

My role is as a receptionist and my main duties are to meet and greet the public and help deal with their requests. The rest of my time sees me doing general office duties including distributing the post, answering the telephone and dealing with general enquiries. I enjoy my job as each day is different and I get to meet different types of people

After my GCSE's I went straight into work. The job involved creating catalogues and I gained a NVQ level 2 in ICT. My best subjects in school were Maths, English and ICT. I think that these helped me get this position as I was able to pass the Numeracy and Literacy tests. My ICT knowledge has helped my with the set up spreadsheets and other applications that are needed in my current role.

I had been out of work a while before this position came up and one of the main things that made me apply was the chance of being able to gain an NVQ. This is something I can add to my CV and shows that I have both qualifications and experience. I have time allocated into my week to work towards my NVQ and for me this has been more than enough time to do the work that has had to be completed. I have done no more than 1hr in my own time.

In the future I want to be a football coach. I am currently looking into courses that will help me gain the qualifications to achieve this. Being on reception and being the first point of contact for people has enabled me to gain confidence in dealing with people. I have also improved my communication skills; become more approachable and outgoing. I feel all these skills can be built up on as becoming a football coach requires me to lead and teach people, and these skills are necessary in order for me to do that.