

DYW

Developing the
Young Workforce

COLLABORATION IN CONSTRUCTION

EXPLORING CAREERS WITHIN THE BUILT ENVIRONMENT

CAREER PROFILES PACK



NoWrongPath

BUILD YOUR FUTURE

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CAREER PROFILE ACTIVITIES

These tasks are suggestions of activities you can insert into the classroom using the Build Your Future Careers Profile Pack.



1

Task students to select a profile that they are interested in and identify the skills that the individual uses within their role.

2

Encourage students to choose a profile that they have not considered as a career path, ask them to identify something that surprises them about the information and feedback to the class.

3

Thinking about some of the advice these individuals share within their profiles, encourage young people to consider how they would use the advice to develop themselves in future.

4

Ask students to imagine that they have already begun to advance in their career and they have been asked to complete the profile. Encourage them to think creatively about what they would like to have achieved and the skills they wish to develop and write their own personal profile.

5

Ask students to select the individual they identify with most from their profile. Ask them to feedback why they feel drawn to this individual's profile. Is it because they are interested in similar subjects and pathways or is it something to do with the personality and characteristics portrayed through their profile?

BUILD YOUR FUTURE

Exploring careers within the Built Environment

CAITLIN QUINN

COMMUNITIES & SOCIAL IMPACT MANAGER,
MORRISON CONSTRUCTION

FAVOURITE SUBJECTS AT SCHOOL?

Art, Modern Studies and English

WHAT DID YOUR CAREER PATH LOOK LIKE?

I left school at 18 went to university, I have worked in various bars, restaurants, cafes and shops to support me through my studies. I then tempted in various offices in admin before starting a permanent position at Morrison Construction at Receptionist and then progressing to Assistant Community Skills Manager, to Community Skills Manager to Communities and social impact manager!

WHEN DID YOU DECIDE THAT YOU WANTED TO WORK WITHIN THE BUILT ENVIRONMENT AND WHAT INFLUENCED THAT DECISION?

I fell into it! I graduated with a degree in Social Sciences with the view of pursuing teaching as a career. When I graduated I worked as a receptionist at Morrison Construction, they then offered me another position and to train me on the job - 5 years later I am still here, learning every day doing a job that really fits my skillset that I didn't know existed! One part of my job I love is trying to influence young people to consider this industry as its something as a female at school I would have never considered!

DESCRIBE A TYPICAL DAY IN YOUR WORKING LIFE...

No day is a typical day in my job – this is ideal for me as I am not one for routine. Every day is different and every project is different. This keeps the job interesting. A lot of my job is talking and interacting with lots of different groups of people. I work a lot with the schools, colleges universities and the groups in the communities that we work in. I work both in the office and on site. I do a lot of talks and activities to promote our industry and business and help influence people into positive pathways into employment. I can be meeting with other companies to make sure they are sending me the right information for the section of the contract that I look after.

I look after the community impact on 4 big projects so being organised is really important.

WHAT QUALIFICATIONS & EXPERIENCE ARE NECESSARY FOR YOUR ROLE?

When I went for my interview I was surprised that my manager was more concerned with my skillset than my qualifications. I understand that now, that communication and organisational skills are so important in my job!

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WHAT ARE THE BEST PARTS OF YOUR ROLE?

Variety of projects! Every day being different and working with lots of different people. Working in different environment. Meeting loads of people and learning all the different routes that you can go is existing and shows that this industry is progressive.

I love coming up with ideas on projects and being able to implement them! This for me is one of the best things about the job as it allows you to be creative so they give you a bit of free reign!

WHAT IS SOMETHING THAT HAS SURPRISED YOU ABOUT YOUR JOB IN PARTICULAR?

That my job exists! The amount of females in the industry, the amount of opportunities to upskill and progress.

WHAT ADVICE IN GENERAL WOULD YOU GIVE TO YOUR 15-YEAR-OLD SELF ABOUT HOW TO SUCCEED IN THE BUILT ENVIRONMENT?

Work hard and always ask questions! It can be an intimidating environment at the start but it won't always be like this. There is so much to learn and no one expects you to know everything!



Morrison
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CAITLIN QUINN, COMMUNITIES AND SOCIAL IMPACT MANAGER, MORRISON CONSTRUCTION

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GEMMA GOURLAY



COMMUNITY IMPACT DIRECTOR,
ROBERTSON GROUP

FAVOURITE SUBJECTS AT SCHOOL?

