



Norfolk
County Council



SEND Norfolk Work and Skills booklet

October 2025

My name is

I like to be called

My preferred way to communicate is

My careers advisers name is

Other people who can help me are



Work is all around us!

Every day we come across people at work. You'll see them doing different jobs in shops, cafes, on transport and at school. Family and friends might do jobs that we don't come across every day.

Some jobs you might not have heard of before and some have names that don't really tell you what they do. And because brand new jobs are being created all the time, there are lots of possibilities for the future!

This booklet will help you to think about what your next steps are when you reach 16 and 18 years and what you can do to help prepare yourself for work or volunteering.

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All case studies used are based on real people. Images used are representative.

The world of work

What jobs and skills are currently popular and why?



Technology

We're using more digital technology in the jobs we do. There are lots of hi-tech companies in Norfolk. You will need basic digital skills for some jobs. Other jobs need advanced computer skills such as coding and managing data.

You can find out more about jobs that use technology on pages 10 - 11.

Protecting the environment

Norfolk is a beautiful county with lots of different landscapes. It's becoming more important that we help to take care of the natural world around us.

There will be more jobs which:

- Look after animals and plants in their natural habitats
- Reduce waste, including recycling our rubbish
- Help companies to save energy and make our air cleaner

You can find out more about jobs which help to protect the environment on pages 4-5 and 8-9.



Looking after others

In Norfolk, jobs which involve caring for others can make a real difference now and for the future. You could be looking after people who are unwell, children, or older people.

You can find out more about jobs which care for others on pages 4-5.





What can a job give you?

As well as earning money a job can:

- Help you feel valued
- Help you to be independent
- Give you confidence
- Make you happy when you're doing something you enjoy
- Help you do things that make the world a kinder and better place

Which skills and qualities are employers looking for?

Employers are looking for workers who have the right skills and personal qualities for the job. Which of these skills do you have?

Skills	I have this skill	I want to develop this skill
Working well with others		
Listening and following instructions		
Digital skills		
Making decisions without asking for help		
Working with numbers		
Always being on time		
Helping others		
Making things		
Creative skills		
Solving problems		
Doing practical tasks		
Able to talk to others (such as colleagues and customers)		

Talk to your teacher about how you could develop some of these skills.

Which of these personal qualities describes you?

- I am friendly
- I enjoy learning new things
- I am caring
- I am able to stay positive
- I am confident
- I am patient
- I am reliable
- I want to make a better world for others

You can find ideas for developing your skills and working on your qualities on pages 18 to 21.

Things to think about when looking for work

Employers will help you settle into a job but there may be some things they can't change. Always research a job carefully to make sure it will suit you.

Some workplaces

- have loud machinery
- are noisy because there are lots of people
- have smells that you may not like (hospitals, cafes, leisure centres, farms)
- are busy with people coming and going

Some jobs need you to

- wear a uniform
- wear special work clothes (gloves, heavy boots, protective glasses or ear defenders)
- work outside in all weather conditions
- work shifts, which might mean working early in the day or late at night
- work on different days or at different times each week
- have lots of energy
- be active most of the day or be sitting down most of the day

You will also need to

- be on time
- be polite
- only take breaks when you are told to (or told it is OK to take one)
- ask questions if you're not sure how to do something or what to do next

You may need to travel on public transport to get to your workplace.

You may need to take lunch with you.

Do you want to care for people, animals or the environment?

Jobs that involve caring can be very rewarding. Think about your skills and qualities. Is this you?

- I am good at listening and following instructions
- I like helping people
- I can work well with others
- I am caring
- I am able to stay positive
- I am patient
- I'm happy to clean and tidy up

Where could you work?

- In a hospital
- In a care home
- In a nursery
- At a day centre
- On a farm
- In a pet shop
- For a wildlife charity
- For a conservation organisation



You could be a...

Childcare assistant

What could I earn? £14,500 to £22,000

Stable hand

What could I earn? £16,000 to £28,000

Farm worker

What could I earn? £18,000 to £25,000

Pet shop assistant

What could I earn? £19,000 to £27,000

Care worker

What could I earn? £20,000 to £25,000

Animal care worker

What could I earn? £21,000 to £24,000



Healthcare assistant

What could I earn? £24,000 to £26,000

Forestry worker

What could I earn? £24,000 to £30,000

Community transport passenger assistant

What could I earn? It can vary

(Source: National Careers Service
– for those working full time)



These jobs usually pay about this much each year if you work full time. But the amount of money you get can change depending on where you live or who you work for.

