UK – that's big business! As well as sales roles, there are many behind-the-scenes jobs such as buying, social media, stock control, logistics and store operations – all important links in the chain. Some of these jobs demand a creative streak, others need digital and ICT skills. What's more, if you have the drive, it's easy to move quickly up the career ladder to a management position.

## What is happening?

→ The retail sector employs around 40,500 people across the whole of Norfolk with Norwich one of the top shopping destinations in the UK, but with shops and stores in every town across the county.

→ Technology is changing the types of jobs on offer in this sector. Self-service machines mean fewer sales and customer service assistants will be needed but we're likely to need around 60,000 retail managers in the UK by 2022 .

→ A growing trend for online shopping means there are some exciting job roles in retail such as e-commerce merchandiser, digital marketer, app developer and social media manager. These types of jobs are usually found at the head offices of major retailers.

→ Got an entrepreneurial streak? Online stores, local produce and 'niche' shops are all popular ideas amongst those wanting to set up their own retail business.

→ Many big names in food retail, high street and online shopping have apprenticeship and graduate schemes.

## Useful subjects

Maths | English | Languages  
Business studies | ICT | Design & technology  
Art & design | Psychology | Sociology

## Skills and qualities

Communication | Digital and ICT skills  
Customer awareness | Team working  
Leadership and management  
Planning and organisation | Business knowledge  
Problem solving | Design | Creativity  
English | Maths | Enthusiasm

## Local employers

- Norwich City Centre is THE major retail destination in the East of England
- Shopping malls:
  - Chapelfield – Norwich: national chain stores
  - Castle Mall – Norwich: national chain stores
  - Market Gates- Great Yarmouth
  - Vancouver Quarter - Kings Lynn
- Marks & Spencer
- Jarrolds
- John Lewis
- Debenhams
- Roys
- Simply M & S Food
- Norwich Lanes (independents)
- Supermarkets: Morrisons, Tesco, Sainsburys, ASDA, Lidl, Aldi, Coop



# Pathways into this sector

Getting good grades in maths and English will help you to get into this sector and once you're in, there are opportunities to move up the ladder. Remember that company head offices often have lots of interesting roles on offer such as social media expert, data analyst, buyer, HR, finance and IT professional.

**At 16**, options include A levels, a vocational qualification or an apprenticeship in an area such as retail team leader or customer service. Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could opt to study for a higher education qualification, train through an apprenticeship or develop your skills while working.

Gaining relevant experience, such as work experience, a paid job or voluntary work will improve your chances of finding a job in this sector.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.prospects.ac.uk/jobs-and-work-experience/job-sectors/retail](http://www.prospects.ac.uk/jobs-and-work-experience/job-sectors/retail)

[www.careersbox.co.uk](http://www.careersbox.co.uk)

[www.fashionretailacademy.ac.uk](http://www.fashionretailacademy.ac.uk)

## What could you earn? \*\*

Check-out operator	£11,700 - £18,700
Sales assistant	£11,900 - £28,000
Window dresser	£15,200 - £27,600
Marketing professional	£18,450 - £35,650
Retail manager	£16,500 - £53,900
Clothing designer	£21,150 - £39,050
Web designer	£20,050 - £39,050
Business analyst	£23,650 - £60,200
Chief executive	£39,450 - £132,350

\*\*Annual Survey of Hours and Earnings 2017

# Construction and the built environment

The construction industry has had its ups and downs over recent years. However, in Norfolk and the East of England there is much house building planned for the coming years. The number of jobs within some roles is expected to grow, however there are also jobs such as electrician where the number of jobs isn't expected to rise but skilled people will be needed to replace those who leave.

## What is happening?

→ Between 2018 and 2021 it's predicted there will be 3,970 new jobs each year in the East of England<sup>1</sup>. Roles most in demand include: electrical trades; painters and decorators; wood trades and interior fitters; civil engineers; and other construction professional and technical staff<sup>2</sup>.

→ Over 70,000 people are employed in construction and related occupations across Norfolk and Suffolk'

→ 117,000 new homes are targeted to be built in Norfolk and Suffolk by 2026. This will create many new jobs in the construction sector.

→ Environmental targets and new materials and technologies means there are some exciting new areas to work in such as intelligent buildings and 3D modelling and printing.

→ The new reactor planned for Sizewell C in Suffolk will be the largest civil engineering building project in Europe with many jobs in construction and engineering.

