

# We call it *Jacksonesque*

Just the job

Beth Melton – Support Services Co-ordinator

*“Key to Jackson’s success is constant improvement and we can only achieve this by knowing how customers rate our performance.”*

Based in our Ipswich head office, Beth graduated from Suffolk College in 2002 with an HND. After three years office experience gained in temporary roles she joined Jackson Civil Engineering.

Beth supports the Quest Team covering aspects of Quality, Environmental, Health and Safety and Training. Her day can involve researching and booking suitable training venues and hotels as well as helping to arrange the annual staff conference. She also organises training courses in first aid, personal track safety and CSCS Tests and maintains a database for reporting accidents and associated incidents.

Key to Jackson’s success is constant improvement and we can only achieve this by knowing how customers rate our performance. We do this by asking them to complete an evaluation sheet with marks and comments. These are sent in by site managers and Beth transfers the information to a spread sheet for senior management to review.

## But what does a Support Services Co-ordinator do?

Beth says the best part of her job is being involved in training. *“I have found that booking courses has helped my communication skills as there can be a lot of organising with the training providers. Many of Jackson’s people are based on site so we do not often get to meet one another but arranging training courses allows me to communicate with them. The only frustrating part of the job is waiting for people outside the company to get back to me with information and I spend a great deal of time chasing them.”*

But what of the future, where does Beth see her career going? *“I would like to progress in this role, taking on new challenges is something I am always interested in, at the moment I am studying for the European Computer Driving Licence course.”*

Being a Support Services Co-ordinator has allowed Beth to increase her administrative and communications skills and has seen her confidence grow. And because at Jackson’s we encourage our people to develop their abilities and make training courses available, there are plenty of options.

Said Beth: *“My job is very varied compared to some administrative jobs so there is always something new to learn. If you enjoy learning new things and progressing in a role then I would recommend this type of work.”*



# 1

## *Next steps: Still at School*

It will help if you take post 16 subjects to prepare for your career. Useful subjects would be business studies and English language. Some colleges and universities will require these subjects whilst others may offer entry from a wider choice including ICT and geography. Of course a general high standard of all round education will always be useful but for this type of work natural strengths are also important. For instance good communication skills, the ability to assimilate information from different sources and multi-tasking.

# 2

## *After School*

After school you are likely to progress your academic qualifications by a vocational route combining employment experience and part time study. Choosing what, where and how to study is a big decision. It is important that you choose a course or programme recognised by the Institute of Leadership & Management who will help you gain the professional qualification you seek.

# 3

## *Gaining Professional Qualifications*

Once you have completed your academic education you are well on your way to achieving a professional qualification as an Administration Manager. A professional qualification is recognised as a mark of quality and establishes your credentials in your profession.

The process of qualifying can involve work assessments, written work and interviews. Jackson Civil Engineering will support and encourage you to achieve these goals.

For more advice and information visit the  
Institute of Leadership & Management website:  
[www.i-l-m.com](http://www.i-l-m.com)



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