Name: Bethan

What is your apprenticeship?

Nursery assistant at Little Steps Day Nursery.

What kind of work do you do each day?

- playing games, reading stories and helping the children
- preparing food for the children
- tidying and cleaning up
- keep records for the parents and talk to them about their child

What do you enjoy most about your job?

I think the best part of the job is working with children, because they respect everyone the way they are.

What skills do you need?

You need to be patient and organised and be able to communicate well with the children, parents and other staff.

What will you do next?

I'm looking forward to learning more about childcare.

Talk to your careers adviser or teacher if you want to know more about getting into this type of work.



Do you want a job helping customers?

Working with people can help you build confidence. Think about your skills and qualities. Is this you?

- I am friendly
- I like helping people
- I am good at listening and following instructions
- I am good at talking to people
- I am reliable
- I am patient
- I can make decisions without asking for help

You could work in a...

- Hotel
- Hospital
- Leisure centre
- Garden centre
- Café
- Shop
- Day centre
- Theme park
- Customer contact centre



You could be a...

Fast food counter service assistant

What could I earn? £14,500 to £23,000

Hotel porter

What could I earn? £14,500 to £19,000

Pool attendant or lifeguard

What could I earn? £15,000-£22,000

Outdoor activities instructor (level 2-3)*

What could I earn? £16,000 to £30-000

Café worker

What could I earn? £19,000 to £24,000



Shop assistant

What could I earn? £19,000-£27,000

Garden centre worker

What could I earn? £19,500 to £24,000

Hospital porter

What could I earn? £24,000 to £26,000

Theme park attendant

What could I earn? It can vary



(Source: National Careers Service – for those working full time)

These jobs usually pay about this much each year if you work full time.

But the amount of money you get can change depending on where you live or who you work for.

Name: Lucy

Where do you work?

Tesco.

What is your work like?

I work on the checkouts putting customers' shopping through the till. At busy times you have to work fast. Sometimes I work on the shop floor topping up the shelves and helping customers to find things. At first the announcements and music used to bother me but I'm ok with it now.

What do you like about your job?

I like talking to the customers and I feel really proud of what I do.

How did you get your job?

When I was still at school I did a work experience placement which was once a week for six weeks. After that I did an extended work placement for three months. This helped me to gain confidence. I was then offered a part-time job filling the shelves which I fitted around school. I had to take photos of the aisles at first to help me find my way around. After I left school a vacancy came up in the same store, I applied and got the job! I received a lot of support at first as there was a lot to learn but now I feel really confident.

You might also be able to work the night shift in a supermarket when it's closed to customers and quieter. This could be dealing with deliveries, restocking the shelves or moving products around.

Talk to your careers adviser or teacher if you want to know more about getting into this type of work.



Do you want to work outdoors?

Working outdoors suits people who like being active. Think about your skills and qualities. Is this you?

- I am good at practical tasks
- I can operate machinery
- I am good at listening and following instructions
- I want to make a better world for others
- I am able to stay positive
- I can work well with others
- I can make decisions without asking for help

Where could you work?

- In the countryside
- On a farm
- On a construction site
- In a park or garden
- On a railway
- On a sports field



You could be a...

Gardener

What could I earn? £19,500-£26,000

Farm worker

What could I earn? £18,000-£25,000

Stable hand or horse groom

What could I earn? £16,000-£28,000

Labourer

What could I earn? £23,000-£35,000

Rail track maintenance worker

What could I earn? £28,000-£43,000

Forestry worker

What could I earn? £19,000-£30,000

Countryside worker

What could I earn? £18,000-£25,000



Outdoor activities instructor

What could I earn? £16,000-£30,000

(Source: National Careers Service – for those working full time)

These jobs usually pay about this much each year if you work full time. But the amount of money you get can change depending on where you live or who you work for.



Name: Noah

What is your job?

I work for a landscaping company

What kind of work do you do each day?

- Moving construction materials around on site
- Preparing the ground for slabs, fencing and other materials
- Painting and staining fence posts and panels
- Mixing concrete

What do you enjoy most about your job?

I enjoy being independent and getting to work on my own. I also enjoy that I'm learning new things all the time and the variety. Some days I work indoors and some days I'm outdoors in all weather.

What have you learnt?

I've learnt that hard work pays off! I thought no one would want me, but it turns out they do.

Talk to your careers adviser or teacher if you want to know more about getting into this type of work.



