

Working in

# languages

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Languages, Information  
and Culture

## What is this booklet about?

It is one of over 40 in a series covering many work sectors, subjects and careers. Each book contains a number of case studies showing people in a variety of jobs. All telling you how it is – including the good things and the bad.

Each job shows you what qualifications you will need, what training you can get and how much you might be paid. Also, you will see which route each person took in getting that job.

## How can I find out more?

Look on the website [www.connexions-direct.com/jobs4u](http://www.connexions-direct.com/jobs4u) which contains background information on these featured jobs plus many more. You can talk to your Connexions personal adviser who will help you research more details. Or you can contact one of the organisations listed at the back of the book.




## How can I contact Connexions?

In person through a Connexions personal adviser who might be based at your school, college or reached at your local Connexions centre. By telephone, text, webchat or e-mail through Connexions Direct. Open seven days a week, between 8.00am and 2.00am.

Check out [www.connexions-direct.com](http://www.connexions-direct.com) or look in the telephone book to find your local centre. Or ring 080 800 13219 or text on 07766 413219 for Connexions Direct.

**Other formats of this booklet are available – for details see back cover.**

## Key to salary icons

-  up to £12,000
-  £12,001 to £17,000
-  over £17,000

This represents the typical starting salary for the job featured in the case study.

2

## Public services

- Customer services officer
- Delegation liaison officer
- EU policy adviser
- Assistant professional officer

7

## Business and media

- Client manager (overseas)
- Recruitment consultant
- Business language tutor
- Bilingual PA
- Sales manager (exports)
- Broadcast journalist

15

## Language specialists

- Interpreter
- Translator
- BSL interpreter

19

## Teaching

- ESOL teacher
- Language teacher
- HE lecturer

23

## Transport and travel

- Tour/trek guide
- Freight forwarder
- Holiday representative
- Air cabin crew

28

## Further reading/ Useful addresses

# So you want to work with languages?

**An interest in languages opens up a whole world of career opportunities. While translating, interpreting and teaching may be the obvious choices, there are many other job areas that need language skills – for example, export sales, bilingual business support, finance, tourism and travel, broadcasting and customer relations. In the government, charity, industrial and commercial sectors, people with language skills are also in demand.**

In *Working in languages*, you will meet people working in just such a range of jobs, using a number of different languages at varying levels of fluency. Some will have studied languages at college or university; others will have taken short courses or picked up their language skills while working abroad. Many of the jobs featured are in sectors where languages complement other professional skills and experience.

## What qualifications will I need?

You can choose to study qualifications such as AS or A level in a wide range of languages, but there are also plenty of other options, like National Vocational Qualifications/Scottish Vocational Qualifications (NVQs/SVQs) and business-related language qualifications such as the Certificate of Business Language Competence.

For jobs that specialise in languages - such as translation, teaching and interpreting - you will need to have studied the language at a high level as well as obtain professional qualifications, such as a postgraduate degree or diploma. You can also combine languages with other skills such as business studies to give a wider range of opportunities.

For many people, though, languages are only part of their work and you may not need such a high level of fluency. Someone working in sales, marketing or finance, for instance, may need to speak a foreign language to communicate with a customer.

## How can I gain working experience in languages?

Visiting a country is considered the best way to acquire or improve language skills. However, there are many opportunities to practise your language skills at home either before or during study. For instance, your school, university or college may have access to local business contacts and be able to arrange student placements. Language degrees almost always involve a year or so studying or working abroad.

## New horizons and opportunities?

Currently, there is strong demand for linguists across all the main occupational sectors with jobs available at all levels, and for a wide range of languages. Finance, technology and engineering are just some of the areas where languages are becoming an important secondary skill for jobs as varied as accountancy, website development and car manufacturing.

Look at BLIS Jobs ([www.blis.org.uk/jobs](http://www.blis.org.uk/jobs)) to get some idea of the opportunities available.

Languages aren't just about learning grammar and vocabulary. One of the reasons language skills are prized is that they bring with them a range of other assets - like general communication skills, cultural awareness and an openness to new experiences and challenges.

## Where can I find more information?

The addresses, phone numbers and websites listed in **Useful Addresses, page 28**, will provide a useful starting point. This booklet only highlights some of the jobs and sectors where language skills are useful. Check out *Working in engineering*, *Working in electrical & electronic engineering*, *Working in tourism* and *Working in finance* for other opportunities where your language skills will be valued. Languages Work ([www.languageswork.org.uk](http://www.languageswork.org.uk)), which focuses on career options with languages for all ages, is another useful website. In addition, your local Connexions centre or Jobcentre Plus will help.



Whether your job is helping shape EU policy, promoting the UK overseas or helping people who have moved to the UK from abroad, language skills make a big difference. Here is a range of jobs where languages are all-important when dealing with people face-to-face.

# Customer services officer

**jobs4u** Local government customer services officer

**Zakir Basar** is a customer services officer with Kirklees Metropolitan Council in West Yorkshire. He helps people understand local council benefits and council tax bills – and makes sure people in need get the help they are entitled to.



## Who do you work with?

I work in a large team with other customer service officers, managers and people from other related departments. We work together to make sure our clients get the best advice the first time they come to see us.

## What special skills do you need for your job?

You need to be able to use computer packages such as word-processing, spreadsheets and databases. You have to be courteous and respectful when dealing with the public and remember that you represent the council at all times.

## How do you use your language skills at work?

I am fluent in English as well as Indian and Pakistani languages such as Gujarati, Urdu and Hindi. If a client comes into our office and they cannot speak English, no matter where they are from in the world, we get an interpreter for them. No-one should be disadvantaged because of language difficulties.

## Why did you choose this type of work?

I have always worked with the public and started off in retail. I chose my current job as I have always wanted to work in local government because of the career opportunities. I get satisfaction from my job when I know I have helped someone by advising them of what benefits are available to them.

## What do you like about your job?

I love my job. I really enjoy working with people and I meet people from all walks of life and interests.

## What are the particular challenges in your work?

The hardest challenge is telling people who are genuinely having financial difficulty that we cannot help them.

## What is your main role?

I work in the Revenues and Benefits department, helping customers with queries about housing benefit, council tax benefit, business rates and council tax bills. I also answer emails and telephone enquiries.

## What are your main responsibilities?

Most of my work involves advising members of the public about the benefits they may be entitled to. For instance, they may qualify for help if they can't afford to pay the full amount of council tax or housing costs.

I also have to liaise with other agencies such as the Department for Work and

Pensions and the Inland Revenue, as a lot of our clients are on benefits administered by these two agencies.

## What is your daily routine?

In a typical day, we have to be ready to see the first customer at 8.45am. For half a day, I will help customers who come into the office. The other half is spent taking calls from other agencies and landlords who may have enquiries relating to our clients. I also spend some time at different locations, as we do some outreach work in places like community centres or other advice offices.

## What hours do you work?

I work 37 hours a week. This does include some flexible working but there are some constraints as we have to be available when customers want to see us. Our offices are open from 8.45am to 5.15pm Monday to Thursday and 8.45am to 4.45pm on Friday.

## What's your working environment like?

I work in an open plan office in the centre of Huddersfield, but there is some travelling too. The counter area is open to the public. We have a designated kitchen and rest room where we can go and have our lunch away from the counter and phones.

### Zakir's route

- GCSEs.
- A levels.
- Experience in retail and customer service.
- NVQ Certificate in Customer Care.

### Zakir's tips

- You should get experience of working with the public.
- You also need to be confident about meeting different people.



# Delegate liaison officer

**jobs4u** Event and exhibition organiser

## Related jobs

Call centre operator  
Civil Service administrative assistant/officer  
Customer services assistant/manager  
Debt counsellor  
Local government external funding officer  
Local government revenues officer  
Welfare rights officer

## Salary information

New entrants are likely to start at around £10,500 to £11,000, rising to around £16,500 with experience. While local government customer services officers are paid within a national pay framework, salaries depend on the responsibilities of the job, local grading policies and the size of council.

## Getting in

- There is no set route to becoming a customer services officer. Personality and attitude are likely to be far more important, together with a neat and clean appearance.
- Most employers will expect GCSEs, especially in English and maths, and some may ask for A levels or equivalent qualifications.
- Once employed, you can work towards an NVQ/SVQ at Levels 2 and 3 in Customer Service.



**Elizabeth Wilson** is a delegation liaison officer with the Foreign and Commonwealth Office (FCO). She uses her language skills to talk to the overseas delegates taking part in EU conferences and seminars that are held in the UK.

## How would you outline your role?

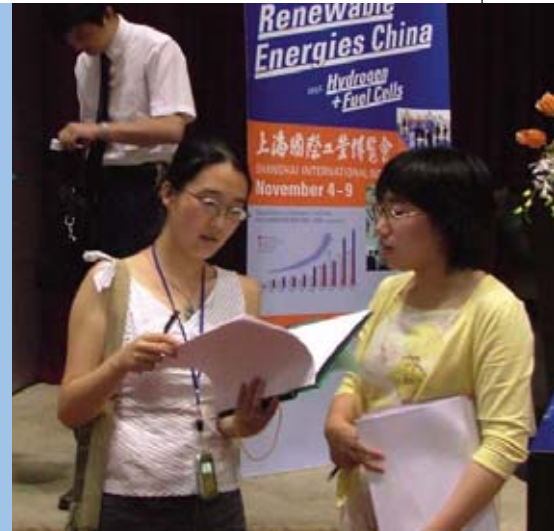
I work in a specialised FCO event planning and logistics team. At present, I am working for the UK Presidency of the G8 group. Each country takes its turn to hold the Presidency for a year. The G8 is a group of leaders from Britain, the US, France, Germany, Japan, Canada, Russia and Italy. The leaders meet at regular intervals – called summits – to discuss the world economy and other international issues such as security, health, the environment, poverty and debt.

## Elizabeth's route

- Degree in Modern Languages.
- Policy Fast Stream management trainee after graduation.
- Intensive Mandarin Chinese language training.
- Posted to Beijing.
- Now studying part time for a Masters in Social Sciences.

## Elizabeth's tips

- Research the different entry routes into the FCO.
- Try contacting FCO staff for an informal discussion about working procedures and avenues of interest.



## What are your main responsibilities?

I work closely with other members of the team to plan and organise the many Presidency events throughout the year. These involve ministerial and senior official meetings, as well as the high-profile G8 summit in Scotland. I work with several foreign delegations trying to ensure that their needs are met while they are visiting the UK.

## What is your weekly routine?

Basically, I spend my time organising any special requirements that the delegates will have in advance of the meetings. These requests may relate to any aspects of the visit of their leaders to the UK such as transport, accommodation, security and interpretation facilities.

## What hours do you work?

I work normal office hours, generally from 9.00am to 6.00pm. However, I may need to work extra hours as the event or meeting approaches.

