

**UNDERSTANDING THIS GUIDE**  
 The jobs and skills listed here are not exhaustive but can be seen as a useful guide to the types of jobs you could progress to if you invest in relevant skills and training.

# MANUFACTURING

## CAREER AND SKILLS PROGRESSION MAP

Illustrating career progression and cumulative skill development

**LEVEL 4+**  
**Senior Management**

**LEVEL 3 / 4**  
**Junior to Middle Management**

**LEVEL 2 / 3**  
**Experienced to Supervisory**

**LEVEL 2**  
**Entry level employment to Intermediate**

**SKILL DEVELOPMENT - Depending on experience**

	<b>Sample Jobs</b>	<b>Examples of Job Specific Skills</b>	<b>Skills and Attributes (Illustrative)</b>
	Directors (Senior Management Team) Financial Director <b>Technical Director</b> <b>Operations Director</b> Operations Manager Quality Manager Design & Development Manager	Strategic Planning Budget Setting Setting KPIs Cost Benefit analysis Budgetary/Financial Control Performance Monitoring	Strong verbal and written communication skills Delivering 'customer delight' 'Can do' attitude <b>Master's Degree/PhD</b> <b>Degree plus experience</b> Target driven Monitoring skills
	<b>Manufacturing Manager</b> <b>Process Engineer</b> Project Programmer Technical Drawing Engineer Quality Engineer Estimating Engineer Departmental Supervisor Team Leader	<b>Industry and sector knowledge</b> <b>Product knowledge</b> Quality Standards Problem Solving People Management Able to supervise in a "teaching" way	<b>Degree (Electronics, Physics or Chemistry)</b> Strong verbal communication skills Well organised Consistency in approach Integrity 'Can do' attitude Calm under pressure Decisive
	Accounts Administrator Maintenance Engineer Inspectors <b>Process Module Technologist</b> <b>Manufacturing Supervisor</b> <b>Process Module Technologist</b> Champion Operator Experienced Operative	<b>Leadership</b> <b>Problem Solving</b> }Setter }Toolmaker }Welder }Polisher	Listening skills (able to follow instructions) <b>Analytical skills</b> IT awareness (especially for CNC) Adaptability/versatility (for job rotation) Work without supervision Dexterity
	<b>Senior Module Technologist</b> Production Operative <b>Module Technologist</b> Production Apprentices	<b>Advanced CAM</b> }Tool Making }Fabrication <b>Safety Awareness</b> <b>Tool Competency</b> <b>Good Manufacturing Process compliance</b>	Numeric and mathematical ability Dexterity Good hand-eye coordination Enquiring mind – questioning the norm Eagerness to do well <b>Good communication skills (email, whiteboard, etc)</b> Work with some supervision <b>Able to multi-task</b> <b>Disciplined</b> <b>Teamworker</b> <b>"80% attitude – the rest can be taught"</b> - manufacturing company MD when asked what was most important for new recruits

**Sample Jobs**

**Examples of Job Specific Skills**

**Skills and Attributes (Illustrative)**



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# CUSTOMER SERVICE

## CAREER AND SKILLS PROGRESSION MAP

Illustrating career progression and cumulative skill development

### WHAT DOES THIS GUIDE INCLUDE?

For the purposes of this Skills Map Customer Service refers to customer-facing and call-centre roles in sectors such as retail, finance, hospitality, leisure and tourism.