→ The number of women starting a career in construction is growing, as is the number of self-employed – currently at around 40% of people working in construction<sup>3</sup>.

→ Apprenticeships are a good way into this sector and there are around 90 different types to choose from; also look out for courses in heritage craft skills for the opportunity to work on older buildings.

→ The National Construction College (Bircham Newton near King's Lynn) is a national centre for training in construction trades and offers a superb environment and a wide range of training courses.

## Local employers

- RG Carter
- Morgan Sindall
- Lovell
- Keir Construction
- Gill Building
- CITB Head Office- National Construction College East (Bircham Newton)
- Chalcroft

## Useful subjects

Maths | Physics | Design & technology  
ICT | Science | Chemistry  
Business studies | Languages

## Skills and qualities

Communication | Advanced digital and ICT skills  
Problem solving | Leadership and management  
Maths | Attention to detail | Team working  
Planning and organisation | Reliability | Design





# Pathways into this sector

Getting good grades in maths, English and **STEM\*** subjects will help you to get into this sector and keep your career options open.

**At 16**, options include A levels, an apprenticeship or a vocational qualification at level 1, 2 or 3 perhaps in a craft skill such as bricklaying or carpentry and joinery. Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could opt to study for a relevant degree at university or train through an apprenticeship. Higher or degree apprenticeships are an option for some roles and more will be available soon. Specialist courses are also available, for example in heritage and traditional building skills.

You could also consider if applying for an apprenticeship or graduate programme might be for you. Many large employers offer places in a variety of careers and locations. These can be highly competitive so start looking early when applications become open - usually around the beginning of the year.

Gaining relevant experience, such as work experience, a paid job or voluntary work will also improve your chances of finding a job in this sector. You must hold a Construction Skills Certification Scheme (CSCS) card or equivalent to work on a site.

## Traineeships

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.goconstruct.org](http://www.goconstruct.org)

[www.citb.co.uk/bconstructive](http://www.citb.co.uk/bconstructive)

[www.the-nhtg.org.uk](http://www.the-nhtg.org.uk)

[www.architecture.com](http://www.architecture.com)



## What could you earn?\*\*\*

Painter and decorator	£15,700 - £29,300
Bricklayer	£18,150 - £27,450
Carpenter or joiner	£17,450 - £32,700
Plumbing / heating and ventilation engineer	£20,500 - £37,550
Roofer	£21,200 - £28,150
Electrician	£18,850 - £44,650
Construction project manager	£23,250 - £46,000
Architect	£24,050 - £51,600
Civil engineer	£27,100 - £52,050
Quantity surveyor	£22,050 - £49,400

1 & 2 CITB 3 ONS

\*See Page 7 for STEM information

\*\* Annual Survey of Hours and Earnings



# Agriculture, food and drink

Norfolk has a large food, drink and agriculture sector; it's one of the most technologically advanced sectors in the UK and it's growing. There are plenty of opportunities – from nature to plate someone needs to grow it, make it, test it for taste and quality, package and distribute it. That means lots of different careers to choose from!

## What is happening?

→ The agriculture, food and drink sector employs approximately 80000 people in Norfolk and Suffolk and has over 30 different industries. In Norfolk, we have lots of opportunities in agriculture, horticulture, meat processing, vegetables and prepared meals but there are also roles in bakery, dairy, confectionery, drinks and more.

→ This sector is becoming increasingly hi-tech and there will be thousands of exciting opportunities for young people with the right skills – over one third of the workforce is due to retire by 2024 leaving 130,000 jobs needing to be filled!

→ What kinds of roles? Food technologist, marketing professional, quality technician, design engineer, microbial scientist, production planner, environmental technologist or butcher to name but a few. There are new roles in social responsibility and sustainability.

→ The agri-food industry is growing, and local organisations such as The Institute of Food Research and The John Innes Centre (Norwich Research Park) are world leaders in food science, looking closely at the biology of plants and crops. This means lots of opportunities for those with STEM\* qualifications

→ Easton & Otley College near Norwich is a specialist college for further and higher education and training in land-based industries including agriculture, horticulture, animal care.