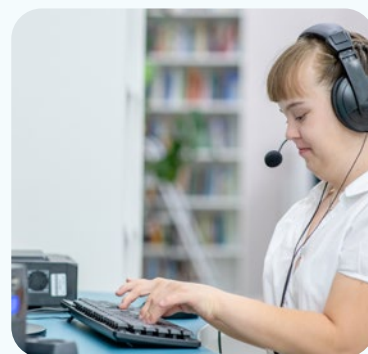
Do you want to work in an office?

Work in an office environment can be structured and formal. Think about your skills and qualities. Is this you?

- I am reliable
- I am good at listening and following instructions
- I have digital skills
- I can work with numbers
- I am always on time
- I can make decisions without asking for help
- I am able to stay positive

Where could you work?

- In an office
- In a hotel
- In a control room
- In a hospital



You could be a...

Receptionist

What could I earn? £18,000 to £22,000

Bookkeeper (accounts clerk)

What could I earn? £18,000 to £35,000

Admin assistant

What could I earn? £21,000 to £28,000

Human resources assistant

What could I earn? £21,000 to £28,000

Motor vehicle parts person

What could I earn? £23,000 to £35,000

Data analyst (level 3+)*

What could I earn? £23,000 to £62,000

IT support technician (level 2 - 3)*

What could I earn? £24,000 to £36,000

These jobs usually pay about this much each year if you work full time. But the amount of money you get can change depending on where you live or who you work for.

(Source: National Careers Service – for those working full time)

Name: Kian

What is your Supported Internship?

Admin assistant for the Adult Education department, Norfolk County Council.

What kind of work do you do each day?

- Contact students to confirm attendance and liaise with tutors
- Order supplies for tutors and learners
- Create a complete tool inventory
- Carry out regular fire safety checks

What have you learnt?

I have learnt a lot of new skills. When I first started my Internship, I was a bit nervous, but I have grown in confidence. I now feel able to take initiative on tasks and I feel like I am part of the team.

What will you do next?

I will use my skills and confidence to apply for paid work and find a job that I enjoy.



Name: Heidi

What is your Supported Internship?

Youth participation team member in Children's Services, Norfolk County Council

What kind of work do you do each day ?

- Supporting young people to get involved in participation events
- Attend meetings with other service providers who are involved with participation
- Collaborate and work out how we can better involve young people

What is the team like?

The team have been very welcoming and friendly. I enjoy working with them and feel that I am making a difference with the team and with our service users.

What do you hope to gain from your internship?

I hope to gain work experience. I believe this will benefit me in future job applications.

Any advice for future interns joining Norfolk County Council?

Meet as many people ..and take as many opportunities as possible.



Do you want a practical job?

Jobs that involve practical or physical skills can be indoors or outdoors. Think about your skills and qualities. Is this you?

- I am good at practical tasks
- I am good at listening and following instructions
- I am good at solving problems
- I enjoy learning new things
- I can make decisions without asking for help
- I can work well with others

Where could you work?

- Farm
- Hospital
- Restaurant or café
- Garden centre
- Craft bakery
- Recycling plant
- Construction site
- Workshop
- Laboratory
- Fulfilment centre (warehouse)



You could be a...

Recycling operative

What could I earn? £14,500 to £24,000

Outdoor activities assistant

What could I earn? £19,000 to £27,000

Kitchen assistant

What could I earn? £17,000 to £25,000

Farm worker

What could I earn? £18,000 to £25,000

Craft baker

What could I earn? £19,000 to £26,000

Warehouse worker

What could I earn? £19,000 to £30,000

Garden nursery assistant

What could I earn? £19,500 to £24,000



Laboratory technician (level 3)*

What could I earn? £21,000 to £30,000

Removals worker

What could I earn? £22,000 to £26,000

Cycle mechanic

What could I earn? £23,000 to £30,000

Maintenance fitter (level 2-3)*

What could I earn? £23,000 to £38,000

Bricklayer

What could I earn? £25,000 to £45,000

Labourer

What could I earn? £23,000-£35,000

(Source: National Careers Service – for those working full time)

These jobs usually pay about this much each year if you work full time. But the amount of money you get can change depending on where you live or who you work for.



Name: Sam

What is your Supported Internship?

Learning technician for the Adult Education department, Norfolk County Council.

What kind of work do you do each day?

