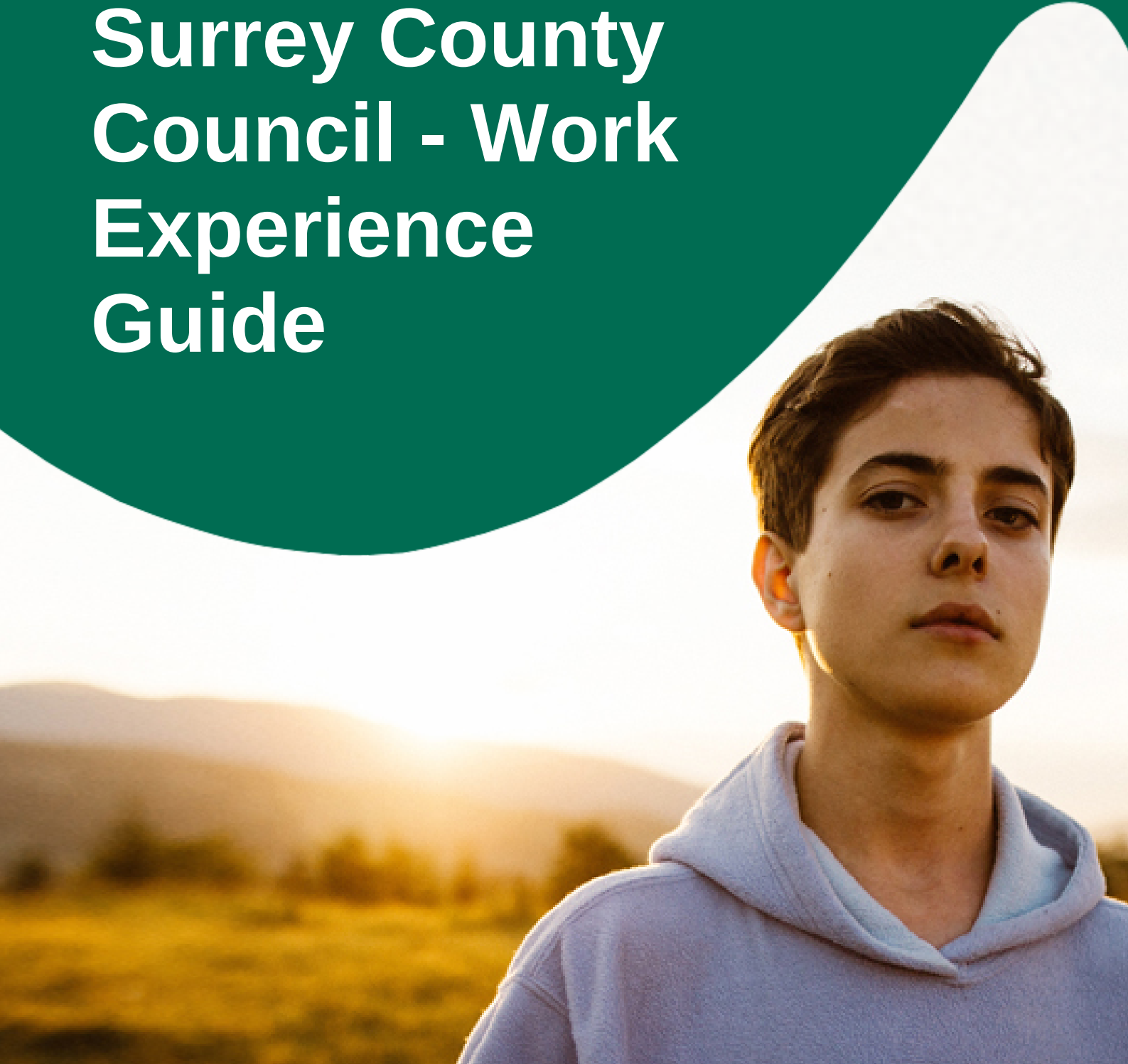


Explore Careers in Surrey County Council - Work Experience Guide



Key Stage 3



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What to Expect

Use this workbook with the work experience videos. You can find them by clicking [here](#). You will need access to the internet. Make sure you download the workbook so you can save your answers as you go!

There are a mix of questions. Some will ask you to write a response and others will ask you to think and reflect.

It can take about 1 hour to watch all the videos and complete the activities in this booklet. The suggested times to complete each section are just for guidance.

Getting Started

Each section has a video for you to watch first. These videos are short introductions to each section.

The questions in each section will help you expand on what you see in the video and what you might already know.

This workbook is yours to keep. No-one is marking it, so use it in your own way to explore what the world of work might look like for YOU.