## Local employers

- Anglia Farmers
- Kettle Foods
- Bernard Matthews
- British Sugar
- Cranswick
- Kinnerton
- Quorn Foods
- Penguin Foods/Greenyard
- Pasta Foods
- Hain Daniels

## Skills and qualities

Communication | Advanced digital and ICT  
Leadership and management | Problem solving  
Team working | Business knowledge  
Presentation skills | Attention to detail  
Creativity | Maths | Analytical skills

## Useful subjects

Business studies | Biology | English  
Maths | Design and technology | Chemistry  
ICT | Physics | Science | Languages

# Pathways into this sector

Getting good grades in maths, English and **STEM\*** subjects will help you to get into this sector and keep your career options open.

**At 16**, options include A levels, an apprenticeship or a vocational qualification at levels 1, 2 or 3 perhaps at a specialist college such as Easton and Otley College. Entry requirements for apprenticeships can vary so check first.

**At 18 or 19**, you could continue into higher education at university or a college university centre. Easton and Otley College offers a range of courses and apprenticeships at different levels. Apprenticeships - advanced, higher or degree - are an option for many roles and more will be available soon.

Gaining relevant experience, such as work experience, a paid job or voluntary work will greatly improve your chances of finding a job in this sector.

## Alternative routes into this sector

If you don't yet have the skills, confidence or experience to progress into further education courses or get an Apprenticeship in this sector, you could consider a traineeship or other short course - a course with work experience that can help prepare you for further education, work or an apprenticeship.

Find more information on courses, apprenticeships and other options at [www.helpyouchoose.org](http://www.helpyouchoose.org).

## On the web

[www.eastonotley.ac.uk](http://www.eastonotley.ac.uk)

[www.tastycareers.org.uk](http://www.tastycareers.org.uk)

[www.brightcrop.org.uk](http://www.brightcrop.org.uk)

[www.tastesuccess.co.uk](http://www.tastesuccess.co.uk)

[www.lantra.co.uk](http://www.lantra.co.uk)

[www.theafgroup.co.uk](http://www.theafgroup.co.uk)



## What could you earn?\*\*\*

Food production operative	£14,050 - £29,250
Butcher	£19,500 - £21,400
Farmer	£22,400 - £28,350
Quality assurance technician	£18,750 - £33,100
Production technician	£29,950 - £40,200
Biological scientist	£27,450 - £49,250
Production engineer	£22,400 - £51,650



1 NSAFD

\*See Page 7 for STEM information

\*\* Annual Survey of Hours and Earnings

# What skills do employers look for?

As well as qualifications, employers will also look for the skills and personal qualities people have when they're applying for jobs.

**Skills like these are called employability or transferable skills because you can use them in many different types of jobs. These skills show employers how prepared young people are for work.**

- Numeracy
- Team working
- Problem solving
- Self-management
- Communication and literacy
- Business and customer awareness
- Technical and practical
- Digital and ICT skills

## How can I show that I've got these skills?

### Communication and literacy

Speak up! Join in with discussions, express your opinions thoughtfully, but also listen to what others have to say. If you've done a presentation at school, explain how you presented it clearly and why.

### Team working

Good proof of teamwork is having taken part in a team sport, drama production or other activity. This might be within school or in your own time. Show that you can get on well with others, value their opinions and communicate well in order to complete a team task.

### Problem solving

Explain how you would identify a problem and how you would solve it. You could come up with different ways of tackling it and who else you would need to involve. If you can think of something you've had to tackle that was difficult then show that you're not afraid of a challenge.

### Business and customer awareness

Dealing with the public involves a range of skills and qualities. Show that you understand the need to communicate well and can remain calm in difficult situations.



# How can I improve my employability skills?

## Work experience

Employers really value work experience - you're more likely to get a job if you've had some experience of a real business environment outside school. Universities also look for people who can show that they have had some work experience when applying.

A work placement, whether done as part of your curriculum at school or off your own bat during your holidays, will give you the opportunity to gain new experiences and learn new skills and understand why they're important.

**But another real benefit is that you get the opportunity to see if a type of work is going to suit you. It might just set you on the right path!**

## Volunteering

Becoming a volunteer is a great way of gaining valuable experiences and it can also help to build your confidence and self-esteem. Types of volunteering can include practical work (such as cleaning up a beach or at a festival), community work, helping children or older people, or taking part in an event.

It's a chance to meet new people, try out an area of work you're interested in and gain experience to put on your CV or applications.

You can find some useful organisations to help you get started at [helpyouchoose.org/content/volunteering](https://helpyouchoose.org/content/volunteering).

"It was an opportunity to experience day to day office life being an administration assistant, attending meetings, inputting data and writing reports. Work experience helped me prepare for work life and also mature as a person. It helped me understand there is more than just a computer in an office but different departments which help contribute to make an office work."