Maths, English and Geography

WHAT QUALIFICATIONS & EXPERIENCE ARE NECESSARY FOR YOUR ROLE?

Good customer experience skills and business administration skills which provide rounded knowledge. I've completed professional qualifications, including two diplomas in Marketing and Leadership and Management. As you grow in a role you should always continue to learn, I try and do a webinar session once a month.

WHEN DID YOU DECIDE THAT YOU WANTED TO WORK WITHIN THE BUILT ENVIRONMENT AND WHAT INFLUENCED THAT DECISION?

I started working for a housebuilder as a sales assistant and really enjoyed watching houses being built but working with people was where my passion lay. When the 2008 recession hit, I was successful in securing a role with Robertson as a Document Controller. I loved that role because I learned so much about the different elements of the project and got to work with so many people.

WHAT DID YOUR CAREER PATH LOOK LIKE?

I was an S5 Christmas Leaver, and went to college completing 6 month NC followed by an HNC in Business Administration. For me it was the best decision, I loved the different learning environment. I'd already had a few part time jobs working in Customer Service, but my first full time roll was with the Assessors Office in Edinburgh as an administrator.

After a few years of earning I wanted to travel and worked hard to save and went to Australia and Thailand. When I returned, I started work for Housebuilder and I loved the variety of that business. During the recession I changed jobs to Robertson and that's where I've been for 12 years.

I've worked hard and taken every opportunity to learn that's been presented to me and I think that's been part of my success in progressing from Document Controller to Community Impact Director.

WHAT IS SOMETHING THAT HAS SURPRISED YOU ABOUT YOUR JOB IN PARTICULAR?

I love the passion that people have for the industry, there is also no better feeling that driving past a building or development that you have been involved with and pointing it out to a friend or family member, no other industry offers that.



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DESCRIBE A TYPICAL DAY IN YOUR WORKING LIFE...

My role is to lead my team in adding value to the communities we work in, we engage with education, employability and community stakeholders, understanding our clients and communities needs and developing plans to support them.

A typical day would be to check and reply to any emails I've been set, attend meetings and provide support (just now all meetings are virtual), check in with my team and ensure they are on track, responding to any work winning queries. Meeting with partners and planning for how we support them and develop and deliver impactful activities to respond to their individual needs.

Because of the breadth of geography that we cover, some days I can be talking about the west of Scotland, others, Greater Manchester. A lot of my time is spent planning and looking forward, identifying opportunities where we can engage and add value.

WHAT ARE THE BEST PARTS OF YOUR ROLE?

My role has offered me lots of opportunities and variety. The ability to travel the length of the UK, meeting different people and working with them to achieve a common purpose. The nature of the built environment is that it changes at such a pace and nothing stays the same for long, different projects come along, presenting different opportunities to learn and develop.

Hard work is rewarded and acknowledged. I've completed two professional diploma's while working full time, that was very difficult but it's been beneficial to my career and supported me in career progression and equipping me with the skills to build and lead my team.



WHAT ADVICE IN GENERAL WOULD YOU GIVE TO YOUR 15-YEAR-OLD SELF ABOUT HOW TO SUCCEED IN THE BUILT ENVIRONMENT?

Listen, don't be afraid to ask questions, if someone offers you an opportunity to learn something new or get involved with something different, do it you never know what you might learn, who you might meet or where it might take you.



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BUILD YOUR FUTURE

Exploring careers within the Built Environment

COLIN TENNANT

HEAD OF TECHNICAL EDUCATION & TRAINING,
CONSERVATION DIRECTORATE,
HISTORIC ENVIRONMENT SCOTLAND

WHAT QUALIFICATIONS & EXPERIENCE ARE NECESSARY FOR YOUR ROLE?

I think having a genuine interest in what is going on around you is as important as a specific qualification. My training and education as a geographer have given me an appreciation of the environment is shaped by us and how we are shaped by the environment. My Post Grad gave me the academic knowledge to understand the specifics of working in the historic environment. However, my early experiences in work reinforced in me the importance of understanding the roles of other disciplines and appreciating the constraints they work under. If you can see that, then you can work with others to make things better.



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SCOTLAND

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FAVOURITE SUBJECTS AT SCHOOL? Geography

WHEN DID YOU DECIDE THAT YOU WANTED TO WORK WITHIN THE BUILT ENVIRONMENT AND WHAT INFLUENCED THAT DECISION?