## What's your working environment like?

I work in an open-plan office in a team of about 30 people. The atmosphere is relaxed and professional. Sometimes, I need to visit the event venue and hotels to view all the facilities.



**Who do you work with?**

I work closely with several other teams within the FCO, and with members of other government departments and the police services. A large part of my work is building relationships with foreign nationals from the invited countries.

**What special skills do you need for your job?**

You have to be very practical, organised and outgoing and keep calm under pressure. Delegates are often under a great deal of pressure and you have to deal with their demands and show plenty of understanding. The main thing is having a flexible approach to work as people can change their minds frequently about what they want. Attention to detail is also very important.

**How do you make use of your language skills?**

Although most of the foreign nationals can speak excellent English, I feel that I can deliver a more personal and attentive service working with these colleagues in their own language. I use Mandarin Chinese in particular in this job to discuss delegation requirements and transact daily business as well as French and Spanish.

**What do you like about your job?**

I love working with people from different countries and cultures and really enjoy the friendship I have with my colleagues, all of whom have outstanding skills and experience in many different areas.

**What are the particular challenges in your work?**

Every day represents a challenge. You have to be able to think on your feet and respond to new information and requests quickly and sensibly. You also have to work hard to push forward your ideas and priorities. You should develop strong written and oral communication skills.



**Related jobs**

- Civil Service administrative assistant/officer
- Civil Service executive officer
- Civil Service management trainee
- EU official
- Political researcher



**Salary information**

Starting salaries at the FCO range from around £14,000 for an administrative assistant to £20,000 for a policy Fast Stream management trainee. After two years, trainees should earn around £30,000 rising to more than £40,000 after progression to senior management level. Salaries are slightly higher in London.



**Getting in**

- The Foreign and Commonwealth Office runs a work experience scheme for 16 and 17 year-olds, which offers students who are interested in working for the FCO the opportunity to gain work experience.
- Most applicants for the FCO have a degree or postgraduate qualification. Specifically, the policy Fast Track scheme requires a degree, interest in international affairs and the ability to learn languages.
- Knowledge of languages isn't part of the recruitment and selection process, but the FCO does view language skills as a bonus. Candidates with more difficult languages, like Japanese, Mandarin and Arabic, are especially in demand.

**How do you see your future?**

I would like to keep working with foreign nationals in the UK and overseas. I am keen to develop more specialised knowledge and experience of Asia.

**Alison Wall** works at the European Commission in Brussels as an external relations policy adviser, on secondment from the UK Department of Transport. One week, she might be commenting on a new agricultural directive and the next week on a cultural initiative or a road safety regulation.

**How would you outline your role?**

I work in the office of the European Commissioner for External Relations. We provide policy advice on the latest developments in external affairs, as well as organising meetings and co-ordinating briefings. I focus on relations with the MiddleEast, North Africa and the US.



**Alison's route**

- A levels.
- Degree in German Literature.
- Study period in Vienna.
- Civil Service Fast Stream management scheme.
- Short-term placements and EU courses.



**Alison's tips**

- Don't be afraid to research any number of career sectors that interest you – a lot of people will help you provided you can show a genuine interest.
- You must show an ability to learn languages if you want to work for the European Commission.

# EU policy adviser

jobs4u EU official



As a Civil Service management trainee, I worked in the Cabinet Office on Civil Service reform before being seconded to the Polish Civil Service to advise on reforms in readiness for joining the EU.

## What are your main responsibilities?

The job is very varied and requires a lot of flexibility. Basically, I am an aide to an EU Commissioner. Every country within the EU appoints a Commissioner and they each have responsibility for an individual sector. The one I work for is in charge of external affairs and my work involves organising the working day, arranging meetings and researching and providing any material needed.

## What is your main work routine?

We have a cabinet meeting, which involves all the policy advisers, each morning at 9.00am where we go through the Commissioner's agenda and talk through any policy issues that need to be discussed. I am responsible for co-ordinating any preparations that are needed for any visits to, or meetings on, the US or the Middle East. In addition, I may be involved in preparing speeches

and briefing documents – often in several languages – for future meetings or EU parliamentary debates, for instance.

## How do you make use of your language skills?

There are officially three working languages of the European Commission – English, French and German. Although English is spoken a lot, French is the main language spoken around the office and you need to understand it well to follow meetings. I use German because I work for the Austrian Commissioner. I have used my German to translate speeches and to draft letters to German-speaking correspondents.

## What hours do you work?

I get in at 8.45am and rarely leave before 7.00pm. However, we have longer lunch breaks – often up to two hours – so this compensates for the slightly later working day.

## Who do you work with?

I am part of a team of nine, plus support staff. There is a principal adviser to the Commissioner – called a chef-de-cabinet – and the rest are advisers like me who have responsibility for specific policy areas.

## What special skills do you need for your job?

You need to be calm under pressure and able to think about practical, logistical things that will influence policy issues. There is a lot of material to read, so you must have the ability to read and analyse long documents quickly and to have strong written and oral communication skills.

## What training have you done?

I had taken science subjects and German but preferred languages and literature to science. I got accepted at university to study German literature and spent a year in Vienna. Once I graduated I wanted a career that combined my language skills with interests in the EU.

## Related jobs

Civil Service administrative assistant/officer  
Civil Service executive officer  
Civil Service management trainee  
MP/Politician  
Political/Constituency agent  
Political researcher

## Salary information

Assistant policy entrants to the EU earn between £18,300 and £27,000 with administrators starting at around £30,000. Department or unit heads will earn up to £50,000, rising to £120,000 at a director-general level.

## Getting in

- Entry to the EU institutions, as a permanent member of staff, is by open competition organised by the European Personnel Selection Office (EPSO). You must have knowledge of a second official EU language, though you don't need to be fluent.
- EU administrators must have a university degree, or an equivalent qualification. For some positions, candidates will need a degree in a specialised area such as law, economics, accounting or statistics or relevant professional experience.
- EU assistants need A levels or equivalent and may need professional experience.
- For young graduates, there is the possibility to gain some work experience at one of the EU institutions.
- UK civil servants may be able to take part in the structural traineeship programme, which includes a five-month training and work attachment at the European Commission.

# Assistant professional officer

**jobs4u** Volunteer organiser

**Maja de Vibe** works with the UK Government's Department for International Development (DfID). She is currently working in Mozambique as an assistant professional officer (APO) and is part of a team trying to combat poverty in the country.



## How would you outline your role?

My role is to provide support to government programmes that aim to improve how Mozambique is governed. This includes helping improve management of public administration, developing the democratic processes, working against corruption and helping manage public finances.



### Maja's route

- Degree in Development Studies.
- MSc in Development Management.
- Lots of voluntary and campaigning work.
- Peace Observer in Guatemala.
- Two years' voluntary work for Oxfam.
- Nine months in Nicaragua.



### Maja's tips

- You need to work hard to get voluntary experience overseas. There is no set path, so it is important to be proactive and creative.
- Concentrate on a particular area of expertise, such as government administration or education, for instance.

## What are your main responsibilities?

I work with other governments' foreign aid agencies to co-ordinate our efforts so that we get better, joint results. I also work directly with different parts of the Government of Mozambique, administering the flow of funds and monitoring results.

## What hours do you work?

I work from 8.00am to 5.00pm, Monday to Thursday, and from 8.00am to 1.00pm on Friday.

## What's your working environment like?

I mainly work from our office in Maputo, the capital of Mozambique. Each year I travel for five or six weeks to other parts of the country, other parts of the region, and to the UK for seminars and conferences. We have very good working conditions, with up-to-date office equipment and back up services.

## Who do you work with?

There are 30 people in the office, both UK staff and Mozambicans. I mainly work with the senior adviser in my field, the senior governance adviser. A lot of my time is spent working with representatives from other aid agencies, as well as representatives from the government.

## What special skills do you need for your job?

I need to be capable of strategic analytical thinking. Other key skills are negotiation and influencing. It is also important to have the ability and interest to learn about, and adjust to, different cultural settings.

## In what way do you use languages in your work?

Because the official language in Mozambique is Portuguese, I have had to learn to speak Portuguese, in which I am now fairly fluent.

## Why did you choose this type of work?

I have always enjoyed travelling and learning about different cultures, but felt strongly that I wanted to do more than simply travelling around, I also wanted to make a contribution to the sustainable development of countries with high levels of poverty.

## What training have you done?

I started doing voluntary work in this area when I was doing my A levels, working with local campaigning groups on anti-racism and international development issues.

After A levels, I completed a Degree in Development Studies at the University of East Anglia, followed by an MSc in Development Management at the London School of Economics.

## What do you like/dislike about your job?

I really like the diversity of the tasks, and the fact that this job allows me to travel and get to know other cultures. I also feel that I am being given great challenges that make me grow personally and professionally. It can be difficult being away from friends and family for long periods of time.



Businesses need to be able to communicate with customers and suppliers across the world. And that means language skills are highly sought after.

# Client manager

jobs4u Training manager

## Related jobs

Civil Service administrative assistant/officer  
Civil Service executive officer  
Civil Service management trainee  
EU official  
Political researcher

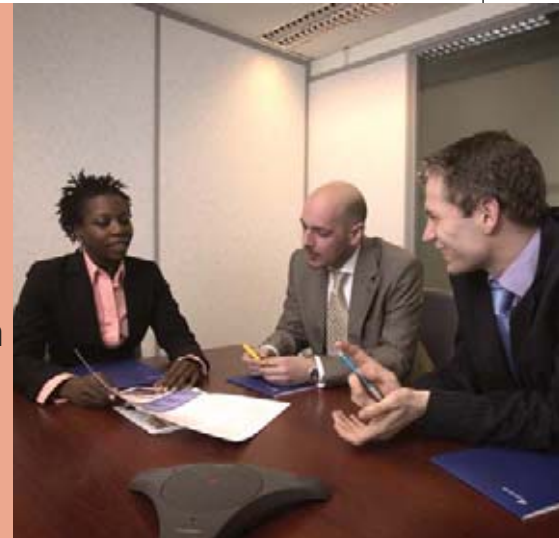
## Salary information

Associate professional officers (APOs) receive between £19,575 and £23,500. They will be replaced by a graduate Fast Stream management grade (Autumn 2005) with a starting salary of £24,227. Overseas development advisers earn between £30,000 and £60,000, depending on experience. Salaries with the DfID start at £13,500 (Glasgow) and £17,000 (London) for administrative officers.

## Getting in

- The DfID recruits administrative grades, advisers and senior managers as well as people with specialised skills, such as IT experts.
- Organisations working in overseas development have varying entry requirements, but for all, work experience – voluntary or paid, in the UK or overseas – is usually essential.
- People with degrees in a subject relevant to the particular development issue – health, for example, or governance – have an advantage.
- For the DfID's professional Fast Stream scheme, you need a postgraduate qualification and at least 12 months' relevant experience.