Guide to workbook symbols



Here is your space to write your answer



Watch the video



How long an activity may take to complete



Reflect on a scenario or your next steps

Your Work Experience Guide

In this booklet you will begin to:

- Understand what Surrey County Council does
- Understand the departments within our areas of work and what they do
- Understand the range of careers available
- Understand the benefits of working here
- Understand the skills, behaviours, and experiences that Surrey County Council look for in future recruits



Introduction



Before you start: have you watched the video? [Click here](#)



3:17
mins

Hello!



Welcome to your virtual
Surrey County Council
Work Experience Module

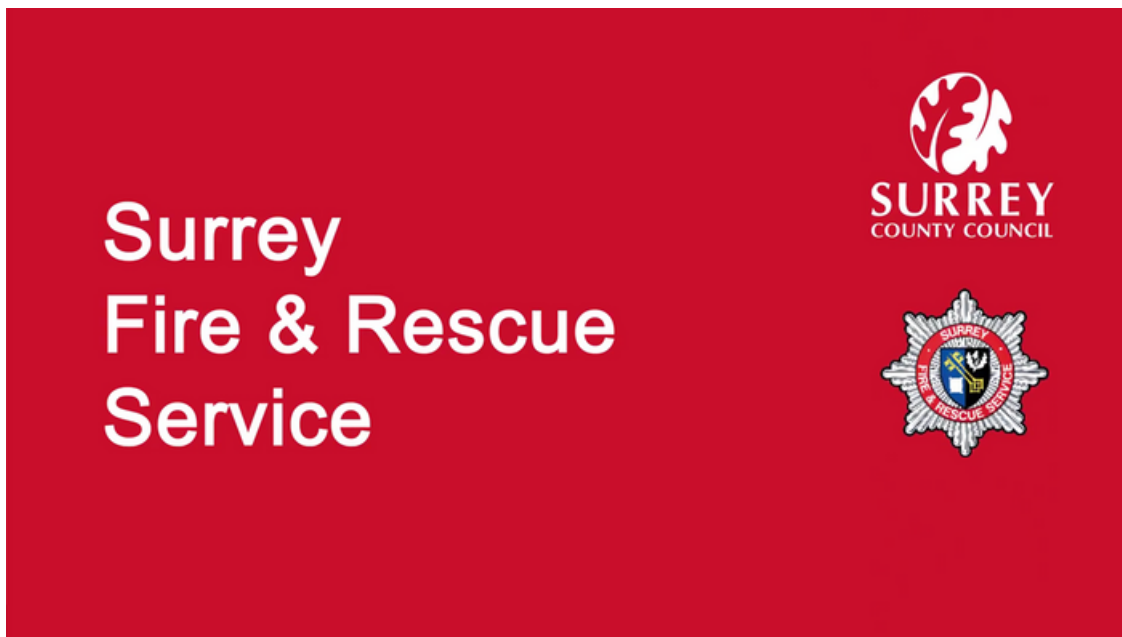
Fire and Rescue Service



Before you start: have you watched the video? [Click here](#)



7 mins



As you saw in the video, Fire and Rescue isn't just about firefighters! There are many roles within Surrey Fire and Rescue Service that help make Surrey a safer place to live, work, travel, and do business.



a) Can you match up the correct department in the Fire and Rescue Service to its role?

The remaining departments you need to put into the table on the next page are:

- Community Resilience
- Learning and Development
- Logistics
- On-call

<hr/> <hr/> <hr/>	<p>These firefighters are different because they don't work at the station all the time. They will have another job and become a professional firefighter when they get the call about a fire and rescue emergency in Surrey.</p>
<p>Business Support</p>	<p>This team will support firefighters and community safety officers with their work and serve members of the public who need advice or assistance. This includes booking fire safety visits, coordinating community engagement work and managing the Surrey Fire and Rescue webpages.</p>
<hr/> <hr/> <hr/>	<p>This team will focus on keeping the community and businesses safe. They work to PREVENT emergencies from happening by educating Surrey about the risks of fire, water, and other dangers, and what to do in those situations.</p>
<hr/> <hr/> <hr/>	<p>This team ensures all employees know the responsibilities of their job role, especially the role firefighters play in emergency scenes. They provide training programmes for the safe and efficient performance of employees.</p>
<hr/> <hr/> <hr/>	<p>This team will be responsible for fire fighting equipment such as uniforms, the maintenance and driving of vehicles, and delivering equipment to emergency scenes. It requires a lot of planning and coordination!</p>
<p>People and Organisational Development</p>	<p>This team is focused on the delivery of services, recruiting the best people into the fire service, improving the wellbeing of employees, and making sure all employees are ready for action!</p>

Environment, Transport and Infrastructure



Before you start: have you watched the video? [Click here](#)



6 mins



The Environment, Transport and Infrastructure department helps to provide a diverse range of services across the county to make Surrey a great place to live.



a) How many of these things have you encountered this week?