	<b>Sample Jobs</b>	<b>→</b>	<b>Examples of Job Specific Skills</b>	<b>Skills and Attributes (Illustrative)</b>
<b>LEVEL 4+</b> <b>Senior Management</b>	General Manager Company Director			<ul style="list-style-type: none"> <li>- Establishing strategic business relations</li> <li>- Devising and deploying company objectives and goals</li> </ul>
<b>LEVEL 3 / 4</b> <b>Junior to Middle Management</b>	Call Centre Manager Relationship Manager Senior Cabin Crew Retail Manager	<ul style="list-style-type: none"> <li>→ Efficiently allocating resources</li> <li>→ Excellent interpersonal and networking skills</li> <li>→ Maintaining high safety and security standards</li> <li>→ Building up distribution channels</li> </ul>	<ul style="list-style-type: none"> <li>- Analytical Skills (eg. identifying trends)</li> <li>- Finance (eg. budgeting, setting and meeting targets)</li> <li>- Planning (eg. developing strategies, shift patterns)</li> <li>- Strong commercial awareness (eg. maximising profits)</li> <li>- Strong leadership (eg. Upholds company vision and culture)</li> <li>- Decision making and taking effective action</li> </ul>	
<b>LEVEL 2 / 3</b> <b>Experienced to Supervisory</b>	Sales Team Leader Retail Supervisor Travel Agent Personal Banker Telemarketing Executive Cabin Crew	<ul style="list-style-type: none"> <li>→ Experience of setting and meets targets</li> <li>→ Good knowledge of products and standards</li> <li>→ Maintaining up-to-date travel knowledge</li> <li>→ Detailed knowledge and understanding of products</li> <li>→ Database skills (eg. retrieving and comparing data)</li> <li>→ Friendly, positive attitude, energetic</li> </ul>	<ul style="list-style-type: none"> <li>- Excellent problem solver (eg. exceeding expectations)</li> <li>- Good leadership (eg. supportive, motivates team)</li> <li>- Creative (eg. identifying new markets &amp; opportunities)</li> <li>- Strong interpersonal skills (eg. builds relationships and trust with clients)</li> <li>- Proactive (eg. addresses shortfalls without prompting)</li> </ul>	
<b>LEVEL 2</b> <b>Entry level employment to Intermediate</b>	Retail Sales Assistant Customer Advisor Receptionist Call Centre Agent Switchboard Operator Passenger Services Assistant	<ul style="list-style-type: none"> <li>→ Helpful, approachable and organised</li> <li>→ Excellent telephone manner, persuasive</li> <li>→ Courteous, approachable and efficient</li> <li>→ Excellent telephone manner, active listener</li> <li>→ Able to work under rigorous time constraints</li> <li>→ Security conscious</li> </ul>	<ul style="list-style-type: none"> <li>- Confident communicator (verbal and oral)</li> <li>- Empathetic and able to build rapport</li> <li>- Calm under pressure</li> <li>- Team Worker (eg. thinks of others, puts team first)</li> <li>- Good ICT skills (eg. email, word documents)</li> <li>- Problem Solver (eg. handling complaints, negotiating)</li> <li>- Good arithmetic skills (eg. ability to calculate efficiently)</li> <li>- Responsive (eg. Listening and understanding customer needs)</li> </ul>	
	<b>Sample Jobs</b>	<b>→</b>	<b>Examples of Job Specific Skills</b>	<b>Skills and Attributes (Illustrative)</b>

