

Endless Possibilities

Walsall Council's
Apprenticeship Programme

DAY IN THE LIFE OF AN APPRENTICE

HANNAH DEVINE



Apprentice Name: Hannah Devine

Service Area: Central Team

Directorate: Children's Services

Type of Apprenticeship:
Business Administration

Previous Qualifications:
NVQ Level 2 Business Administration

What is your Job Title? Can you explain what you do on a day to day basis? My job title is Administrative Apprentice working in the safeguarding and family support team for Walsall Council. It can be quite varied day to day as the team operates on a duty rotation system where you are given set tasks for that day. You could be greeting and signing in visitors at reception, opening

mail, sending and receiving emails and using the secure email system. Confidentiality and professionalism is an important part of my role due to the sensitive nature of the service. I could be printing off reports for meetings, scheduling and supporting meetings, uploading documents and helping social workers and team managers to carry out their work by providing administrative support. An important part of the role is answering the telephone where I will be striving to help clients and professionals with their enquiries, transferring their calls and passing on all messages. It is essential that the information is taken down correctly and acted upon as necessary.

How did you find the Apprenticeship Programme? I had heard that Apprenticeships were being promoted via the national media and that any age could now apply. I saw the advertisement on the WM Jobs website I applied and, got offered an interview.

How does the Apprenticeship work- How do you cover the off job training element? I work full-time and also have the option to go to college one day per month. Walsall Council has been very supportive towards me taking time out to attend. I have been encouraged to take part in training days as it can be useful and

you are able to use the training as part of building your evidence portfolio. I can take time out to complete assignments during the week whilst at work and I also study at home to complete my assignments on time.

What is the best thing about the Apprenticeship? I have found the best thing about the apprenticeship is the people I have met working at Walsall Council. Everyone is friendly, kind and so helpful. I think it is fantastic to have an organisation so invested in the future of others. I enjoy being able to earn money and support my family whilst gaining experience and qualifications at the same time.

Would you recommend Apprenticeships to others? Absolutely, and particularly the Endless Possibilities programme. It is exactly what it says it is, there are endless possibilities for everyone. It has enabled me to provide for my children and gain the experience and the qualifications to further my career. I have now applied for a permanent position and I am looking forward to the rest of my career. I have gained immensely from the experience, if you work hard and want to gain a career and not just a job I would recommend an Apprenticeship.

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Walsall Council Apprenticeship Programme
Contact: Learning & Development Team
Telephone: **01922 655678**

Website: <https://go.walsall.gov.uk/jobshop>
Twitter: [@Walsall_Apps](https://twitter.com/Walsall_Apps)