**Tania Nile** is a client manager with specialist training company, Communicaid. She is the main contact for many clients from overseas and uses her French and Spanish language skills on a daily basis when organising their training needs.



### How would you outline your role?

The company designs and delivers communication skills training and consultancy for global corporate and public sector organisations. My job involves managing the delivery of training, as well as being the dedicated point of contact for my portfolio of clients across the world.

### What are your main responsibilities?

I manage the training needs of a whole range of clients. The topics covered are varied and can range from training in financial French and presentation skills to cultural awareness, advanced writing and conversational language skills. My work involves making an initial assessment of their needs and then recommending the training courses.

Once established, I manage the whole organisation, ranging from monitoring attendance, dealing with queries and making suggestions for further development. I am also responsible for keeping clients abreast of our full portfolio of products and services.

### What is your weekly routine?

In a regular week, I attend four or five external client meetings and about two internal meetings. All external meetings require a detailed proposal that outlines the training needs of the client, their training objectives and the recommendations. This can take half a day to a full day. A larger tender can take weeks to plan, cost and organise.

### What hours do you work?

The company operates a flexi-time policy, so we can start work earlier or later, but we work 37.5 hours a week.

## Tania's route

- Degree in French Studies.
- Italian course.
- A year working and studying in France.
- Short course in Spanish.
- Now learning Swahili.

## Tania's tip

- Working for an international company provides a great opportunity to use or acquire language skills.



**What's your working environment like?**

I spend about two-thirds of my time at my desk, which is sited in an open-plan office. I also travel throughout London and the UK to visit new and existing clients for sales or review meetings. I also attend training events, client road shows and conferences.

**How do you use your language skills?**

I work in French on a daily basis with clients and Paris based-colleagues. This can be a phone call, a face-to-face conversation or e-mail. I also speak Spanish and am learning Swahili. Languages are very useful in our work and everyone I work with speaks at least one foreign language and has spent time living and/or working abroad.

**Who do you work with?**

I am in contact with everyone in the company, and am in regular daily contact with my clients, on the telephone and face-to-face. My clients include leading financial institutions, law firms, government agencies and luxury car manufacturers.

**What special skills do you need for your job?**

You need to be organised and client-focused. You need good writing skills, a good telephone manner, and to be good at building working relationships, as clients can be abroad or at the other end of the country. Interpersonal skills are also very important, as you have to work closely with trainers and clients who do not have English as a first language. Cultural sensitivity is vital in my role too.

**Why did you choose this type of work?**

I like the idea of working in an environment with a company that has an international outlook and client base. As a language graduate, it was important to me to be in a job that allowed me to use my own language skills as well as promote the importance of cultural awareness to others.

**What training have you done?**

I completed a degree course in French Studies and studied Italian during the vacations. Since I have been working, I have taken computer courses such as Excel and PowerPoint, spent six months studying Spanish at Communicaid and have been studying Swahili.

**Related jobs**

- Business adviser
- Business analyst
- Human resources officer/manager
- Management consultant
- Project manager
- Recruitment/Employment agency consultant

**Salary information**

Salaries for client managers vary depending on the type and size of the organisation. Salaries start from £15,000 to £20,000, rising to £45,000 as an experienced manager.

**Getting in**

- There are no set routes to becoming a client manager, and every company or organisation has different requirements. For companies with an international client base, overseas language skills are an advantage.
- Employers may also ask for specific skills, such as languages, problem-solving or teamworking.
- Many managers have degrees or postgraduate qualifications, either in a subject relevant to the particular business sector or in management or business subjects. In addition, there are a range of NVQs at Levels 2 to 5 in Business Management and Language Skills.

**Heidi Collins** is a manager and recruitment consultant with Euro London, an independent recruitment consultancy specialising in providing multilingual professionals for banking and financial institutions.

**How would you outline your role?**

I find banking professionals for banks and financial institutions in London. My role involves taking job descriptions and details, advertising for suitable candidates, reviewing CVs and setting up interviews for candidates with my clients. I also do business development, which means calling companies that might want to use our services, and maintaining relationships with existing clients.

**What are your main responsibilities?**

Initially, I meet the client to discuss the vacancy – what is involved in the job, what sort of person they are looking for, and the languages they need. I write the job advert and also use our database of prospective candidates to see if we already have someone suitable.

**How involved are you with the interviews?**

I pre-screen candidates in an interview, testing their language skills and suitability to the role. I will then recommend three or four candidates to my client and, hopefully, set up interviews with them. Once a client has made an offer to a candidate I give support to both parties, assisting in salary and contract negotiations.

# Recruitment consultant

**jobs4u** Recruitment/Employment agency consultant



## What's your daily routine?

It is mainly checking emails, applications and CVs that come in, sending out rejection letters for unsuitable candidates, and interviewing candidates on the phone or in person. I spend a lot of time speaking to existing clients to find out if they have new vacancies coming up. On the management side, I have regular meetings with the consultants in my team, hold training sessions and write financial reports.

## What hours do you work?

I start at 8.00am and finish at 4.30pm. I have been working at one of our offices in Germany for the past three years, so I am working a few extra hours at present to catch up with the routine in London.

## What's your working environment like?

I have a desk in an open plan office. I sit with eight colleagues and it's busy. There are always phones ringing and people coming in.

## What special skills do you need?

You must be able to multi-task as there are always so many different things to do. You have to be organised and good on the telephone. Because it is a sales job, you need to be confident and good at communicating.

## How are languages important in your job?

I am responsible for all the German testing as I lived in Germany for a number of years and speak the language fluently. Other consultants test other languages. I might also be on the phone to contacts and candidates in Germany,

## Why did you choose this kind of work?

I wanted a job that gave me lots of contact with different people and in a sales environment. I also wanted to use my language skills, so this was the perfect combination. I like the variety of the role and the contact with people from different countries and cultures.



### Heidi's route

- Degree in Translation and Interpreting (French and German).
- Taught English in Germany.
- Joined Euro London's Frankfurt office.
- In-house training and other short courses.



### Heidi's tips

- You need to have some interest in sales and negotiating – recruitment is not just about matching CVs.
- It helps to have some knowledge about the sector you are working in.

## What are the main challenges in your job?

Within banking and finance recruitment, there are so many different sectors, so it is really challenging when I am recruiting for a new type of role. It is also challenging to lead and motivate a team so that they give their best.



### Related jobs

Bilingual PA  
Careers adviser  
Connexions personal adviser  
Human resources officer/manager



### Salary information

Salaries start at around £15,000, depending on the company, the location and the language skills. With more experience, consultants can earn around £22,000 to £30,000 including commission.



### Getting in

- Although there are no set entry qualifications needed, most recruitment consultants specialising in jobs that call for languages will need fluency in that language.
- Many employers prefer applicants with a degree – in languages, business studies or a subject related to the sector they are recruiting for.
- Work experience overseas can be a big advantage.
- The Recruitment and Employment Confederation's (REC) Certificate in Recruitment Practice asks for A levels/H grades, a degree or equivalent or at least one year's experience in the industry.
- There is an NVQ/SVQ Level 3 in Recruitment Consultancy.

# Business language tutor

**jobs4u** Further education lecturer

**Darren Paffey** is a Spanish language tutor and helps beginners learn the business language skills they may need in their careers as engineers, scientists or mathematicians. He works in a business management school that is attached to a university.



## How would you outline your role?

I teach language courses for engineers, mathematicians and scientists who need to speak and understand Spanish for their business.

## What are your main responsibilities?

I start by planning lessons based on a core text book we use as an initial teaching aid.

I also need to be aware of the various teaching resources available, ranging from text books, manuals, multimedia packs and, increasingly, websites, and drawing different activities from them to use in class.

I set exercises that give the student practice in listening, reading, writing and speaking, role-plays, question and answer activities, information selection, exchange and communication, as well as correcting and giving feedback.

## What is your daily routine?

A typical day starts with the first class at 9.00am. I prepare my lessons the previous day. Classes last between 45 minutes and 1.5 hours, and I have about 30 minutes between classes to deal with any administration or last-minute photocopying. I sometimes get some marking done between classes too.

## What hours do you work?

I usually finish by about 5.30 or 6.00pm. This can sometimes be a bit later as I try to prepare all my classes for the next day before I go home.

## What's your working environment like?

Seminar rooms are very pleasant, clean, spacious and well-equipped with teaching resources, such as whiteboards, markers, overhead projectors and computers. I share a light, airy office with two other Spanish tutors.



### Darren's route

- Worked in a school during his gap year.
- Degree in French and Spanish.
- ESOL training and experience.
- Now working towards a PhD in Spanish Sociolinguistics.



### Darren's tips

- Teaching is well worth all the challenges you will face during training.
- Research which level of teaching you want to do – it will influence your own training plan.

## Who do you work with?

My classes consist of between 5 and 15 students. I work in an extremely international, multicultural department – I'm one of only two British teachers of Spanish. My colleagues come from Spain, Argentina, Venezuela, Mexico and Italy.

## How much do you use your language skills?

A lot as I couldn't do my job without languages. I only use English during the courses when needed, or to explain particularly challenging grammatical points. It is very important for students, even at beginner's level, to get accustomed to hearing and using the target language.

## What training have you done?

I worked for the British Institute for a year and received training to teach English to speakers of other languages (ESOL) both in the UK and in Chile. Now, I am working towards a qualification in academic practice, which I hope to complete within two to three years. This will enable me to teach to postgraduate level at a university or college.



### What special skills do you need for your job?

Enthusiasm is essential, as this not only makes the job more interesting for me, but will determine how students view the course, how motivated they are and how much they want to come to class and participate. Diplomacy skills are a definite part of teaching too.

### Do you use any tools or equipment?

Yes. I use whiteboards, board markers and overhead transparencies, which are the basic tools. There is an increasing emphasis on multimedia learning now, which means that I get to use DVDs, videos, music CDs, computer presentation packages and so forth.

### Related jobs

Interpreter  
Higher education lecturer  
School teacher  
Translator  
Teacher of English to speakers of other languages

### Salary information

Starting salaries at commercial language schools range from around £16,000 to £25,000, depending on experience, class numbers and size of the organisation. Freelance language tutors can charge up to £20 an hour for individual tuition.

### Getting in

- Commercial language schools usually require a degree, but fluency in the language may be accepted without formal qualifications.
- Many universities and language schools prefer their teachers to be native speakers of the language they are teaching.

# Bilingual personal assistant

**jobs4u** Bilingual PA

**Claire Stone** is a desk assistant with JP Morgan Cazenove, an investment bank. She speaks German fluently and needs her language and administrative skills to organise business trips and meetings.



### How would you outline your role?

I act as desk assistant to the German, Irish, Dutch and Benelux teams of research analysts. I organise roadshows, business trips, meetings and conference calls. I work in the equities department, which offers research and other services to institutional investors.