- Mix mortar and stack bricks for the students on the bricklaying course
- Check and prepare tools before classes to ensure they are up to standard and safe, such as sharpening chisels
- Ensure all tools are put away in their right place
- Help unload deliveries, stack, store and cut wood

What do you like most about your internship?

I enjoy being on the internship as I am learning new skills, and I like being part of the team.

What will you do next?

I would like to use my new skills and confidence to find employment and build a future for myself.

Talk to your careers adviser or teacher if you want to know more about getting into this type of work.



Do you want a job using your creative skills?

This could involve art, design, music, drama, dance or textiles. Think about your skills and qualities. Is this you?

- I enjoy making things
- I can draw and paint
- I enjoy performing in front of others
- I have digital skills
- I am confident
- I enjoy learning new things
- I am able to stay positive

Where could you work?

- A theatre
- A nursery
- A bakery
- A florist
- In a studio or workshop
- From home



You could be a...

Performer (dancer, actor, musician) (you may need to move away from home to do this job)

What could I earn? It can vary

Cake decorator

What could I earn? £14,500 to £25,000

Stagehand

What could I earn? £19,000-£30,000

Florist

What could I earn? £22,000-£28,000

Computer games developer

What could I earn? £27,000 to £71,000



Illustrator or artist

What could I earn? It can vary

Content creator (social media)

What could I earn? It can vary

(Source: National Careers Service – for those working full time)

These jobs usually pay about this much each year if you work full time. But the amount of money you get can change depending on where you live or who you work for.

Name: Jeremiah

What is your job:

I'm a freelance artist which means I work for myself on a contract-by-contract basis.

How did you get into your job?

I'm autistic and when I was little I only communicated through drawings. My artwork got me into art college and now people pay me for my illustrations. I love that my hobby is now my job!

What do you enjoy most about your work?

I get to draw all day! I also get a lot of satisfaction from being able to communicate what it can be like to have autism through my artwork.

A careers adviser says "You don't have to go to art college to have a career as an artist but you will need to have a portfolio of your artwork that shows what you can do."

















Working in Norfolk

“There are many local employers who want to invest in young people and provide a positive work environment for them.”