SKILL DEVELOPMENT - Depending on experience



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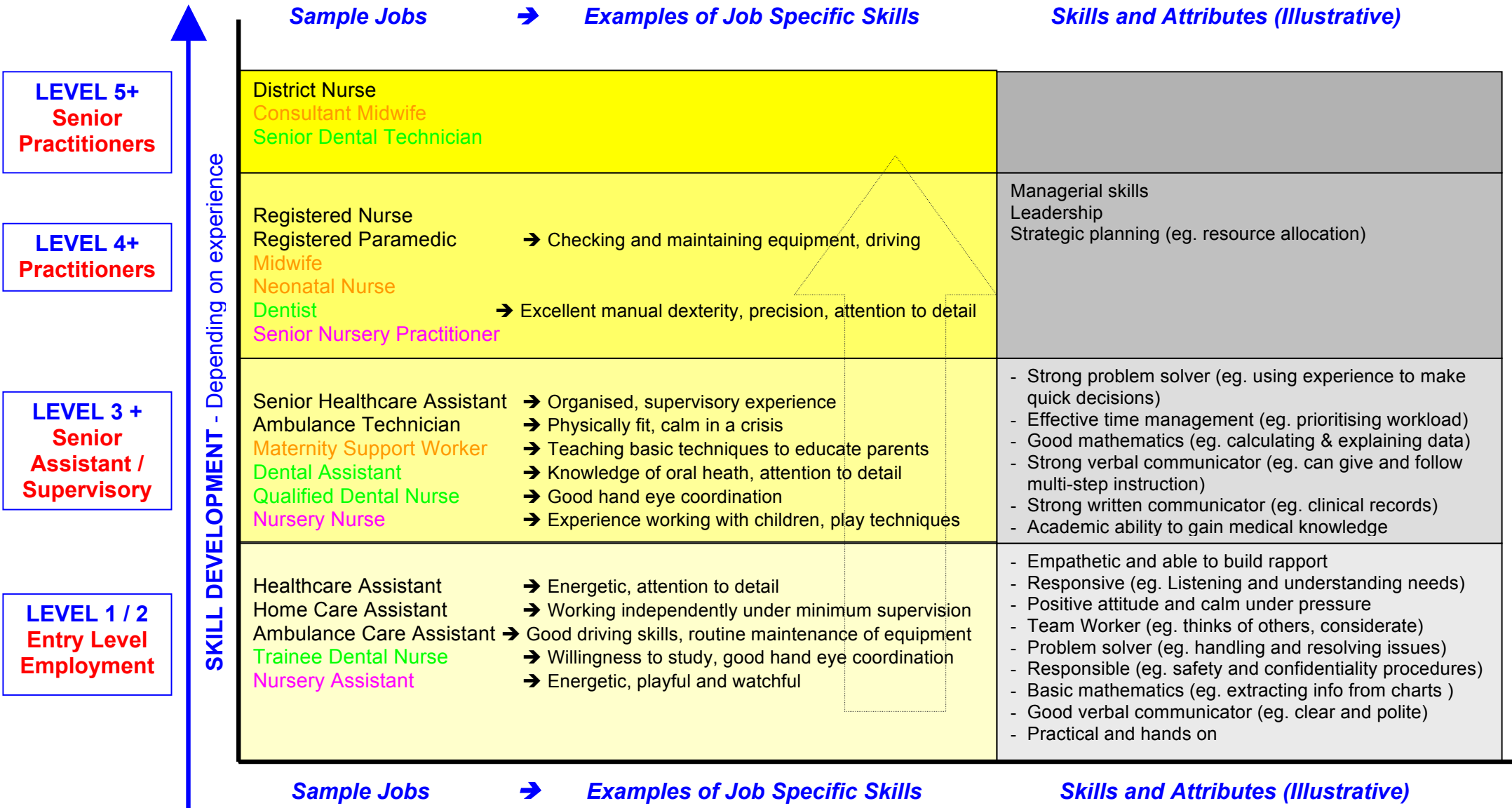
# HEALTH CARE

## CAREER AND SKILLS PROGRESSION MAP

Illustrating career progression and cumulative skill development

For the purposes of this Skills Map Health Care refers to all customer facing health workers, including:

- general/medical care
- dental care
- maternity care
- child care



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**WHAT DOES THIS GUIDE INCLUDE?**  
 For the purposes of this skills map the hospitality sector encompasses all businesses that provide food, beverages, and/or accommodation, including: restaurants, pubs, bars, clubs, hotels, and hospitality services.

# HOSPITALITY

## CAREER AND SKILLS PROGRESSION MAP

Illustrating career progression and cumulative skill development

	<b>Sample Jobs</b>	<b>→ Examples of Job Specific Skills</b>	<b>Skills and Attributes (Illustrative)</b>
<b>LEVEL 4+</b> <b>Senior Management</b>	Executive Chef Area Manager	→ Marketing and PR	<ul style="list-style-type: none"> <li>- Analytical Skills (Planning, monitoring sales levels)</li> <li>- Excellent financial Management</li> </ul>
<b>LEVEL 3 / 4</b> <b>Junior to Middle Management</b>	Hotel Manager Food and Beverage Manager Head Chef	→ Risk assessments → Quality Auditing → Advanced professional cookery training	<ul style="list-style-type: none"> <li>- Financial management (eg. managing budgets)</li> <li>- Excellent leadership skills (eg. culture and vision)</li> <li>- Good ICT (eg. manipulating data)</li> <li>- Excellent health and safety knowledge</li> <li>- Strategic planning (eg. pricing strategies, setting and meeting targets)</li> <li>- Recruitment and HR knowledge</li> </ul>
<b>LEVEL 2 / 3</b> <b>Experienced to Supervisory</b>	Restaurant Supervisor Assistant Bar Manager Sous Chef Housekeeping Manager	→ Maintains high standard of hygiene → Events management → Professional cookery → Managing budgets	<ul style="list-style-type: none"> <li>- Highly organised (eg. coordinating supply chain)</li> <li>- Excellent customer service</li> <li>- Good knowledge of health, safety and hygiene</li> <li>- Planning (eg. stock levels, staffing schedules)</li> <li>- Excellent time management (eg. competing deadline)</li> <li>- Good Leadership (eg. motivates, delegates, develops staff)</li> <li>- Creative (eg. marketing and promotions)</li> </ul>
<b>LEVEL 2</b> <b>Entry level employment to Intermediate</b>	Waiting Staff Commis Chef Hotel Receptionist Bar Tender House Keeping Assistant	→ Good memory (eg. remembering special menus) → Preparing, cooking and finishing basic dishes → Excellent customer service → Numerate (eg. basic maths ability) → Good attention to detail	<ul style="list-style-type: none"> <li>- Good communicator (verbal and oral)</li> <li>- Team Worker (eg. flexible, helpful, adaptable)</li> <li>- Good customer service</li> <li>- General health, safety and hygiene awareness</li> <li>- Friendly and approachable manner</li> <li>- Problem solver (eg. handling difficult customers and complaints)</li> <li>- Calm under pressure</li> </ul>
	<b>Sample Jobs</b>	<b>→ Examples of Job Specific Skills</b>	<b>Skills and Attributes (Illustrative)</b>