I couldn't get a job after leaving university with a Geography degree. After being unemployed for 4 months, I was encouraged by a family friend to apply to do an Urban Conservation Post Grad at Dundee Uni. Within the first week, I knew that this was for me. It brought together geography, history and making things happen and I was hooked.

WHAT DID YOUR CAREER PATH LOOK LIKE?

On finishing my Post Grad I was unemployed again but did voluntary work for a Building Preservation Trust. This work experience helped me secure my first job working as a Conservation Officer at a small Local Authority in Northumberland. It was a great job. Great people, great projects, working with lots of different disciplines and types of people. It set me up for the rest of my career.

I moved back to Scotland and specialised in project managing grant-aided conservation projects. Then fancying a change, I moved into skills and materials, having realised that this was something that I was interested in and that there were real issues with. I've continued in that vein for the last 15 years in the charitable and public sector, moving into more strategic work and senior management responsibilities.



DESCRIBE A TYPICAL DAY IN YOUR WORKING LIFE...

My typical day involves working at different levels! Part of the job is being a manager and doing the tasks that come with that; budgets, managing staff, etc. The next level is working with the teams that report to me, to help them deliver what has been asked of them; given feedback, direction and advice. This also often includes helping them or them helping me solve problems, develop solutions, as well as delivering programmes and projects. The last bit of my job is to try and think ahead about what issues are coming up, how we need to address them, who we need to speak to and work with going forward and coming up with the round of ideas, projects and solutions.



WHAT ARE THE BEST PARTS OF YOUR ROLE?

I love working with people from different disciplines and backgrounds. Throughout my career I've been incredibly lucky to work with a huge range of different people and I've learned most of what I now know from talking and working alongside them. I'm not an expert, but I'm lucky that I know lots of people that are. I love working with a team, coming up with an idea, developing a project, delivering it and seeing the impact it can have. Fantastic!

WHAT IS SOMETHING THAT HAS SURPRISED YOU ABOUT YOUR JOB IN PARTICULAR?

I don't think I've ever talked to someone about traditional skills and materials, that after a few minutes, isn't interested or can't see the importance of them to us socially, culturally, environmentally or economically. The challenge is about getting them so interested that they want to help make a difference!

WHAT ADVICE IN GENERAL WOULD YOU GIVE TO YOUR 15-YEAR-OLD SELF ABOUT HOW TO SUCCEED IN THE BUILT ENVIRONMENT?

- Be interested. If you are interested, people will be happy to share their knowledge and expertise with you.
- Don't be put off. I was unemployed twice early in my career, but I gambled on doing relevant voluntary work to give me the experience that eventually got me that first job. I was very lucky that I was able to do that, but it paid off, the examples of my voluntary work at the BPT I used at that interview, got me the job and a career.

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COLIN TENNANT, HEAD OF TECHNICAL EDUCATION & TRAINING, CONSERVATION DIRECTORATE,
HISTORIC ENVIRONMENT SCOTLAND

BUILD YOUR FUTURE

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HELEN YOUNG



HEAD OF LEARNING & QUALITY,
FORTH VALLEY COLLEGE

FAVOURITE SUBJECTS AT SCHOOL?

Maths and Economics

WHAT QUALIFICATIONS & EXPERIENCE ARE NECESSARY FOR YOUR ROLE?

When I left school I did not have the A-Level grades that I would have liked, but I was given a chance on the degree and it paid off and I developed the skills and knowledge that I needed for a successful career.

WHEN DID YOU DECIDE THAT YOU WANTED TO WORK WITHIN THE BUILT ENVIRONMENT AND WHAT INFLUENCED THAT DECISION?

My dad and brother had both worked in the construction industry but I was open to many careers when I was still at school. I decided to do a degree in Civil Engineering after starting a completely different degree.

I didn't enjoy school as much as I enjoyed university and I ended up with a degree in Civil and Transportation Engineering. After I graduated I started work as a Site Engineer.

WHAT DID YOUR CAREER PATH LOOK LIKE?

After a few years working as a Site Engineer, I progressed to Site Agent and then Commercial Manager. During the economic downturn, after having my third child, I took voluntary redundancy and joined the college sector as a Lecturer in Civil Engineering. I was promoted to Depute Head of the Engineering Department within a year. After several years, I was promoted into my current position as Head of Learning and Quality at Forth Valley College.

