

# 'A Day in the Life' of a Personal Advisor for YC Hertfordshire

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1	<p><b>Please introduce yourself and give a brief description of what you do &amp; the company you work for?</b></p> <p>My name is Giles Tilbury and I am a Personal Adviser for YC Hertfordshire, (formerly Youth Connexions).</p> <p>YC Hertfordshire work mainly with young people aged 13-19 (up to 25 for young people with learning difficulties/disabilities). Our services include:</p> <ul style="list-style-type: none"><li>• Careers education, information, advice and guidance (CEIAG) in Schools</li><li>• CEIAG in some primary schools</li><li>• Youth work projects (centre based and detached)</li><li>• Drop-in centres and One Stop Shops for young people for advice on a whole range of issues</li><li>• Outdoor education (e.g. delivering D of E scheme)</li><li>• Delivering the National Citizen Service (NCS) programmes in school holidays for year 11/12</li><li>• Supporting young people aged 16-19 who are not in education, employment or training</li></ul>
2	<p><b>What does your average day entail? Where do you work? (Environment - Office, home, studio etc.) What is your work pattern? (full time/part time etc) What are the main activities during your day? (i.e. meetings, emails, practical tasks, visiting clients etc)</b></p> <p>I work two days per week at Simon Balle School, where I get the chance to meet students and discuss their future plans with them, or talk about how to start this process. I also may work in other schools delivering presentations or group work related to careers (e.g. apprenticeship awareness or mock interviews).</p> <p>I work one or two afternoons a week at our drop-in centres (Cheshunt, Ware or Bishop's Stortford) and I try to support young people with a range of issues important to them.</p> <p>I spend some time in the office each week attending meetings and also adding information to our young person database. I also send follow-up emails to young people and parents that I have met in School or at a drop-in centre.</p> <p>I work with a caseload of young people who are not in education, employment or training and try and work through any barriers they may face, in order to achieve a successful outcome and progression into work, traineeships, apprenticeships, full time training or volunteering.</p>

3	<p><b>What skills and qualification are required for your role?</b></p> <p>People I know have come into this career through different routes. I previously worked as a mentor in a school sixth form, alongside being a youth worker in the evenings. I then joined YC Hertfordshire as an employment adviser and then moved on to become a personal adviser. For my role, it is common for ‘advice and guidance’ qualifications to be completed, which can be achieved at levels 3, 4 and 6.</p> <p>Other colleagues have come to the profession through a degree route and/or post graduate qualification.</p>
4	<p><b>What do you enjoy most about your job? What are you least favourite aspects of your job?</b></p> <p>I enjoy helping others and get satisfaction from people saying that they have found a meeting with me useful in some way. It’s also nice to hear about a young person you have worked with who has found an opportunity after overcoming some difficulties.</p> <p>Like most jobs, there is quite a lot of recording of information on to databases and systems, so this is less exciting! (But still very important).</p>
5	<p><b>What were your favourite subjects at school? Why? Do these link/relate to the job you do now?</b></p> <p>My favourite thing at school was always sport and I played in lots of different teams. Cricket and Basketball were my main sports and I still play and coach cricket locally today. I studied Sport to degree level and had aspirations of being a sports journalist, but I found it very competitive to get into.</p> <p>Even when I was in full-time education, I suppose there was a clue to my future career, as I volunteered to help younger students in class at school and I was made a ‘senior student’ at University in my last year, which involved helping first year students to settle in.</p> <p>I think sport is an excellent environment for helping to develop your communication and general inter-personal skills, and of course listening and talking to people is essentially what I now do for a job!</p>
6	<p><b>How did you get to where you are now? (i.e. academic routes, professional development, career opportunities)</b></p> <p>As mentioned previously I took a rather round-about route into careers guidance!</p> <ul style="list-style-type: none"> <li>• GCSE’s and A-Levels</li> <li>• University (Sports-related Degree)</li> <li>• Travel and cricket abroad</li> <li>• Fell into a career in finance and ended up completing accounting qualifications (MAAT)</li> <li>• Volunteered for a youth crime reduction charity (NACRO) and then began part-time youth work (evenings) for YC Hertfordshire (completed a youth work qualification)</li> <li>• Became a full time sixth form mentor and safeguarding officer in</li> </ul>

	<p>a secondary school (keeping the youth work going at the same time in the evenings)</p> <ul style="list-style-type: none"> <li>• Full-time Employment Adviser for YC Hertfordshire</li> <li>• Full-time Personal Adviser for YC Hertfordshire (studying L4 and L6 Advice and Guidance qualifications)</li> </ul>
7	<p><b>What advice would you give to our aspiring students who are interested in pursuing a career in your profession?</b></p> <ul style="list-style-type: none"> <li>• Try and find time for some volunteering or work experience in which you get the chance to really listen (so important) to people and communicate with them. Perhaps you might be able to do some peer mentoring in school for example.</li> <li>• Keep an eye on the world of careers guidance because like education, there seem to be developments all the time!</li> <li>• Listening to peoples' hopes, plans, dreams, problems and worries for most of the working week wouldn't suit everyone, so think carefully about whether this would be for you</li> </ul>
8	<p><b>In your current profession what are the potential development and progression opportunities?</b></p> <p>People with advice &amp; guidance qualifications could find work in different settings such as councils, schools, colleges, universities, training companies and other private organisations.</p> <p>In my organisation, there is the potential to progress to a senior adviser level role, then guidance Team leader role, then overall team manager role (incorporating guidance and youth work). As YC Hertfordshire is within the County Council, some staff that started as advisers or youth workers have also moved up into very senior management roles within Children's' Services.</p>