

I work as an apprentice administrator for Sandwell Wardens. In my role I am responsible for dealing with complaints from the public who have been fined for anti social behaviour. Some people can be very confrontational and it is important that I deal with their issues professionally. I am also responsible for updating databases. I also attend meetings to take and then type minutes. One day a week I work in the anti social behaviour team. I talk through the issues which residents in Sandwell are facing and helping to identify strategies to address these. I enjoy working in a community environment.

I did my GCSE's and went to sixth form to study my AS levels. I decided not to complete these and looked for an apprenticeship instead. I was not sure what I wanted to do at the time so I went to Connexions and they gave me opportunities to apply for. I had achieved good GCSE grades and this helped when looking for an apprenticeship. I got an accountancy apprenticeship with where I completed an AAT level 2 qualification.

I have worked as a waitress and a head waitress and still do it on a part time basis. I have developed many transferable skills and confidence and feel ultimately this has helped me get my apprenticeships. My first apprenticeship ended in redundancy. Whilst disappointing I did not let this hold me back and applied for and got a number of part time positions in catering. I also got a job volunteering in administration for a charity. These jobs helped me “keep my hand in employment wise” and helped me develop existing and gain new transferable skills which helped me get my current job as I was able to add more experience to my CV and answer questions on job application forms more comprehensively. I was able to talk about my experiences in interviews.

I try to fit in the majority of my NVQ work around my job. However, I also spend a couple of hours a week of my own time on it. I believe the NVQ will help me in the future as it proves I can actually do the job rather than just me saying I can. The skills I have gained from my different jobs are vital as most employers now want experience. You need to show them you have the experience and skills they want even if these skills have been developed in different areas.