Parks/green spaces	<input type="checkbox"/>	Trains	<input type="checkbox"/>
Cycle lanes	<input type="checkbox"/>	Recycling centre	<input type="checkbox"/>
Rivers/lakes	<input type="checkbox"/>	Shops	<input type="checkbox"/>

There are over 500 people working in this department at Surrey County Council to make the services above work for you and your community.

b) Which roles do you think help to provide these services?

Transport Manager	<input type="checkbox"/>
Town Planner	<input type="checkbox"/>
Project Manager	<input type="checkbox"/>
Data Analyst	<input type="checkbox"/>
Countryside Ranger	<input type="checkbox"/>
Communications Officer	<input type="checkbox"/>
Technician	<input type="checkbox"/>

Health, Wellbeing and Adult Social Care

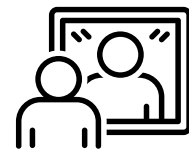


Before you start: have you watched the video? [Click here](#)



8 mins





Health, Wellbeing and Adult Social Care has a very important role, and to work in the social care sector it is vital that you have the skills below:

- Compassion (having sympathy for the suffering of others)
- Empathy (the ability to understand and share the feelings of others)
- Trust (to be someone that other people can have confidence in and depend on)
- Respect (to consider and care about other people's feelings, wishes and rights)
- Teamwork (the ability to work well with others and collaborate in a group)

a) Can you give an example of when you have used these skills recently?

Children, Families and Lifelong Learning



Before you start: have you watched the video? [Click here](#)



9 mins



Many families and children benefit from having a social worker to support them.

Social workers are people that help find a solution to a family's problem, help protect vulnerable people from harm, and develop plans to improve their client's wellbeing.

On the next page is the **Labour Market Information (LMI)** for a social worker. LMI shows you data about the current economic and employment situation. This means you can see:

- Weekly pay
- Annual pay
- The hours you may work each week
- Hourly pay
- Contraction or growth - This is by how much the industry is expected to employ people. If the percentage is negative, then there may be fewer job opportunities in the future and the industry is contracting. If the percentage is positive, then more job opportunities are going to appear and the industry is growing.
- Replacement - This is how many people are predicted to retire and leave the industry. Lots of people leaving the industry means jobs will open up as the employee that retires needs to be replaced with someone else.

Note: Labour Market Information changes all the time so the data on the next page is just an example. For this activity, please work with the data provided.

If you ever want to check the latest data for a social worker, you can find it [here](#).

Social workers	
Weekly Pay £770	Annual Pay £40,040
Hours/Week 36h	Hourly Pay £21
Workforce Change (projected)	
Growth 4.3%	Replacement 55.3%
<p>The workforce is projected to grow by 4.3% over the period to 2027, creating 5,100 jobs. In the same period, 55.3% of the workforce is projected to retire, creating 66,900 job openings.</p>	
<p>You might find this job in</p> <ul style="list-style-type: none"> Health Social work Residential care Public admin. & defence Employment activities 	



a) By looking at the LMI for a social worker can you identify:

i) How much could you earn in a year? _____

ii) How many jobs are expected to be created from growth?

iii) What percentage of the workforce is expected to retire? _____ %

b) What do you think would make working with children and their families a rewarding career?

Customers and Communities



Before you start: have you watched the video? [Click here](#)



9 mins



The teams within Customers and Communities provide so many services in your community and you may not even realise it!

In the table on the next page there are some services that Customers and Communities help to provide.

a) Can you think of where you have seen these services before in your local community?

Outline the services you think they provide to the community.