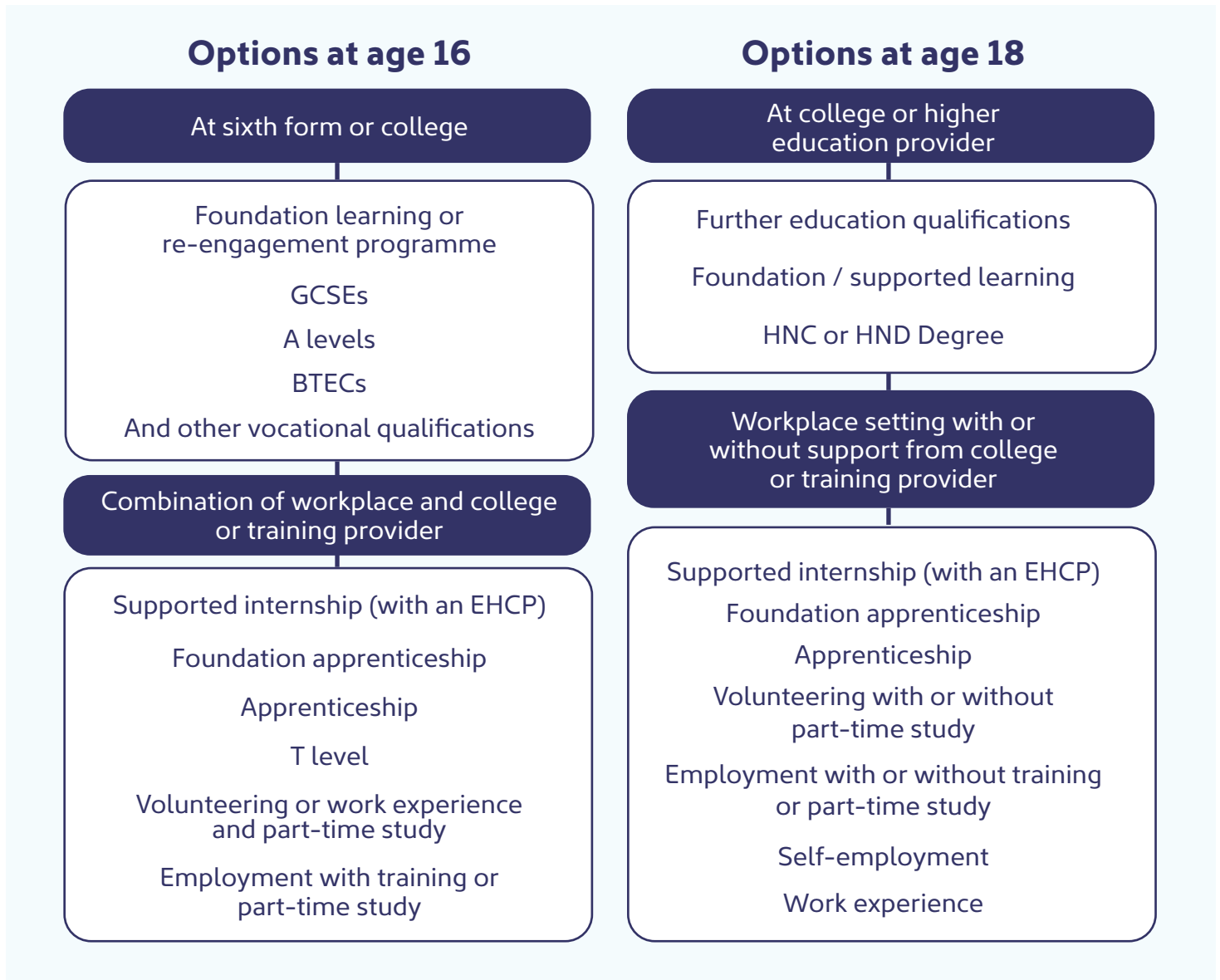
Mark, Employment Coach

All across Norfolk...

-  Cafés
-  Shops
-  Farms
-  Schools and nurseries
-  Hotels
-  Garden centres
-  Tourist attractions
-  Care homes
-  Construction companies
-  Facilities management companies
-  Hospitals
-  Bakeries
-  Housing associations
-  Charities and volunteer organisations

Your next steps at age 16 and 18

Some options may be open to you until age 25 and some beyond.



Not all options will be available to everyone.

Sectors, levels and local availability may vary for some of these opportunities.

You might choose more than one option to make up five days a week. Additional support may be offered.

For more information go to www.helpyouchoose.org/send



Stay in education

There are lots of different types of courses and qualifications* you could do at school or college. These could help you to progress onto another course, an apprenticeship, a Supported Internship or work with training. You can find out more information on colleges on the [Help You Choose Website](#).

Apprenticeships

What are apprenticeships?

As an apprentice you have a real job where you get paid at the same time as learning and training. You spend most of your time in the workplace and some of your time in college or with your training provider.

There are different levels of apprenticeship starting at level 2 (intermediate apprenticeship) and progressing to degree level. There are also new foundation apprenticeships covering four different sectors which may be available to you. Apprenticeships often include additional support from the employer or the training provider – this can help you with the transition from school or college to the workplace.

Not all apprenticeships ask for GCSEs and your training provider will help you to decide whether to study for your English and maths at level 1 or 2 at the same time as working. However, you can start an apprenticeship at any age. You can find out more on the [Youth Employment website](#).

Agencies such as TrAC (www.tracweb.co.uk) offer apprenticeships in lots of different sectors which include additional support such as pre-apprenticeship paid internships. These help you to settle into your new job role and get to know colleagues and workplaces before beginning your training.

- You earn a wage on an apprenticeship
- You'll spend most of your time in the workplace and some of your time in college or with your training provider
- You don't always need GCSEs
- Foundation apprenticeships (help you prepare for an apprenticeship) are available in some sectors
- Apprenticeships often include additional support
- You can start an apprenticeship at any age
- You can find out more about apprenticeships on the [Apprenticeships Norfolk website](#)

* You can find [further information about qualification levels](#) on the Help you Choose Website.

Supported Internships

What is a Supported Internship?

A Supported Internship is a study programme for 16 – 24 year olds with an Education Health and Care Plan (EHCP). It combines work in a real job with study and is based with an employer that matches with your skills and interests.

What do you learn on a Supported Internship?

As an intern, you learn new skills that are useful for work. You complete a personalised study programme which may include the chance to study for relevant qualifications. This could include English and maths if appropriate.

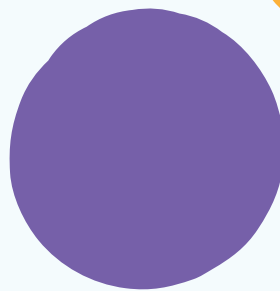
How long is a Supported Internship?

They are for a minimum of six months but can be longer.