Kiran

To find out more about your skills and how to brush up on them try the skills health check tools on the National Careers Service website (search for 'national careers service' online)

## Part-time work

You may wish to get a part-time job and earn money while gaining those valuable employability skills. Depending on your age, there are various rules and laws that apply to the number of hours you can work and the types of jobs you're allowed to do but there are plenty of options which will give you that all important experience.

# What qualities do employers look for?

## Employers like someone who...



Now that you know the types of employability skills employers are looking for, what other qualities do they want to see in a young person?

Employers like someone who...	What you can do
shows initiative	Get a part-time job or do some voluntary work.
takes care in what they do	Fill in your application form clearly, take care in your appearance, keep your social media profile professional and always be on time.
is keen and enthusiastic	When applying for a job, think carefully about how you put yourself across. Once you're working, always appear willing.
is adaptable	Show examples of how you've adapted to change, such as leaving school. Make it clear that you're willing to learn new skills.
can work well in a team	Use examples from school or out-of-school to show that you know how to get on with others and can demonstrate listening and communication skills.
is reliable	Once you've got a job or apprenticeship place, seize this opportunity by turning up on time every day. Ring into work if you're too ill to go in to let them know.
is resilient	Show that you can listen and learn from your mistakes and that you can build on your successes. You can keep on trying even if something doesn't go well.



# Choices at 16 and 17

You've reached the end of Year 11 and you now have some choices to make. Remember that the more informed you are about the pathways ahead of you, the more likely you are to make the right decision for you.

## In Norfolk, after Year 11 you can choose to:

- Study full-time at sixth form or college or with a training provider (further education)
- Start an apprenticeship or traineeship
- Work or volunteer full-time with part-time study or training

**Don't forget that whatever choice you make, you have to stay in education or training until you are 18.**

## Staying in education

**If you want to stay on in education you can choose from:**

- your current school's sixth form (if it has one)
- another sixth form centre
- a further education college
- a specialist college – these usually focus on a particular subject such as land-based studies, dance or drama

**Which course?** Each place will offer a different range of courses so it's time to do your research and find out which qualifications or subjects will help you continue on the pathway to your chosen career if you have one. Remember that continuing to study a STEM\* subject will keep more options open to you.

**Learning styles** You might want to consider which style of learning suits you – whether you prefer academic subjects with exams at the end of the course or whether you learn best through a more 'hands on' approach. Sixth form centres tend to offer mostly A or AS level options and further education colleges will offer a variety of courses – from A levels to BTECs and other vocational courses linked to specific industries.

**Sixth form or college?** It's also worth considering whether the familiar setting of a sixth form centre would suit you better than a further education college which tends to be much bigger with more relaxed rules. If both offer the same course, what might the benefits of one be over the other?

**Visit!** Look out for open days or evenings where you can visit the college or sixth form centre and find out more about the courses on offer and what student life is like.

**Thinking of applying?** Begin your research early in the autumn term of Year 11 to give yourself plenty of time to check out the application process for any college you are thinking of applying to. Some colleges accept applications from October but you can apply to more than one and make your final decision at a later point.



# Choices at 16 and 17

## T-levels

T-levels or Tech Levels are a new range of level 3 qualifications which will be available from September 2020. The vocational equivalent of A levels, T-levels are aimed at providing the skills and knowledge needed in specific work areas and will be available in subjects such as education and childcare, construction and digital. Like A levels, the aim is that T-levels are allocated UCAS points and can be a route to university. From September 2020, some T-levels will be piloted at City College Norwich, Thorpe St Andrew Sixth Form and Develop EBP.

## Apprenticeships

If you like the idea of learning while you're earning then why not consider an apprenticeship? You can apply to start an apprenticeship from the age of 16 and then either continue onto the next level, go on to higher education or start work (if you're 18).