### What are your main responsibilities?

I compile detailed roadshow and business trip itineraries for the research analysts and clients, including organising and confirming business meetings and making travel arrangements. This involves making reservations with airlines and hotels, booking taxis and checking that all the timings and connections are correct. I am also involved in administrative duties associated with the company's overseas roadshows.

### What is your weekly routine?

A typical week involves gathering information for forthcoming trips and roadshows, and making sure itineraries for the current week have been finalised and issued. I am on the phone a lot to overseas contacts and companies where I need to converse in a foreign language, mainly German and French.

### What hours do you work?

I work from 9.00am to 5.00pm with an hour for lunch. The desk must always be covered during working hours.

### What's your working environment like?

I work in busy, recently modernised, open-plan offices in the City, where I sit close to the teams of research analysts.

### Who do you work with?

I work with the teams of research analysts and clients, both in the UK and in Europe.

### Claire's route

- A levels.
- Degree in German, French and European Studies.
- A year at university in Germany.
- Secretarial jobs to gain experience.

### Claire's tips

- You must be really fluent in an overseas language to be able to make use of it in a business environment.
- To be a bilingual PA you must have secretarial experience as well.



I also work with two other desk assistants, who are responsible for different geographic regions.

**What special skills do you need for your job?**

Desk assistants need to be bilingual, which in my case is German. It is also essential to be highly organised, flexible and personable and to be attentive to detail.

**Why did you choose this type of work?**

The role allows me to use my language and organisational skills on a daily basis. I was also keen to work in the financial sector.

**What training have you done?**

Following A levels, I went on to study German, French and European Studies, including a year studying in Germany. After graduation I took some time out to travel and then worked to gain secretarial experience.

**What do you like/dislike about your job?**

I enjoy using my organisational and foreign language skills and find it rewarding when I get positive feedback from colleagues or clients. I regret the fact that, although I routinely speak to clients on the phone and email them, I never get to meet them face-to-face.

**What are the particular challenges in your work?**

You have to remain organised, flexible and personable at all times, particularly when plans change and deadlines are approaching, which can be very frustrating – especially when you are trying to get the job finished.

**Related jobs**

- Administrative assistant/officer/manager
- Legal secretary
- Personal assistant (PA)
- Supervisor/team leader

**Salary information**

Salaries start around £15,000, rising to about £23,000 with experience. An experienced bilingual personal assistant with a major organisation could earn £30,000 or more. Knowledge of an unusual language such as Russian or Japanese could command a higher salary.

**Getting in**

- Applicants need a high level of administration or secretarial skills and fluency in one or more foreign languages.
- Many bilingual PAs have a degree in languages or a combination of languages and some aspect of business.
- There are many relevant qualifications, covering both secretarial skills and languages, offered by bodies such as OCR, London Chamber of Commerce and Industry Examinations Board (LCCIEB), City & Guilds and SQA.
- LCCIEB's Euroqualifications – the Diploma in European Business Administration, European Executive Assistant Certificate and Commercial Language Assistant Certificate – are available for English, French, German and Spanish.
- Relevant NVQs/SVQs include language units and Levels 1, 2, 3 and 4 in Administration.



**Nick Rowlands** is export sales manager at British Bakeries. His job is to find new markets for his company's products overseas as well as encouraging existing clients to buy more.

**How would you outline your role?**

I am responsible for British Bakeries' sales outside the UK, principally to overseas retailers. This can either be directly with the retailers themselves, or through distributors – who buy the products from us and then sell them on. I also work with our agents who represent us abroad and develop new business for us to service directly.

**What is your work routine?**

I keep in regular contact with overseas representatives to understand how our products are performing, and to keep ahead of consumer trends and abreast of competitor activity. This is usually by phone, but regular market visits are essential.

In addition, I have a lot of office work to do such as completing sales reports and entering forecasts based on what you expect to be selling in the coming period.

**What hours do you work?**

My contracted hours are 9.00am to 5.00pm, but I have to coincide my telephone calls with local times in the overseas countries so I may start earlier or finish later some days. In addition, I may have an early start or late finish when travelling.

# Export sales manager

jobs4u Sales manager



## How do you use your language skills in your work?

All the time. Where possible, I converse in English, French and Spanish. I graduated in French and Spanish, which have been extremely useful for developing rapport with potential customers. On a practical level, you may need to understand a foreign contract or product specification and communicate the information to your colleagues in the technical or legal department.

If you have studied a language, it is also likely that you will have some knowledge of the culture and possibly current affairs, which makes it easy to start up a conversation with someone from that country.



### Nick's route

- Degree in French and Spanish.
- Evening courses in German and Arabic.
- Intensive marketing course.
- Institute of Export qualification.



### Nick's tip

- You really need a proactive and confident attitude to all your work to succeed in export sales.

## What's your working environment like?

I am mostly office-based, but trips are a regular feature of the role. In some jobs, you might travel abroad two weeks or more a month, but more common is probably a few days a month.

## What special skills do you need for your job?

Apart from the language skills, you need to have a good business instinct to take advantage of opportunities to sell your company's products. You need good communication and team-working skills, and have a good head for numbers. Being in export, you also need an awareness of, and sensitivity to, the way your customers are accustomed to doing business.

## Why did you choose this type of work?

I wanted to combine my interest in languages with commerce, so it was a natural choice.

## What training have you done?

I graduated in French and Spanish, and also did a module in Italian. In my previous jobs, I have done evening courses in German and Arabic. After graduation, I did an intensive marketing course which was extremely useful. In my first job I gained a qualification from the Institute of Export. The best training is experience of course.

## What are the particular challenges in your work?

Export sales is a demanding role to work in, because sales volumes are often lower than in the UK, although you still need to put in the same amount of sales commitment. Overseas food markets frequently demand products that are slightly different than UK goods – certainly in the packaging and often in the recipe.

It can be difficult and frustrating to argue the case for new product lines to be developed overseas when sales levels will be relatively low, certainly at the start.



### Related jobs

Buyer  
Customer services manager  
Freight forwarder  
Marketing manager  
Sales representative



### Salary information

Salaries start from around £15,000 to £22,000, rising to £31,000 with experience. Managers can expect to earn more than £70,000 in a large company.



### Getting in

- There are no set qualifications for a job as an export sales manager, but most sales managers are promoted after three or four years' experience in sales and a strong record of achievement.
- Many employers prefer applicants with a degree or HNC/HND in a subject related to sales, marketing or business administration.
- Technical salespeople usually have a background knowledge of the product, backed with a qualification in the subject.

# Broadcast journalist

jobs4u **Broadcast journalist**



**Steven Eke** is an analyst reporter for the BBC World Service, specialising in the former Soviet Union, Iran, Turkey and Afghanistan. He has covered the Ukraine's presidential election, the Beslan school massacre and environmental problems in Siberia. He speaks Russian on a daily basis.



## How would you outline your role?

I am a broadcast journalist working for the World Service that covers the EurAsia region. I write on political and social developments mainly in Russia, Ukraine and Belarus, and travel to the region three or four times a year. My work is used by World Service radio, BBC News Online and some other outlets. It is also re-published widely in the world media.

## What are your main responsibilities?

I identify news stories and long-term trends that reflect the changes in these evolving and often unstable societies. These may be major events, such as presidential or parliamentary elections, which have an impact on the wider region. They may equally be stories about things affecting the lives of ordinary people – living standards, cultural events, health issues. The key is to make people far from the area take notice.

## What is your daily routine?

A typical day begins with a central editorial meeting, at which the big global stories of the day are discussed and evaluated for coverage. Then, a regional editorial meeting selects specific stories

and discusses how the big global stories might be made relevant and interesting.

## What hours do you work?

Editorial meetings begin at 9.00am. The day usually ends around 6.00pm, but hours may be longer when a story demands. Big news events are unpredictable, so you might also find yourself woken up at night, or asked to come in over the weekend. The BBC has a variety of flexible working schemes.

## What's your working environment like?

I work at Bush House, the headquarters of the BBC World Service. Studios range from ultra-modern, digital workrooms, to much older places full of equipment reflecting the evolution of radio technology.

## Who do you work with?

I work in a small specialist unit, which also includes experts on Iran, the Middle East, Turkey and Afghanistan. We are supervised by a regional editor, who takes overall responsibility for co-ordinating our work and ideas for projects.

## How do you use your language skills?

I graduated with a Degree in French and Russian, and use Russian on a daily basis. Many of the sources of information we use are not available in English, so my knowledge of Russian is crucial.

## Why did you choose this type of work?

I have always enjoyed writing, and my work presents the particular challenge of writing in an accessible, entertaining and informative way about unusual and, sometimes, complicated events.

## What training have you done?

After graduating, I completed a Master's Degree in Eastern European Politics. It always helps enormously to have skills in addition to languages that you can offer a potential employer. I took a range of BBC training courses, including radio writing skills, radio features skills, editorial judgement and writing for television news. The BBC offers a huge range of courses to all journalistic staff to enhance and promote their abilities.



### Steven's route

- Degree in French and Russian.
- Master's in Eastern European Politics.
- Lived and travelled extensively in the former Soviet Union.
- BBC training courses, including radio writing skills, radio features skills, editorial judgement and writing for television news.



### Steven's tips

- Cultivate contacts as widely as you can.
- Keep up with the latest developments in the media.
- Remember that you've got to be right – so check the facts before telling the world.



### What are the particular challenges in your work?

Journalism is a competitive field, and one that can be difficult to get into. It can be a slow struggle to establish a reputation – and it is important to maintain it. Colleagues are always willing to advise and help, but your judgement has to be spot-on. And there is no room for personal opinion – no matter how strongly you might feel about a particular subject.

### Related jobs

Author  
Journalist  
Media researcher  
Newspaper editor  
Radio producer  
TV/radio announcer/presenter

### Salary information

A radio trainee broadcast journalist will earn around £15,000. With experience, broadcast journalists will earn £25,000 – £50,000 depending on the size of the radio station. Journalists reporting on national radio can earn salaries of over £100,000.

### Getting in

- New entrants to broadcast journalism are now expected to have a degree accredited by the Broadcast Journalism Training Council (BJTC).
- Course titles accredited by the BJTC include Broadcast Journalism, Radio Journalism, Television Journalism and Online Journalism. Further details can be found on [www.bjtc.org.uk](http://www.bjtc.org.uk).
- Some companies run training schemes in broadcast journalism – competition for these is intense.

Meet an interpreter, a translator and a British Sign Language interpreter – all of whom use their exceptional language skills on a daily basis to help others understand what's being said or written.

# Interpreter

jobs4u Interpreter

**Ahmad Hussain** is an interpreter who helps people whose first language is not English. He makes sure they can understand and be understood when communicating with professionals on important issues.