What types of Supported Internship placements are there?

You could find a placement working in:

- admin support
- food preparation
- construction
- care
- customer services
- facilities
- management
- IT
- laboratory work
- horticulture
- retail
- warehousing and more



What happens after my Supported Internship?

When your Supported Internship ends, your job coach will support you into paid employment. This might be with the same employer or a different one.

“Supported Internships offer young people a valuable stepping stone into employment, and provide them with the experience, skills and confidence to take that important step. My role is to support young people through their Internship placement and into employment. My role is hugely rewarding as I get to support some very inspirational young people!”

Mark, employment coach

“The interns are amazing. Their work ethic is inspiring and their desire to learn and take part in the team has been a delight to see.”

Natasha, Executive Director at Great Yarmouth Borough Council

You can find out more about Supported Internships in Norfolk and the colleges and training providers that offer them on **[the Help you choose website](#)**

These are some of the employers who offer Supported Internships. (Not all of these employers will offer placements near where you live)

- Norfolk County Council
- Great Yarmouth Borough Council
- Norfolk and Norwich University Hospital
- Queen Elizabeth Hospital
- James Paget University Hospital
- Other NHS and care locations
- Norse Group / Norse Commercial Services
- Amey
- Amazon
- Aviva
- Greater Anglia
- Holiday Inn at Norwich Airport
- Holiday Inn Express / Marriott Hotels / Premier Inn
- National Grid
- Sodexo

Read what Interns have to say about their Supported Internship on the ‘Do you want a...’ pages

Work experience

A work experience placement can be as short as a few days or for several months on a regular basis (for example one afternoon a week for six months). It gives you the chance to see what work is like in a real life work setting.

You can try out lots of different types of work through work experience and it can help you to work out what you enjoy and what doesn't suit you. You can combine work experience with part-time study at college or training.

Talk to your teacher or careers adviser about which types of work might suit you and which employers might be able to offer you work experience. Family and friends may be able to help too.

Volunteering

Volunteering can be a good way to prepare you for work. There are lots of reasons to consider volunteering.

- Makes you feel like you are doing something worthwhile
- Helps you develop social skills
- You can make new friends
- Helps you connect with other people and feel like you're part of a community
- Boosts your confidence
- Learn new skills
- Gives you experience and something to put on your CV
- Allows you to try out an area of work you're interested in
- It can be fun!

You can combine volunteering with part-time study at college or training. [Visit Help You Choose](#) for useful organisations in Norfolk that can help you find volunteering opportunities.

Now go back to page 2 to see the skills and qualities employers are looking for. You might be able to develop some of these through volunteering.

Self-employment

Some young people have a great idea that they think can earn them money. This might be selling products, creating artwork or offering gardening services – the list is endless!

You can start your own business while you're still in education or find help and support after you've left - it may be possible to find a mentor to support you at the beginning.

Self-employment could be an option for you if...

- you have an idea of what you want to do
- you can set goals and targets and work to achieve them
- you are good at communicating with others
- you can manage your own money

Visit [**Help You Choose**](#) for more information on getting support to set up your own business in Norfolk.



How can you gain skills and confidence?

Activities such as volunteering, work experience placements or taking part in mock interviews can help you prepare for getting a job.

- Learn new skills
- Gain confidence when talking to others
- Helps you to build your CV
- You can talk about your experiences in interviews

Your school can help you find placements and join in with activities. Ask your careers adviser or teacher to help you go through the skills and qualities on page 2.

Travelling independently

Using public transport such as buses and trains on your own has lots of advantages.

- Develop key life skills
- Increase your confidence and self-esteem
- Access more opportunities:
 - college
 - training
 - work
 - volunteering
 - social activities



The [Travel Norfolk website](#) can help you to prepare for your next journey. You can:

- Find a suitable bus route for where you need to go
- See when the next bus is due to arrive at your stop
- Discover new places that you can get to by bus

- **Start with small steps.** Take short journeys with family or a friend first to build your confidence.
- You might start with walking to the local shops, then move onto a short journey on public transport.
- You could practice speaking to the bus driver with someone by your side and then try it on your own.
- **Be prepared.** Think about what you might need while you are out and have them ready to take with you. This could be an umbrella or waterproof, and a bottle of water. Also think about taking a bank card and a small amount of cash with you.
- **Take your phone with you.** Having your mobile with you can give you extra confidence. Let people know where you're going.

Now I have read this booklet, these are three things I'm going to do next.

1.

2.

3.



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