Find out more about apprenticeships on [Help You Choose website](http://www.apprenticeshipsnorfolk.org) or on [www.apprenticeshipsnorfolk.org](http://www.apprenticeshipsnorfolk.org)

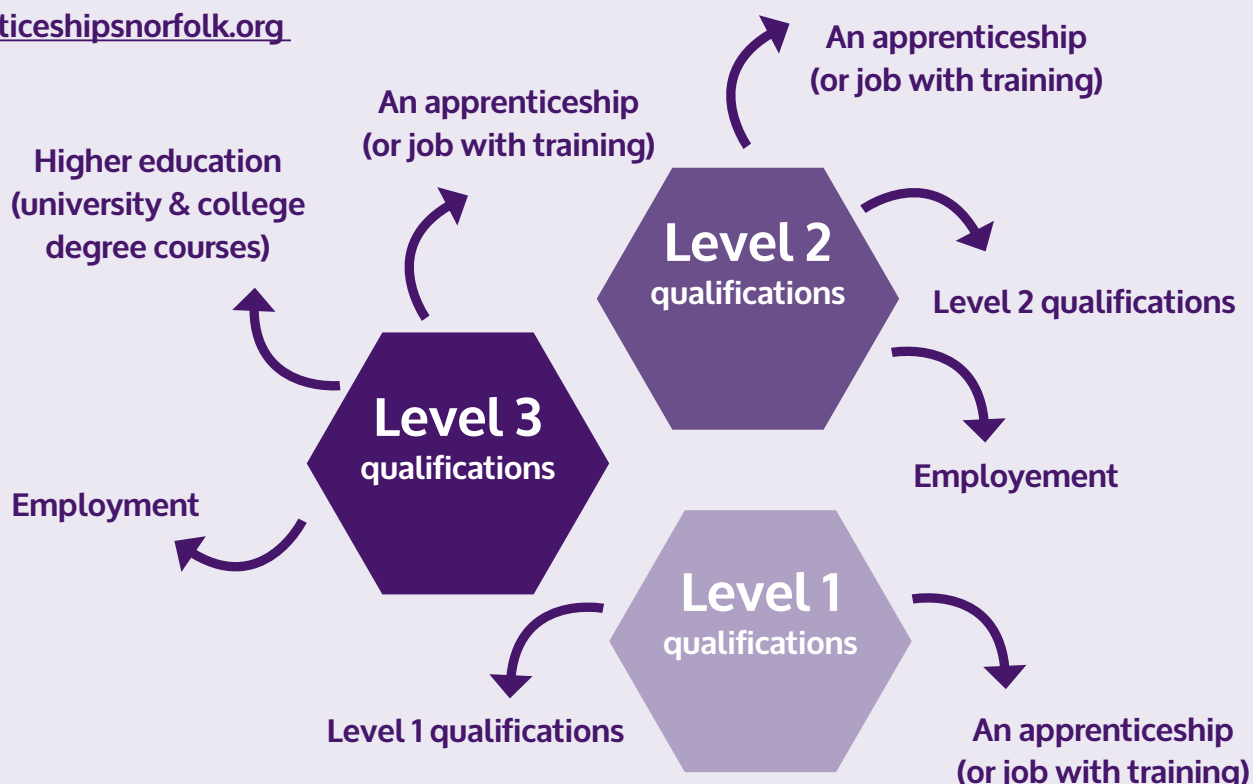
## Traineeships and short courses

If you like the sound of an apprenticeship but don't feel you're quite ready then a traineeship or full-time study programme could help you to develop the skills that employers are looking for and help you prepare for work or more training.

A traineeship is a course which offers a work experience placement alongside help with maths and English if you need it. You don't get paid but you may be given help with travel expenses and it's a very good opportunity to get that valuable work experience that employers are looking for.

You can find out more about different types

## Where do qualifications lead?



and levels of qualifications at [www.helpyouchoose.org](http://www.helpyouchoose.org)

# Choices at 18

After you've completed Level 3 qualifications at sixth form or college or through an apprenticeship you might want to think about going on to higher education or applying for an advanced or higher level apprenticeship.

## Higher education (HE)

Higher education (HE) includes degrees, Foundation Degrees, Higher National Diplomas (HNDs) and Diplomas of Higher Education (Diploma HE). Courses are offered throughout the country at Universities, colleges of higher education and some further education colleges offer HE courses. All courses are advertised on the UCAS website at [www.ucas.com](http://www.ucas.com).

### You can study HE locally at:

- The University of East Anglia (UEA)
- City College Norwich
- The College of West Anglia
- Easton & Otley College
- East Coast College (UCS)
- Norwich University of the Arts (NUA)
- University of Suffolk (several sites in Suffolk)
- Open University

### Plan ahead!

Your choice of post-16 subjects may have an impact on which university courses will accept you so if you have an idea about what HE course you want to take, check out what the entry requirements are on [www.ucas.com](http://www.ucas.com) or in the book **HEAP 2019: University Degree Course Offers**.