I truly believe that it was the transferable skills and confidence that I had developed working as an Engineer that helped me to get to my current position. I loved being an Engineer but I just took the chance at the right time and it paid off.



DESCRIBE A TYPICAL DAY IN YOUR WORKING LIFE...

In my role, I lead on the College's Creative Learning and Teaching Strategy; I oversee the Quality compliance and assurance throughout the College. I also oversee the partnerships that the College has with schools and universities. Typically, I have a number of Teams call each day with different groups of people across the College and like most people have a number of emails to keep on top of.

WHAT ARE THE BEST PARTS OF YOUR ROLE?

I enjoy making a difference for students in the College to help them have the best opportunities to succeed and get a positive destination. I work with a great team, where we work well together to solve problems and come up with creative ideas.

WHAT IS SOMETHING THAT HAS SURPRISED YOU ABOUT YOUR JOB IN PARTICULAR?

When I was a Site Engineer, I love working outside. I oversaw the construction of three bridges and found it very satisfying to see them being used.

WHAT ADVICE IN GENERAL WOULD YOU GIVE TO YOUR 15-YEAR-OLD SELF ABOUT HOW TO SUCCEED IN THE BUILT ENVIRONMENT?

I would recommend work experience for anyone, whether this be in an area that your final career will be linked to or not as this really helps to develop your personal skills and confidence, even when you are at school, college or university.

You don't need a degree, you could get one down the line. There are so many great paths to get into the sector like a Foundation Apprenticeship or coming to study full time.



BUILD YOUR FUTURE

Exploring careers within the Built Environment

JENNIFER MILLAR



PARTNERSHIP ACCOUNT MANAGER
(EAST SCOTLAND),
JEWSON PARTNERSHIP SOLUTIONS

WHEN DID YOU DECIDE THAT YOU WANTED TO WORK WITHIN THE BUILT ENVIRONMENT AND WHAT INFLUENCED THAT DECISION?

The Built Environment was not an industry I immediately pursued. I had gained experience of working with the Public Sector & understood how they procured supplies – these skills were beneficial when I started my role with Jewson Partnership Solution, a division within the Saint-Gobain Group who focus on working with Public Sector Customers as I could understand the benefits of sourcing materials & how to supply solutions that would deliver value for money.

WHAT DID YOUR CAREER PATH LOOK LIKE?

- Left School with 9 'O'Grades & 6 Highers
- Joined Sun Alliance Insurance as Data Processor, promoted to Underwriter & worked my way up the ranks to a Manager within their Call Centre.
- Moved to Clydesdale Bank to manager their Call Centre.
- After 2 years, left to set up a European Call Centre for a Company who manufactured Microsoft Software.
- Role was extended to have overall responsibility for the Microsoft Contract & compliance of production in Scotland & the Czech Republic. This role involved a lot of Worldwide travel.
- During this time, I married & started my family
- With knowledge of Tendering, I joined BIP Solutions as a Business Development Manager selling online Tender Software to the Public Sector.
- Promoted to Sales Manager, responsible for Team of BDMS throughout the UK – National Role with little work/life balance.
- Joined TP as a BDM selling Sole Supply Solutions to Public Sector in Scotland & North England
- Joined JPS Dec 2019 – Specific geographical area to manage, build relationships & develop market.

FAVOURITE SUBJECTS AT SCHOOL?

Accountancy & History. When I was at school Arithmetic was a separate subject from Maths – I loved working with numbers!

WHAT QUALIFICATIONS & EXPERIENCE ARE NECESSARY FOR YOUR ROLE?

Good Listening, Presentation (written & oral) & Communication skills. Show your personality so you can build strong relationships with customers. This will help you understand customer needs, deliver an exceptional service, solve problems & Make things happen.



Relationships
that deliver

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DESCRIBE A TYPICAL DAY IN YOUR WORKING LIFE...

No two days or weeks are ever the same. As a Field Based Account Manager, working from home, I am responsible for planning and managing my own diary. I look after a portfolio of Public Sector Customers based in the East of Scotland. A typical day may include the following:

- On site customer meetings – we hold regular review meetings with our customers to discuss contract KPI's, Discuss & resolve any issues, new work streams, community benefits
- Onsite meetings with Branches and Suppliers to ensure there are no issues with service and products. Supplier meetings may include discussing new products on the market, forthcoming price changes
- Work with internal stakeholders on forthcoming tenders & the mobilisation of any new contacts
- Review & maintain our commercial offering to customers e.g. product catalogue, terms, supplier support & price increases
- Look to develop any new business opportunities within our territory
- Update internal database, produce customer reports
- Represent JPS & our Company Values

WHAT ARE THE BEST PARTS OF YOUR ROLE?