### How would you outline your role?

I am a self-employed interpreter and translator and work mainly for hospitals, doctors' surgeries, courts and solicitors. I get quite a lot of my interpreting and translating jobs through an agency – Alpha-Omega Language Services.

I speak English, Farsi and Arabic. I listen to a conversation in one language and translate into another.

### What is your main work routine?

A lot of my work is carried out for professional practices who have a client that doesn't speak or understand English very well.

On arrival, I would be introduced to my client or clients and have a short conversation with them, to make sure that we clearly understand each other. The solicitor, clients and I then go into the office and I would translate one side of the conversation into English for the solicitor and the other side into Arabic or Farsi for the client.

### What hours do you work?

My work depends on the jobs that come up, so I have to be very flexible. My working week could be anything from

two to seven days. Normally, my work is in office hours, although some evening work may be involved.

### What's your working environment like?

My work involves a lot of travelling, and I am usually in offices or hospital settings. I am often needed to interpret for someone in less than pleasurable circumstances, though.

### Who do you work with?

I work on my own, but interpreting always involves at least another two people.

### Ahmad's route

- GCSEs.
- GNVQ in Language Skills.
- Training in interpretation skills.

### Ahmad's tip

- As a freelance you are providing a service in competition with commercial companies, so you must be prepared to act professionally and adopt a business-like approach.



## What special skills do you need for your job?

It is very important to be patient and not lose concentration. You also need to gain the trust of the clients so that they feel they can confide in you. You also have to look and act professionally in this line of work.

## Why did you choose this type of work?

I had the advantage of speaking three languages, so I made some enquiries and found I enjoyed the work. I consider my work to be important for communication. Speaking to so many people from so many places in the world has increased my knowledge.

## What training have you done?

I arrived in the UK when I was 12 and studied English. At the same time I improved my Arabic and Farsi language skills by talking to people and studying.

## What do you like about your job?

I feel that I help a lot of people, which makes me feel good. The wages can be quite good too.

## How do you see your future?

I don't really know at this stage, but I have gained so much information about legal subjects that I am thinking of looking into the possibilities of studying law.



## Related jobs

Bilingual PA  
Equal opportunities officer  
Local government community development officer  
Teacher of English to speakers of other languages  
Translator

## Salary information

Newly-qualified interpreters might earn between £17,000 and £20,000, rising to £30,000 with experience. Skilled interpreters working for an international institution such as the European Commission, World Bank or United Nations may earn between £50,000 and £60,000 or more. Freelance interpreters negotiate daily rates with their clients, usually between £250 and £450. Rates vary according to language combinations, subject and interpreting environment.

## Getting in

- Most interpreters hold a degree in languages or in translation and interpreting, or a combined degree of languages with another subject, such as business or law.
- Native speakers, like Ahmad, may not need a formal qualification in their mother-tongues, but may still need qualifications in English.
- A postgraduate degree course in interpreting opens up more job opportunities and the chance of better pay.
- The Institute of Linguists' exams validate skills in a range of languages. These include a Certificate in Bilingual Skills, a Diploma in Public Service Interpreting and a Diploma in Languages for International Communications. The Diploma may offer an alternative to a degree course.
- The National Centre for Languages (CILT) has developed National Language Standards for professional linguists. The standards consist of a range of units, such as *prepare for interpreting assignments* or *'develop your performance as an interpreter'*. The standards can lead to NVQ/SVQ Level 4 in Interpreting.



**Anna Counsell** is a translator and project manager at Atlas Translations. She speaks French, German and Spanish and spends most of her time using her language skills to translate all forms of written and spoken words into various languages.

## How would you outline your role?

I work for a company that carries out translations in many media forms. For instance, the services include proofreading, subtitling, doing voice-overs, telemarketing, copywriting, indexing, transcribing and providing deaf and blind communication services for any form of words in a variety of languages.

## What is your weekly routine?

I start a typical translation project by talking to the client and giving them a quotation, which states how long the project is going to last and how much it is going to cost them.

Translators often work to very tight deadlines and can translate an average of 1,500 words a day depending on the technicality of the text. In addition, it is my job to brief freelance translators on the work that is needed.

## What training have you done?

I completed a Degree in Modern Languages and Literature (French and Spanish). As part of my course, I spent six months living in France and six months living in Spain. I carried on to do a Masters in Applied Translation Studies (French and Spanish), which involved 100 hours' work experience in a translation company.

# Translator

jobs4u **Translator**



## What hours do you work?

I work from 8.30am until 5.15pm, Monday to Thursday and from 8.45am to 5.00pm on Friday.

## What's your working environment like?

My office is very busy and is split over two floors. It is very spacious and light. We each have our own desk with computer, printer, scanner and telephone.

### Anna's route

- A levels.
- Degree in Modern Languages and Literature.
- Studying for six months in France and Spain.
- Masters in Applied Translation Studies.

### Anna's tips

- Getting enjoyment from languages also means becoming interested in different cultures.
- You need to be a people person as you may be dealing directly with clients.

## Who do you work with?

There are usually six or seven of us based in the office. We also have a full-time translator who works from home and we work closely with our freelance suppliers who we are in constant contact with via email and telephone.

## What special skills do you need for your job?

It is essential to have good computer skills. It is also vital to be organised and to know how to manage your time correctly. It can get very busy so it helps if you can keep calm when under pressure! You need to be friendly and have a good telephone manner.

## How much use do you make of your language skills?

All the time! We deal with different languages every day and I speak French, Spanish and German. Clients don't always understand about the requirements of different languages so it is our job to explain these to them.

For example, some languages when translated use longer words and won't fit into the original text area of a poster or booklet. In the office I have colleagues who speak French, Greek, Portuguese, Spanish and Polish.



## Why did you choose this type of work?

I enjoyed the translation module of my degree course so decided to do a Masters in Translation to further my skills in this area. I did some work experience in a translation company and enjoyed the project management side of the work as much as the translation. I decided to look for a job in a similar company.

### Related jobs

Bilingual PA  
Interpreter  
Teacher of English to speakers of other languages

### Salary information

Newly-qualified translators can earn around £17,000 to £20,000, rising to £30,000 or more. Translators working in specialist areas, such as technical, medical or business translation, may earn more. Freelance translators are paid on a word-rate for each project. Rates vary according to language combinations and subject and interpreting environment.

### Getting in

- Most translators hold a degree in languages or in translation and interpreting, or a combined degree of languages with another subject, such as business or law.
- Spending time overseas is almost essential to gain experience and fluency.
- There are usually more opportunities and better pay for people who also go on to do a postgraduate degree or diploma.
- The Institute of Linguists offers exams that validate skills in a range of languages. These include a Diploma in Translation, which is a recognised qualification and may be an alternative to a degree course.

# British Sign Language (BSL) interpreter

**jobs4u** Interpreter

**Rebecca Edwards** is a trainee BSL interpreter with Greenwich-based film production company, Remark! – a company set up by two deaf people. It provides multimedia services specifically targeted for deaf and hard of hearing people.



## What are your main responsibilities?

I interpret anything and everything – in the office and out on location. In addition, I help my boss, Mark, communicate with others as he is deaf.

## What is your daily routine?

A typical day in the office would involve responding to any enquires, interpreting meetings that my boss has, making interpreted phone calls, working with the editor on checking sound or creating subtitles.

If we are out filming on location, I am needed to interpret between cast and crew and any members of the public. Really it's my job to make sure that everyone knows what is going on!

## What hours do you work?

My day starts at 10.00am and ends at 6.00pm. I start early when we are filming and finish late, but I get time off in lieu to make up for extra hours worked.

## What's your working environment like?

I am based in an office in the centre of London which overlooks the Thames.

Our office is open plan as visibility is important to deaf people. It looks like any other small office until you look closely and see that on the desks, there are small mirrors so that people can see if someone comes in behind them.

We also all have soft balls to throw at each other if we can't attract their attention. I am normally out of the office for most of the week, travelling to meet clients or on location for a shoot.



### Rebecca's route

- CACDP Level 1 and 2 in BSL.
- Pre-Level 3 course in BSL.
- NVQ Level 3 in BSL.
- Training in interpretation.



### Rebecca's tips

- Make sure you have contact with as many deaf people as possible.
- It is not enough to simply go to a class, you need to meet people and use your language as much as possible.

## Who do you work with?

I work with my boss, who is one of two directors. Most of the people working for the company, including the film production crew, are deaf.

## What special skills do you need for your job?

An understanding of BSL is an obvious must! Also, you need to have a good level of English. You need to respect the confidentiality of the person you are interpreting for. You need to be confident and willing to work hard.

## What training have you done?

The first stage is the Council for the Advancement of Communication with Deaf People (CACDP) Level 1 course, followed by Level 2. I completed both and then studied a Pre-Level 3 course with my employer, which is optional. I then took NVQ Level 3 and am due to start my Pre-Level 4 and NVQ Level 4 in British Sign Language. I will then go on to NVQ Level 4 interpreting modules.



We communicate far more with people from different cultures – whether for work or pleasure. The teachers and lecturers here all pass on their skills and enthusiasm for languages to their students.

# ESOL teacher

**jobs4u** Teacher of English to speakers of other languages

## What are the particular challenges in your work?

I often face problems with people who have never met deaf people before, as they are often unsure of how to use an interpreter. The other challenge is to get people to speak directly to the deaf person and not talk in the third person.

## How do you see your future?

I need to finish my studies and become fully qualified, which I can do here because we have an approved training centre. One day, I would like to work with the police or courts.

## Related jobs

Care worker  
Social worker  
Teacher of English to speakers of other languages  
Translator

## Salary information

Salaries can range from around £15,000 to £25,000 or more. Freelance interpreters may charge an hourly or day rate, ranging from £20 an hour to £120 or more for a day.

## Getting in

- The CACDP offers a range of qualifications from basic through to advanced levels.
- There are NVQs at Levels 3 and 4.
- There are evening or block courses in BSL starting with CACDP Level 1 Certificate in BSL. These courses are available at many FE colleges.
- The University of Central Lancashire offers a graduate diploma in BSL and Communication Studies specifically aimed at people with CACDP Level 2 BSL.
- CACDP lists all approved centres nationwide.

**Jo Small** teaches English to people who speak another language (ESOL teacher) – and that could be anything from Portuguese to Urdu. She has worked in colleges, community centres and prisons, helping people to communicate.



## How would you outline your job?

I teach English to mixed groups of people from a variety of other countries – they all have differing levels of understanding. Although I am teaching English, I can use my other language skills to communicate as well.

## What is your daily routine?

Lessons might be two or three hours long and I may have two of these in a day. When you're not teaching, there is preparation, research on the internet, marking, putting students through exams and discussions with colleagues about new teaching methods and materials.