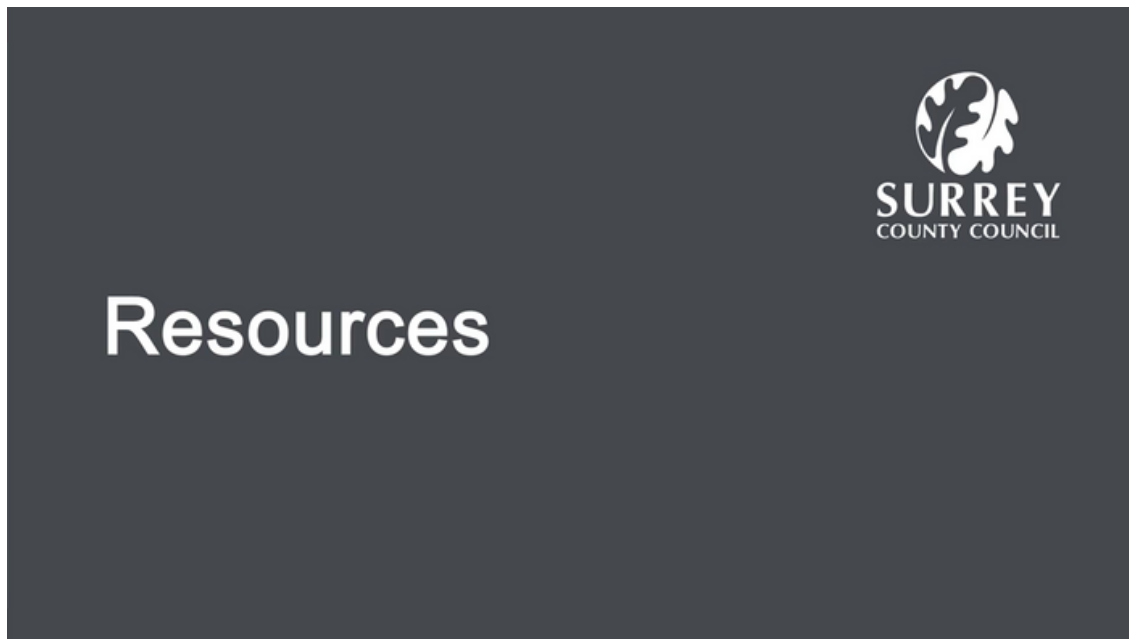


	Local Example	Services they provide
History Centre	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Library	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Surrey Arts	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Register Office	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Resources



Before you start: have you watched the video? [Click here](#)



Resources have a key role in supporting front line workers to carry out their day-to-day activities.

a) Can you match the services in the table on the next page to the area of work that needs them and the department in Resources that provides them?

We have completed three for you.



	Department		
Resources department	Libraries	Education	Social care
Finance	Create budgets for new books and resources	_____	_____
IT and Digital	_____	_____	Protect personal data of families
Land and Property	_____	Provide school buildings	_____

Put these activities into the table above:

- Provide care homes for children
- Provide hardware and software for adult education centres
- Update and maintain computers for public use
- Provide funding for teaching resources
- Create budgets for residential care housing
- Maintain the building for safety and use

How to start a career with Surrey County Council



Before you start: have you
watched the video? [Click here](#)



10 mins



How to start a career with
Surrey County Council

Pick two departments you have learnt about today and think about what it might be like to work in that team.



What interests you about that area of work and what would you like to do in that department?

What skills will you need and what jobs might you be able to do well?

What skills might you need to develop to be successful, and how could you do this?

ANSWER SHEET

Fire and Rescue Service

On-call	These firefighters are different because they don't work at the station all the time. They will have another job and become a professional firefighter when they get the call about a fire and rescue emergency in Surrey.
Community Resilience	This team will focus on keeping the community and businesses safe. They work to PREVENT emergencies from happening by educating Surrey about the risks of fire, water, and other dangers, and what to do in those situations.
Learning and Development	This team ensures all employees know the responsibilities of their job role, especially the role firefighters play in emergency scenes. They provide training programs for the safe and efficient performance of employees.
Logistics	This team will be responsible for fire fighting equipment such as uniforms, the maintenance and driving of vehicles, and delivering equipment to emergency scenes. It requires a lot of planning and coordination!

Environment, Transport & Infrastructure

b) Which roles do you think help to provide these services?

It's all of them! Everybody has a role to play to help provide these services. Whether it's a big or small role, they all make a BIG difference to the department and its activities.

ANSWER SHEET

Children, Families & Lifelong Learning

a) By looking at the LMI for a social worker can you identify:

i) How much could you earn in a year? £40,040

ii) How many jobs are expected to be created from growth? 5,100

iii) What percentage of the workforce is expected to retire? 55.3%

Resources

	Department		
Resources department	Libraries	Education	Social care
Finance	Create budgets for new books and resources	Providing funding for teaching resources	Creating budgets for residential care housing
IT and Digital	Update and maintain computers for public use	Provide hardware and software for adult education centres	Protecting personal data of families
Land and Property	Maintain the building for safety and use	Providing school buildings	Providing care homes for children

Congratulations!

**You've completed this
online work experience
programme.**

Ideas for next steps:

[Youth Employment UK careers hub](#)

[Find an apprenticeship](#)

[Surrey County Council Hub](#)



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youthemploymentuk



Youth EmploymentUK



Youth EmploymentUK



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Supported by Youth Friendly Employer
Surrey County Council

