

After leaving college I gained some administrative skills working for a travel company, you know - typing up client invoices, dealing with customer queries...

I didn't realise this would qualify me for a job with SIS.

When I joined, I decided not to specialise, but to move around in different roles. So I've worked in operational sections, supporting senior officers by photocopying briefing documents and researching hotels and restaurants for discreet meetings.

I've dealt with foreign contacts, such as organising flights for our people travelling abroad.

And I've arranged training courses for different departments which really improved my planning and problem-solving skills. I've also tried my hand in finance, briefing heads of our overseas posts on how to handle their accounts in several different currencies.

I've never been great at budgets and figures, but it's amazing what you can pick up.

The ability to move around in a wide variety of roles has kept me interested for 16 years! Although I'm now quite senior, it's an environment where I'm constantly learning.