## What hours do you work?

I usually start around 8.30am and might finish at 4.45pm. I have worked both full and part time and there's a real shortage of teachers, so there are opportunities to do both.

## How do you make use of your languages?

Obviously, you are teaching English and need to communicate to the students in that language as much as possible.

However, I speak German, French and have a smattering of Italian and this helps when I need to explain something particularly difficult to some students.

## What's your working environment like?

In prisons, I worked in classrooms as well as in the workshops. In colleges, I am more likely to be in a classroom. There is a lot of outreach work involved with teaching these groups.

## Jo's route

- A levels.
- Degree in German.
- City & Guilds teaching qualification.
- Teaching English as Foreign Language certificate.
- ESOL qualifications.

## Jo's tips

- Try to get voluntary work as you need to try out ESOL before you can really know if it's for you.
- Meet learners, work with them and get some experience.



## Who do you work with?

The students and, in colleges, there are often lots of staff to talk with. In prisons, though, you might be the only teacher, so it can be more isolated.

## What special skills or qualities do you need for your job?

You have to have a sound knowledge of your own language and its grammar. You also need to be flexible and willing to learn new teaching ideas.

## Why did you choose this type of work?

I have always been interested in languages and I really wanted to teach. I taught German for a while and English as a Foreign Language (EFL), and am fascinated by how different it is to teach the language to speakers of other languages.

## What training have you done?

I did A levels, mainly in languages, and then a Degree in German. After that, I completed a postgraduate qualification in German. I started working for a language company involved in teaching and then decided I wanted to be involved in Teaching English to Speakers of Other Languages (TESOL) full time. I have also done a City & Guilds teacher training course, TEFL and ESOL qualifications and am studying for a Masters in Applied Linguistics.

## Do you use any tools or equipment?

I try to use computers in my teaching and I use a laptop for diagnostic assessments of my students. We use a lot of objects like menus, newspapers and magazines. I also use a tape recorder with headsets.

## What do you like about your job?

I like the students. ESOL learners are really motivated because they might want to live in the UK or get a job and it's important to them to learn English. I also like it that every lesson is different.



## Related jobs

Further education lecturer  
Higher education lecturer  
Learning mentor  
School teacher  
Special educational needs teacher  
Teaching assistant/learning support assistant



## Salary information

Salary for working in a commercial language school may start at £13,000, rising to £24,000 in a management role. Teachers in colleges of further education earn from around £16,030 to £35,460 (£17,792 to £36,500 in universities and higher education colleges). If you work abroad in overseas commercial language schools, salaries vary widely, depending on the country and the size of school – as low as £6,000 in Italy, for instance.



## Getting in

- There are no set entry qualifications for teaching English in commercial language schools, but many teachers have degrees.
- Colleges of further and higher education and universities also prefer teachers to hold a degree and a TESOL qualification.
- TESOL qualifications include CELTA (Cambridge Certificate in English Language Teaching to Adults) or CELTYL (Cambridge Certificate in English Language Teaching to Young Learners) for those who want to specialise in teaching young learners, and the Trinity College Certificate in Teaching English to Speakers of Other Languages.
- Many institutions will ask for a recognised teaching certificate.

**Mike Wright** teaches Spanish to students at a school in Shropshire. He also runs a football team and helps to organise regular school trips to Spain.

## How would you outline your role?

I try to convey to the pupils my enthusiasm for languages, travel and Spain and Latin America. I want them to spend time abroad and see the practicality of languages beyond the classroom. I also help out with the annual Spanish trip, which involves a week away and lots of preparation.



## Mike's route

- A levels.
- Degree in Modern Languages.
- Now started a part-time MA in education.
- Vacation jobs teaching English in Spain.
- A year of university teaching English in Argentina.



## Mike's tips

- You have to enjoy spending time with young people, and have a passion for your subject.
- Your achievement and success is not based on sales figures or profit, but on other people's progress, enjoyment and success.
- The more you get involved in the life of the school and the people in it, the more fulfilling your working life becomes.

# Language teacher

**jobs4u** School teacher



## What are your main responsibilities?

I teach Spanish from beginner to A level standard. This involves preparing and delivering 29 periods per week. In addition, I have other non-language duties as a teacher. I run the under-14 B football team, which involves training and fixtures each week. I am also a tutor for eight boys – this means I oversee their progress in all areas of school life for the whole year.

## What is your weekly routine?

Mornings are always busy with lessons from 9.00am to 1.00pm. Afternoons and evenings usually involve two training sessions with my football team and two fixtures a week, and further lessons.

## What hours do you work?

I tend to start at about 8.30am, go home at about 5.00pm or 6.30pm, and often spend some time in the evenings preparing for the next day's lessons.

## How do you use your language skills?

Teaching a language obviously means I use it every day – it is quite satisfying being able to converse with the more advanced sixth-formers, especially, as we can get to sustain quite long conversations.

The best aspect of teaching languages is keeping up with current affairs in Spain and Latin America, so I am constantly learning and developing my own knowledge of my subject.

## Who do you work with?

Other teachers and pupils. Officially, I am responsible to my head of department, but once I am in the classroom, I am on my own with the students.

## Why did you choose this type of work?

I share my enjoyment of my favourite subject with others, and when the pupils are genuinely grateful for my efforts, the job is very rewarding. The longer holidays associated with teaching at a school are really good as it provides time for me to travel and spend time abroad.

## What training have you done?

After A levels, I did a Degree in Modern Languages and have recently started a part-time postgraduate Degree in Education. I spent my summer holidays after the first and second years at university teaching English in Spain on a summer camp. I spent the third year of my languages degree teaching English in Argentina. This really helped me develop my languages.

## What are the particular challenges in your work?

Delivering material in the clearest and most enjoyable way possible and motivating pupils who show a lack of interest are my main challenges. It's also a test to help pupils achieve their potential through exam grades.



## Related jobs

Further education lecturer  
Higher education lecturer  
Learning mentor  
Special educational needs teacher  
Teacher of English to speakers of other languages

## Salary information

In schools in England and Wales, the starting salary for teachers ranges from £19,023 to £22,611 (in Scotland, the starting salary is currently £18,522). Salaries may be higher in the independent sector.

## Getting in

- Teaching is a graduate profession and to teach in a school or a private special school in England and Wales, teachers must have Qualified Teacher Status (QTS) or a Teaching Qualification (TQ) in Scotland.
- QTS/TQ is obtained by completing Initial Teacher Training (ITT), or Initial Teacher Education (ITE) in Scotland.
- Undergraduate – Bachelor of Education (BEd), BA/BSc with QTS, or a combined/concurrent degree leading to a TQ in Scotland. These degree courses are three or four years full time in England and Wales, or three-and-a-half or four-and-a-half years in Scotland, and combine study at degree level with teaching practice in schools.
- Postgraduate – trainees study a one year full time (or two years part time) Postgraduate Certificate of Education (PGCE).
- Many independent schools and city technology colleges also require QTS or TQ. Others look for a degree or postgraduate qualification and teaching experience.

# Higher education lecturer

**jobs4u** Higher education lecturer

**Elizabeth Jones** is a lecturer in French at the University of Leicester. As well as teaching and looking after the welfare of her degree students, she carries out her own research.



## How would you outline your role?

My time is divided between teaching undergraduate students, doing academic research and generally contributing to the running of the School of Modern Languages. My students are all studying for degrees – on a variety of programmes ranging from French and Spanish, to management and French, and law with French.



### Elizabeth's route

- A levels.
- Degree in French Studies and Geography.
- Experience of working in France.
- PhD in French Studies.
- Part-time teaching.
- Conferences and research.



### Elizabeth's tips

- It is vital you do well while studying as this can influence your future career.
- Find an area of research that you are really enthusiastic about.
- Combine doing a doctorate with some undergraduate teaching as this is useful experience when applying for a lecturing job later.

## What are your main responsibilities?

I teach courses at all levels of the degree programme and am responsible for lecturing, teaching small groups and marking coursework. I also spend time helping students if they have any academic or personal problems. When I'm doing academic research rather than teaching, then this involves a lot of self-motivated study.

## What is your main routine?

During term time, which is 30 weeks of the year, I spend a lot of time preparing and teaching classes on a wide range of subjects to do with French language, culture, literature and history. I also have various administrative jobs – things like organising taster days for sixth form students, organising a student-staff committee, and liaising with the university library to make sure that we have the books and journals we need. Outside term time, I'm marking coursework, preparing classes for the coming term, or doing academic research with the aim of publishing books and articles.

## What's your working environment like?

I have an office in the School of Modern Languages, but my teaching takes place all over the campus. For research, I do get to travel around quite a bit.

## How do you use your language skills?

Languages are essential for this work. My teaching and research are grounded in my knowledge of French language and culture. The whole point of the job is to get students to understand and appreciate all aspects of the language and culture.

## What hours do you work?

I typically start work at about 9.00am and go home at about 6.00pm or 6.30pm. I sometimes work in the evening or at the weekend. We get around four weeks' holiday a year, although this is quite flexible.

## Why did you choose this type of work?

I enjoyed academic study and wanted to carry on with research after I finished my doctorate. Studying a language and culture other than your own to such a high level not only broadens your knowledge of the world, but can make you much more aware of your own culture, assumptions and prejudices.

## What training have you done?

After graduating from university I worked in France before returning to do my doctorate in French Studies. I worked for a year as a part-time associate lecturer for the Open University, before beginning my current full-time job.



### What do you like about your job?

I like the freedom and the variety of different tasks. I like being able to work independently and to organise my own time, whilst also having lots of contact with people.

The teaching can be very rewarding. The students have chosen to come to university, so it is particularly motivating to work with people who are really keen to learn more.

### Related jobs

Further education lecturer  
Interpreter  
Training manager  
Translator  
School teacher

### Salary information

Salaries for lecturers start at around £23,643, rising up to £36,500 with experience. Senior lecturers can earn up to £43,638.

### Getting in

- To become a higher education lecturer, you normally need a degree plus a postgraduate qualification related to the subject you wish to teach. This is usually a doctorate (or for the applicant to be nearing completion of a doctorate) but those with a Masters degree may be accepted.
- Lecturers are usually also expected to have a good record of research, and have had some research published.

Moving people and products from one place to another takes good organisation – and languages certainly smooth the way. Here, we meet a tour guide, a holiday representative, a member of BA's air cabin crew and a freight forwarder.

# Tour guide

jobs4u Tour manager

**Jon Millen** is a tour and trek leader with Sherpa Expeditions. He leads groups of walkers and cyclists, helping them to get the most out of their holiday experiences around the world.



### How would you outline your role?

I help organise and lead trekking tours. In addition, I am involved in researching and organising new tours, and taking photographs and writing text for the promotional brochures. I have led tours all over the world, although with my present company we work in Europe.