- Flexibility of role – Love being in front of customers, attending network events and getting involved in social value projects
- Healthy Work/Life balance
- Feel Valued – even when working remotely, you feel part of a team!
- Excellent Benefits – salary, pension, Health Insurance
- Opportunities for career progression – loads of online training, annual appraisals



WHAT IS SOMETHING THAT HAS SURPRISED YOU ABOUT YOUR JOB IN PARTICULAR?

No two days are the same – I thought that working for a Merchant would mean I would be selling Bricks! I was so wrong, there are so many roles available for people with different skill sets and interests.

WHAT ADVICE IN GENERAL WOULD YOU GIVE TO YOUR 15-YEAR-OLD SELF ABOUT HOW TO SUCCEED IN THE BUILT ENVIRONMENT?

- Work Hard, if you're show a willingness to learn & have the drive & determination to succeed, you can achieve anything!
- Work out what is important to you. I was very ambitious when I was younger, I learned great skills along the way & worked in roles that offered fantastic opportunities however as my personal life changed, it was important that I prioritised my family.
- Enjoy what you do, Good Luck!



Relationships
that deliver



FORTH VALLEY
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JENNIFER MILLAR PARTNERSHIP ACCOUNT MANAGER (EAST SCOTLAND), JEWSON PARTNERSHIP SOLUTIONS

BUILD YOUR FUTURE

Exploring careers within the Built Environment

ROBERT OGG

NATIONAL FRAMEWORKS DIRECTOR,
ROBERTSON GROUP

WHAT DID YOUR CAREER PATH LOOK LIKE?

- Milk round - Edinburgh
- Paper round - Edinburgh
- Collecting trolleys - Edinburgh
- Concrete Gang Labourer – Central Scotland,
- Tarmac Construction
- Site Engineer – UK wide, Tarmac Major Projects
- Section Engineer – UK wide, Tarmac Major Projects
- Sub-agent – UK wide, ERDC
- Site Agent – Scotland, Balfour Beatty
- Project Manager – Scotland, Balfour Beatty
- Project Director – Scotland, Balfour Beatty
- Framework Director – Scotland, Balfour Beatty
- MD Infrastructure – Scotland, Morgan Sindall
- National Frameworks Director – UK wide,
- Robertson Group

FAVOURITE SUBJECTS AT SCHOOL?

PE, Arithmetic and Technical drawing.

WHEN DID YOU DECIDE THAT YOU WANTED TO WORK WITHIN THE BUILT ENVIRONMENT AND WHAT INFLUENCED THAT DECISION?

I always enjoyed making things as I grew up therefore I think it was always going to be a career choice along with the love of being outdoors.

WHAT QUALIFICATIONS & EXPERIENCE ARE NECESSARY FOR YOUR ROLE?

I reluctantly went to a Polytechnic (now a University) and got an HND. It was 6 months on and 6 months off for work experience, during the 6 months off I continued in my Concrete Gang Labouring role which I loved.

DESCRIBE A TYPICAL DAY IN YOUR WORKING LIFE...

There are a lot of meetings and discussions with people, communication is key in the role. The meetings can range from dealing with problems and finding solutions to trying to negotiate or secure new contracts for the business.

Working as part of the support function we need to respond to the needs of the many regional businesses within Robertson this could involve liaising with potential customers and promoting the Robertson business or finding a contractual way that we could work together.

There is also a lot of problem solving that goes on therefore you need to be innovative and have a positive outlook.

WHAT ARE THE BEST PARTS OF YOUR ROLE?

Working as part of a good team and collectively coming up with solutions or work-arounds that help deliver great projects for great customers.

WHAT IS SOMETHING THAT HAS SURPRISED YOU ABOUT YOUR JOB?

The vast number of different roles and skillsets that there are and each one is as important as the other.

WHAT ADVICE IN GENERAL WOULD YOU GIVE TO YOUR 15-YEAR-OLD SELF ABOUT HOW TO SUCCEED IN THE BUILT ENVIRONMENT?

Be keen, be respectful, be positive, ask lots and lots of questions, always look for a better way to do something but most importantly enjoy yourself.