## Apprenticeship

After completing a Level 3 course at sixth form or college or an advanced apprenticeship or you may be able to progress onto a higher apprenticeship.

There are relatively few Higher apprenticeships available at the moment in Norfolk, although the number is rising. While working, you study for a relevant professional qualification such as a Higher National Certificate or Diploma or a Foundation Degree. Degree apprenticeships make it possible for you to achieve a Bachelor's or Master's degree while working full-time. They tend to last between three and six years and are a way of getting a degree without the student debt. Available across a growing range of sectors and roles including nursing, engineering, social work, police constable, accountancy, engineering, IT, business management and cyber security.

Find out more about apprenticeships at [www.apprenticeshipsnorfolk.org](http://www.apprenticeshipsnorfolk.org)

## Starting your own business

This is a big step and not something that many people do at the end of Year 11 but the number of young people choosing to start their own business is growing. You need a good business idea, enterprise skills, advice from experts and must be prepared to work really hard. There's plenty of support and advice available for those motivated to go it alone - try The Prince's Trust ([www.princes-trust.org.uk](http://www.princes-trust.org.uk)), Shell LiveWIRE ([www.shell-livewire.org](http://www.shell-livewire.org)), enterprise agency Nwes ([www.nwes.org.uk](http://www.nwes.org.uk)) or the New Anglia Growth Hub ([www.newangliagrowthhub.co.uk](http://www.newangliagrowthhub.co.uk)).

## Find a job!

If you're ready to start applying for jobs, remember to 'sell yourself' in job applications and interviews and tailor each application to the individual job. Gain as much experience of work as you can and demonstrate to the employer that you have the skills they're looking for.

Go to the job sites on page 2 to help with your job search





# Preparing for your next step

A little bit of research can go a long way! Finding out as much as you can about different careers, your options and the world of work will give you that all-important knowledge to help you make those big decisions.

There are a number of local websites and events which can help give you information, build your confidence, develop your skills and put you in touch with employers, colleges, sixth forms or training providers.

## Help You Choose

Norfolk's careers information, advice and opportunities website and online applications system for young people. Help You Choose has a directory of all courses in sixth forms and colleges, apprenticeships vacancies and other training opportunities for young people together with loads of information and advice to help you make a choice that's right for you. Go to [www.helpyouchoose.org](http://www.helpyouchoose.org)

## Icanbea...

A website designed to educate you in the massive spectrum of opportunities we have in Norfolk and Suffolk. Provides information about all the most important industries in the East as well as a direct link with the key companies in them! [www.icanbea.org.uk](http://www.icanbea.org.uk)

## Apprenticeships Norfolk

Find out what local apprenticeship providers have to offer [www.apprenticeshipsnorfolk.org](http://www.apprenticeshipsnorfolk.org)

## Norfolk Skills and Careers Festival

At the Norfolk Showground held in March; an opportunity to meet with employers, colleges, sixth forms, and apprenticeship providers from across Norfolk. [www.norfolkskills.co.uk](http://www.norfolkskills.co.uk)

## Open days and evenings

Look out for open days or open evenings at local colleges, sixth forms and apprenticeship providers. These take place at certain times of the year and can be a good way of finding out more information about courses and apprenticeships. You can find the dates for these on [Help You Choose](#).

## Looking for work if you are disabled or have additional needs

Once you've completed your education you might need a little extra support to get you on the right track into further education, training and work.

## Norfolk's Local Offer

Find out what support and provision is available across education, work, health and social care for young people in Norfolk who have special educational needs and disabilities (SEND). [www.norfolk.gov.uk/children-andfamilies/send-local-offer](http://www.norfolk.gov.uk/children-andfamilies/send-local-offer)

## Job Centre Plus

Your local Jobcentre can help you find a job or gain new skills and tell you about disability-friendly employers in your area. Every Jobcentre will have a Disability Employment Adviser (DEA) who can help you. They'll be able to help explain Access to Work, the Work Choice programme and other practical support available – which could lead to your dream job!

# Norfolk Work & Skills

Information and guidance  
for young people



If you need this information in large print, audio, Braille, alternative format or language please contact us on 0344 800 8020 and we will do our best to help.



**Norfolk Work & Skills is produced by the:** Participation & Transition Strategy Team, Children's Services, 8th Floor, Norfolk County Council, Martineau Lane, Norwich NR1 2DH Tel: 0344 800 8020

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