### What are your main responsibilities?

Our tours might be on foot, by bike or using local transport. It is my job to keep people happy while they are on holiday – making sure they are safe, have all the information they need and can get help and advice if they need it.

On a commercial tour, I lead a group from place to place each day, often over mountains, and check them into a campsite or hotel each night. On some trips, I cook for them and prepare breakfast. Sometimes on others, the hotel does that, and I only have to give a briefing before we start.

### What do you do in the winter?

Most of our tours are summer-based. During the winter, I am updating our literature and booking tours. In spring, I usually research some new tours abroad or perhaps lead a group of schoolchildren or students.

### What hours do you work?

In the office, I generally work 36 hours a week, but on tours, I am potentially on the job all the time!

### How do languages help you in your job?

Languages are useful for getting local information and for helping people on the tour. If we have any problems, it can speed things up to be able to speak a little of the local language. I speak French, Italian and Spanish and am developing Swahili, Russian and Nepali.

### Jon's route

- Geography degree.
- Outdoor instructor for the YMCA.
- Adventure training and first aid qualifications.
- Mountain safari guide.
- Tour guide in Russia and Nepal.
- Voluntary work with Operation Raleigh.

### Jon's tips

- Language skills are an important asset.
- Leading tours can be a lot of fun, but also a lot of hard work.



## What is your work routine?

It varies depending whether I am in the office or on a tour. I spend a lot of time on the computer and telephone whilst in the office. A typical project would be setting up a new tour – researching it in the UK through tourist boards and guide books and contacting hotels. I then would go to the country, walking the routes, taking photographs and gathering information to write the tour book.

On a tour, my routine is tied to the tour schedule and can include cooking, walking, visiting sights, organising and overseeing activities and being on hand to help with any problems or questions.

## What's your working environment like?

We have offices in Yorkshire and London and they are both quite cosy places. In the field, you take the rain and the cold and the sun. Sometimes, the hotels we stay in are three- or even four-star standard.

## What special skills do you need for your job?

I had quite a lot of adventure training experience in canoeing, sailing and mountaineering. I've also done first aid courses and I have an interest in geography. Perhaps most importantly, you have to get on well with people and have a sense of humour.

## What training have you done?

Apart from my language skills, I did a geography degree, which included expeditions, one of which won a Royal Geography Society Award. After this, I worked as an outdoor instructor and development training organiser in the YMCA.

Later, I worked as a mountain safari guide in East Africa and then went on to lead tours for Exodus in Russia and Nepal. I was then a voluntary project manager for Operation Raleigh in Southern Africa.



## Related jobs

Holiday representative  
Travel agent



## Salary information

Many tourist guides are self-employed and charge a negotiated fee and will work part time or during the holiday season. Some work full time for a specialist company and will earn a starting salary from around £11,000, rising to £25,000 based on experience, specialist knowledge and language skills.



## Getting in

- Guides do not need qualifications, although good communication skills are essential. It helps to have some knowledge either of the location or of the particular focus of the tour – history or outdoor pursuits, for example.
- Languages are needed to work with overseas visitors to this country or to lead tours abroad.
- Guides and tour managers can work towards an NVQ in Travel Services (Guiding and Tour Managing) Level 4. Travel Services (Commentaries and Interpretation for Tourism) Levels 2 and 3 is for site guides, coach commentary guides and tour managers. In Scotland, there is an SVQ in Tour Operations (Commentaries and Interpretation for Tourism) Levels 2, 3 and 4.
- Most tourist guides in Britain train for the 'Blue Badge' qualification.



**Mark Buckle** is an in-flight wine logistics order management executive with Kuehne + Nagel. He is responsible for ordering the wine that passengers drink while on flights. He needs to speak German in order to deal more effectively with overseas wine suppliers.

## How would you outline your role?

The company deals with sea and air freight as well as contract logistics covering the sourcing and supply of goods from 96 countries. I work on a dedicated contract ensuring that flights are supplied with a continuous and cost-efficient supply of wine for their customers.

## What are your main duties?

Once the airline raises an order, I place it with the suppliers or wineries and ensure that the wine is delivered to the caterers on time. I also get involved in collating information for weekly and monthly reports, sorting out any problems and invoicing the clients.

## What is your weekly routine?

In a typical working week, I receive an average of 30 new wine orders. I document and record all the order specific information onto a central database. It is important to keep good working relationships with the overseas offices and I will soon be visiting them to identify ways of maintaining and improving the service we are offering our customers.

# Freight forwarder

**jobs4u** Freight forwarder



## How important are language skills with this job?

Quite important as a number of our customers' suppliers are based in vineyards in France, Spain and Austria. Usually there is one English-speaking member of staff at the wineries, but when they are out of the office you have to communicate with people who do not speak a word of English. I've recently started to learn German.

### Mark's route

- Three-year apprenticeship with Kuehne + Nagel.
- Chartered Institute of Logistics Certificate in Logistics.
- Professional Diploma in Logistics and Supply Chain Management.

### Mark's tips

- You must be prepared to work as part of a team.
- Language skills may not be necessary to start with but are important as you get more involved in the job.

## What's your working environment like?

I work in an open-plan airfreight import office. The office has a very friendly atmosphere and I work with a wide range of people of all ages. The majority of the consignments are urgent, so it is always very hectic and energetic.

## Who do you work with?

I work with colleagues, the customer's suppliers, third party suppliers, members of the airline's supply chain management team and external transport companies, such as haulage companies and shipping lines.

## What special skills do you need for your job?

You need to motivate yourself and be able to work comfortably and efficiently with clients. You also need to be IT literate and have excellent communication skills.

## What hours do you work?

My hours are 9.00am to 5.30pm with an hour for lunch.

## What training have you done?

I started as a management trainee in the company's three-year training scheme. During this time, I trained in air and sea freight imports and exports, and in the finance, marketing and warehousing departments. I also did a three-month contract logistics placement in Belfast and gained qualifications from the Chartered Institute of Logistics and Transport. I have also trained in team-building, security and legal issues as well as various office and presentation computer programs.

## What are the particular challenges in your work?

Mainly dealing with wine orders in a number of different countries. I have discovered that it is very important to understand that my overseas colleagues and winery contacts live in very different cultures and environments.



### Related jobs

Distribution manager  
Flight operations manager  
Importer/exporter  
Road transport manager  
Transport planner  
Transport scheduler

### Salary information

Trainee freight forwarders could earn between £12,500 and £15,000, rising to £25,000 with experience and up to £50,000 in a senior role.

### Getting in

- Different employers have different requirements. Some take on trainees with a few GCSEs/S grades (A-C/1-3); others call for A levels/H grades or relevant diplomas or degrees.
- Foundation degrees, HND courses, honours degrees and masters' degrees are available in international transport, logistics and supply chain management and transport management. Often there is an opportunity to study a foreign language on these courses.
- The Institute of Export offers the Advanced Certificate in International Trade and the Diploma in International Trade.
- Freight forwarders can work towards NVQs/SVQs at Levels 2, 3 and 4 in International Trade and Services. Other relevant NVQs/SVQs include warehousing, distribution and road freight, administration, accounting and information technology.
- The Chartered Institute of Logistics and Transport in the UK offers a range of qualifications, courses and services for junior, middle and senior managers.
- The British International Freight Association (BIFA) runs a range of BTEC courses in all aspects of freight forwarding.

# Holiday representative

**jobs4u** Holiday representative

**Richard Coote** is a head holiday representative with Olympic Holidays – as well as making sure that the company’s holidaymakers are enjoying their stay, he ensures that the representatives are working as a team.



Since moving to my present position as a team leader I’ve attended a week’s intensive management training course, including health and safety issues.

### What do you like/dislike about your job?

I like the constant challenges and working in a different country. I like the fact that each day is different and I meet new and interesting people. I also enjoy seeing my team develop and grow throughout the season. I don’t particularly enjoy the long and unsociable hours or working on airport delays, although the thanks we get from customers helps.

### What are the particular challenges in your work?

Ensuring that all our holidaymakers enjoy their stay; dealing with emergency call-outs and complaints, and meeting the targets and deadlines for things like customer service questionnaires and sales. It is also a challenge to keep the team performing to a high standard and to maintain good working relations.

### Richard’s route

- A levels.
- Training in customer service, health and safety and sales.
- Public speaking and presentation skills course.
- Emergency procedure training.
- Team management training.
- Language tuition.

### Richard’s tips

- Attempt to learn the local language, as it enables greater communication and efficiency.
- You need to be organised and to remember that your customers are on holiday – not you!

### How would you outline your role?

The job of a holiday representative is to look after the needs of the holidaymakers in a resort and to promote the holiday company’s excursions and offers. As a head representative, I also lead a team of representatives working for the company.

### What is your main work routine?

My main routine consists of visiting the team in their resorts and meeting suppliers and hoteliers. Certain days will be spent controlling the operation at the airport, and there are accounts to keep up-to-date. Other tasks include scheduling staff for arrival and departure transfers; monitoring welcome meetings that representatives hold for the guests, and supervising evening excursions.

On representative duties, I am much more involved with the customers, catering for any difficulties they may have and arranging excursions, entertainment and solving language problems.

### What hours do you work?

On a normal day, the basic hours are 8.00am to 1.00pm and from 5.00pm to 8.00pm, but this varies a great deal depending on demands, airport schedules and emergency situations. There is a huge need to be flexible and you must be prepared to put in longer hours wherever necessary. I get one day off each week during the season.

### How do you make use of your language skills?

It is vital. Having a good grasp of the local language is invaluable as not only do you gain a great deal of respect from the locals, it also allows you to communicate efficiently and effectively. This results in a far smoother operation and also maintains good working relations.

### What special skills do you need for your job?

I need to be organised to manage deadlines and draw up work schedules. As a team leader, I need to be able to lead a team with authority but still maintain a friendly, positive and approachable manner. An outgoing personality is also essential as you need to be able to talk to anyone you meet. You need to be able to make decisions quickly, ensuring that they are effective and clear, have great customer service skills and be able to stay calm under pressure.

### What training have you done?

After leaving school I worked for a holiday tour company based in the UK getting experience. When I moved position and started working abroad I received training in Spanish and Greek – certainly enough to communicate and become more proficient while working in these places.



# Air cabin crew

jobs4u Air cabin crew

## Related jobs

Air cabin crew  
Hotel manager  
Tour manager  
Tourist guide  
Tourist information centre assistant  
Travel agent

## Salary information

A holiday representative working a full season can expect to be earning about £600+ a month, equivalent to £5,000-£10,000 a year. Working winter and summer, an experienced representative would earn £15,000, rising to £18,000 with management or team leader responsibilities.

