

Apprentice Case Study

Name: Joanne Beavers

Apprenticeship: Operations/Departmental Manager Level 5

Job Title: Service Manager

Introduction to the Apprentice -

My job role at the time of the Apprenticeship enrolment was an Assistant Services Manager. Examples of some of my day-to-day duties are to manage staff, complete Appraisals, budget management and ensuring our team meets its operational targets. My favourite part of the role is the performance side of things, seeing the team's targets being met.

My Line Manager at the time said this Apprenticeship would be really good for me and my development, so this is when I contacted the Workforce Education Team for some advice and guidance and enrolled onto the Operations and Departmental Manager at Level 5.

Learning and Development -

When the Apprenticeship started in September 2019 it was face to face delivery where we went to College once a month. When COVID hit in March 2020, the delivery changed to Microsoft Teams and it remained in this format for the duration of the course. The tutor was great; however it was challenging not having the tutor on site as before, but our tutor was very approachable and supported us with the new way of working.

Benefits of Choosing an Apprenticeship as an Education Route, Achievements and Success -

A benefit to me was that all topics that we covered in our Apprenticeship were relevant to the job role that I was doing. An achievement was my promotion from Assistant Service Manager to Service Manager. I do believe that this Apprenticeship made me a better person and a better Manager by giving me a deeper understanding.

Future Plans -

I will be progressing onto the Chartered Manager Level 6 Degree Apprenticeship in the near future. I would also like to progress further in the Trust.