**SKILL DEVELOPMENT - Depending on experience**



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**BUSINESS ADMINISTRATION  
 SKILLS & CAREER PROGRESSION MAP**  
 Illustrating career progression and cumulative skill development

**WHAT DOES THIS GUIDE INCLUDE?**  
 For the purposes of this Skills Map Business Administration refers to support roles in the Professional and Business services sector

	<b>Sample Jobs</b>	<b>→ Examples of Job Specific Skills</b>	<b>Skills and Attributes (Illustrative)</b>
<b>SKILL DEVELOPMENT - Depending on experience</b> 	<b>LEVEL 4+ Senior Management</b>	Practice Manager Office Manager → Negotiating contracts and procurement	<ul style="list-style-type: none"> <li>- Strategic planning</li> <li>- Finance and budget management</li> <li>- Auditing</li> <li>- Managing complex projects</li> </ul>
	<b>LEVEL 3 / 4 Junior to Middle Management</b>	Office Manager Executive Assistant → Site and facilities management	<ul style="list-style-type: none"> <li>- Recruitment and basic HR management</li> <li>- Leadership and motivational skills</li> <li>- Performance and resource management</li> <li>- Strong ICT (eg. manipulating and reporting on data)</li> <li>- Strong communication and presentational skills</li> <li>- Innovative (eg. creative and implements change)</li> <li>- Health and Safety Management</li> </ul>
	<b>LEVEL 2 / 3 Experienced to Supervisory</b>	Administration Coordinator → Supervisory experience, setting targets Personal Assistant → Minute taking and managing dairy systems Legal Secretary → Understand legal terminology & record keeping practises	<ul style="list-style-type: none"> <li>- Business / commercial awareness</li> <li>- Planning (eg. Staff time, resources, deadlines)</li> <li>- Assertive and able to work under minimal supervision</li> <li>- Basic event organising</li> <li>- High customer service</li> <li>- Interpersonal skills (developing and maintaining strong relationships with staff at all levels)</li> <li>- Negotiating and decision making</li> </ul>
	<b>LEVEL 2 Entry level employment to Intermediate</b>	Administrative Assistant → Accurate keyboard skills and attention to detail Clerical Officer → Accurate data entry / database management Finance/ Payroll Assistant → Understanding of basic accounting principles Receptionist → Customer service / front of house services Secretary → Shorthand and audio typing Medical Secretary → Experience with medical terminology	<ul style="list-style-type: none"> <li>- Good verbal communication (eg. telephone manner)</li> <li>- Good written communication (eg. letters, emails)</li> <li>- Time management (eg. meet deadlines, prioritise)</li> <li>- Good knowledge of ICT (Outlook, Word, Excel)</li> <li>- Organised and motivated</li> <li>- Team Worker (flexible and helpful)</li> <li>- Proactive and uses initiative (eg. problem solving)</li> <li>- Understanding of Health, Safety and Data Security</li> </ul>
	<b>Sample Jobs</b>	<b>→ Examples of Job Specific Skills</b>	<b>Skills and Attributes (Illustrative)</b>