## Getting in

- Minimum age is usually 21, but some companies offer positions at 18.
- No set entry requirements, but applicants should have a good general education. Most employers prefer applicants to have some GCSEs/S grades (A-C/1-3), particularly in English, maths, geography and foreign languages.
- Useful qualifications include GNVQ in Tourism and Leisure, Vocational A level in Travel and Tourism, NVQs/SVQs Levels 2, 3 and 4 in Travel Services, SQA National Modules in Tourism or Travel and Tourism and a Higher National Certificate or Diploma in Tourism or Travel and Tourism, BTEC Higher National Certificate or Diploma in Travel and Tourism Management.

**Debbie Cocker** works as cabin crew for British Airways, but – when she's not flying – she teaches languages to schoolchildren in the company's community learning centres.



### How would you outline your role?

I fly from Heathrow to long haul destinations, including Hong Kong, Sydney, New York and Nairobi. The cabin crew team is responsible for the safety and well-being of our passengers on board the aircraft. In addition, I am helping British Airways run language sessions for students from local schools around Heathrow.

### What are your main responsibilities?

I welcome the passengers onto the aircraft and look out for any people who need extra help. I make an announcement in French and German to welcome passengers, and let them know that I am there to help them.

Before the flight departs, we ensure that there is a safety briefing and that everyone knows where the emergency exits are. During the flight, we serve refreshments and meals.

### What about your languages work at the learning centre?

During the language sessions at the community learning centre, students are welcomed in the appropriate language and then board a mock aircraft where they take on the role of cabin crew. The students practise making announcements in the language and serve their passengers refreshments whilst practising their language skills.

### What is your daily/weekly routine?

I am given a roster in advance which tells me which flights I am working on. I am briefed at our operational centre about two hours before the flight is due to depart.

A trip can last anything from three to nine days depending on the location. In my working month, I will fly an average of five trips and am away from home for about 18 days.

## Debbie's route

- GCSEs.
- Customer service experience.
- Intensive training with BA.
- Teaching English as a foreign language training course.
- Part-time study in French and German.

## Debbie's tips

- You should work hard at school and try to gain experience of working in a job where you help people.
- Don't be afraid of making mistakes when practising your language skills. If you don't try you won't succeed.



**When do you use your language skills?**

If a passenger has a problem during the flight and they don't speak English very well, I can use my language skills to reassure them and find a solution. When working with the students, I speak both French and German and encourage them to do so too!

**What hours do you work?**

My working day can start at any time and can be anything up to 14 hours, from the moment I report to work until I land at the destination. On very long flights, we are able to take a rest in our bunk beds at the back of the aircraft.

**What's your working environment like?**

When working as cabin crew I spend most of the time in an aircraft either in the passenger cabin or in the galley, which is a small area where we prepare the meals and refreshments.

**Who do you work with?**

On long haul flights, there can be as many as 15 cabin crew and three pilots. Cabin crew always look after each other, and become like a family. At the community learning centre, I work with other BA staff that run the workshops with me and with the teachers who bring in the students.

**What do you like about your job?**

It is sometimes difficult being away from home, but I really enjoy meeting new people and seeing lots of new exciting places. I like working with young people. I enjoy motivating them and seeing their confidence grow when they are using a language.

**How do you see your future?**

I'd like to be promoted and become a cabin service director, who is in charge of all the cabin crew on board a flight, but I'd still like to spend time at the community learning centre helping students to learn languages. I'm also now studying part time for a degree in French and German.

**Related jobs**

- Passenger check in officer
- Passenger services supervisor
- Teacher of English to speakers of other languages
- Tourist guide
- Training instructor

**Salary information**

New cabin crew earn from around £9,000 to £12,000. With experience, crew members can earn around £15,000, rising to £17,000 for senior staff. All cabin crew receive a flying allowance, which can be worth up to £4,500 a year.

**Getting in**

- Entry requirements vary, but the majority of airlines require at least a GCSE in English and maths or a higher education at college or university. A foreign language is desirable.
- Other requirements include a minimum age of 18-19 years and usually height and weight restrictions.
- Nationally recognised qualifications are Edexcel BTEC Certificate, Preparation for Air Cabin Crew Service, and the EAL Intermediate Vocationally-Related Qualification in Air Cabin Crewing.
- Airlines train new recruits before they start flying duties, running courses for four to six weeks.

**Further reading**

(Some may be priced)

You can find more about working in languages in the following books.

- Careers Using Languages – Kogan Page
- Foreign Language Careers – Contemporary Books
- The Handbook for languages and careers – Languages Work
- Languages Work CD-ROM – Languages Work
- Getting into Translation and Interpreting – Institute of Translation and Interpreting
- The Linguist – Institute of Linguists
- Further information on some of these jobs can be found on the jobs4u website [www.connexions-direct.com/jobs4u](http://www.connexions-direct.com/jobs4u)

**Useful addresses**

**General**

**Languages Work**  
[www.languageswork.org.uk](http://www.languageswork.org.uk)

**BLIS Jobs** – a job site for people with languages  
[www.blis.org.uk/jobs](http://www.blis.org.uk/jobs)

**Public service**

**Local government jobs**  
[www.lgcareers.com](http://www.lgcareers.com)

**Civil Service jobs**  
[www.careers.civil-service.gov.uk](http://www.careers.civil-service.gov.uk)  
[www.faststream.gov.uk](http://www.faststream.gov.uk)  
[www.european.faststream.gov.uk](http://www.european.faststream.gov.uk)

**European Personnel Selection Office (EPSO)**  
<http://europa.eu.int/epso/>

**Foreign and Commonwealth Office (FCO)**  
 Recruitment Section, Human Resources Directorate  
 Foreign & Commonwealth Office  
 Old Admiralty Building  
 Whitehall  
 London SW1A 2AH  
 ☎ 020 7008 1500  
[www.fco.gov.uk](http://www.fco.gov.uk)

**Department for International Development (DfID)**  
 1 Palace Street  
 London SW1E 5HE  
 ☎ 0845 300 4100  
[www.dfid.gov.uk](http://www.dfid.gov.uk)

**British Overseas NGOs for Development**  
 (contact details for more than 280 UK-based organisations involved in development)  
[www.bond.org.uk](http://www.bond.org.uk)

**Business and the media**

**Institute of Qualified Personal Secretaries Ltd**  
24-28 St Leonards Road  
Windsor SL4 3BB  
☎ 0844 8000 182  
🌐 [www.iqps.org](http://www.iqps.org)

**The Institute of Sales & Marketing Management**  
Harrier Court  
Lower Woodside  
LU1 4DQ  
☎ 01582 840001  
🌐 [www.ismm.co.uk](http://www.ismm.co.uk)

**Managing and Marketing Sales Association (MAMSA)**  
PO Box 11  
Sandbach  
Cheshire CW11 3GE  
☎ 01270 526339  
🌐 [www.mamsasbp.com](http://www.mamsasbp.com)

**Recruitment and Employment Confederation**  
36-38 Mortimer Street  
London W1W 7RG  
☎ 020 7462 3260  
🌐 [www.rec.uk.com](http://www.rec.uk.com)

**Chartered Institute of Personnel and Development**  
CIPD House  
151 The Broadway  
Wimbledon  
London SW19 1JQ  
☎ 020 8612 6200  
🌐 [www.cipd.co.uk](http://www.cipd.co.uk)

**Institute of Export**  
Export House  
Minerva Business Park  
Lynch Wood  
Peterborough PE2 6FT  
☎ 01733 404400  
🌐 [www.export.org.uk](http://www.export.org.uk)

**National Council for the Training of Journalists (NCTJ)**  
Latton Bush Centre  
Southern Way  
Harlow CM18 7BL  
☎ 01279 430009  
🌐 [www.nctj.com](http://www.nctj.com)

**Language specialists**

**International Association of Conference Interpreters (AIIC)**  
10 Avenue de Sécheron  
CH – 1202 Geneva  
Switzerland  
☎ +41 22 908 15 40  
🌐 [www.aiic.net](http://www.aiic.net)

**Association of Translation Companies**  
5th Floor, Greener House  
66-68 Haymarket  
London SW1Y 4RF  
☎ 020 7930 2200  
🌐 [www.atc.org.uk](http://www.atc.org.uk)

**Institute of Linguists**  
Saxon House  
48 Southwark Street  
London SE1 1UN  
☎ 020 7940 3100  
🌐 [www.iol.org.uk](http://www.iol.org.uk)

**Institute of Translation and Interpreting**  
Fortuna House  
South Fifth Street  
Milton Keynes MK9 2EU  
☎ 01908 325250  
🌐 [www.iti.org.uk](http://www.iti.org.uk)

**The Council for the Advancement of Communication with Deaf People (CACDP)**  
Durham University Science Park  
Block 4  
Stockton Road  
Durham DH1 3UZ  
☎ 0191 383 1155  
🌐 [www.cacdp.org.uk](http://www.cacdp.org.uk)

**Teaching**

**The National Centre for Languages (CILT)**  
☎ 020 7379 5101  
🌐 [www.cilt.org.uk](http://www.cilt.org.uk)  
(Also contains links to regional language networks)

**Graduate Teacher Training Registry (GTTR)**  
Rosehill  
New Barn Lane  
Cheltenham GL52 3LZ  
☎ 0870 11 222 05  
🌐 [www.gttr.ac.uk](http://www.gttr.ac.uk)

**Teacher Training Agency (TTA)**  
Portland House  
Stag Place  
London SW1E 5TT  
☎ 0845 6000 991  
🌐 [www.teach.gov.uk](http://www.teach.gov.uk)

**Association of University Teachers**  
Egmont House  
25-31 Tavistock Place  
London WC1H 9UT  
☎ 020 7670 9700  
🌐 [www.auct.org.uk](http://www.auct.org.uk)

**Association for Language Learning**  
150 Railway Terrace  
Rugby CV21 3HN  
☎ 01788 546443  
🌐 [www.all-languages.org.uk](http://www.all-languages.org.uk)

**Travel and transport**

**Association of Professional Tourist Guides**  
33-37 Moreland Street  
London EC1V 8HA  
☎ 020 7939 7690  
🌐 [www.aptg.org.uk](http://www.aptg.org.uk)

**International Association of Tour Managers**  
397 Walworth Road  
London SE17 2AW  
☎ 020 7703 9154  
🌐 [www.iatm.co.uk](http://www.iatm.co.uk)

**The Institute of Travel and Tourism**  
PO Box 217  
Ware SG12 8WY  
☎ 0870 770 7960  
🌐 [www.itt.co.uk](http://www.itt.co.uk)

**The Chartered Institute of Logistics and Transport (UK)**  
11-12 Buckingham Gate  
London SW1E 6LB  
☎ 01536 740100  
🌐 [www.ciltuk.org.uk](http://www.ciltuk.org.uk)

Working in languages was researched and written by Rebecca Dearden.

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Sales manager  
School teacher  
Teacher of English to speakers of other languages  
Tour manager  
Training manager  
Translator  
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ISBN: 0-86110-900-7

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