

Student A – Apprenticeship: Business Administration

“Ever since I had found out about apprenticeships in my last year of sixth form, I was determined to become an apprentice. I did not have a particular job role in mind, but I was passionate about entering the corporate world, so I decided to look for apprenticeships and jobs in the area of business administration. I found my current apprenticeship on Sutton Council’s website, as there were a few different vacancies available. This was what led me to my current apprenticeship in business administration today.

The apprenticeship itself has more than exceeded my expectations. It has taught me so much about how to work effectively in a business, especially in a corporate environment. Key skills I have learnt and improved on include minute taking and analysis of key meetings, performance management through working closely with the Programme Office Manager and public communication skills through managing enquiries and bookings for the town centre. What I have enjoyed most is being part of a helpful and friendly team, who have provided me with many opportunities to develop my skills and made me feel very involved in the wider team.

I am always keen to gain more knowledge of the industry, which is why my biggest achievement so far is to have been accepted to move onto the Level 4 Business Administration apprenticeship with my current team. It just summarises the excellent year that I have had with Opportunity Sutton, and I am now looking forward to taking on more responsibility within my job role.

On a day to day basis this is what I do:

- Providing administrative assistance to various meetings (booking rooms, sending invites, liaising with attendees etc.)
- Actively monitoring the team’s mailbox and responding to enquiries / booking requests
- Providing assistance with IT where needed, including updating our website’s content
- Providing general administrative assistance (answering phone calls and taking messages for the team, responding to emails and preparing & printing documents.)
- Assisting the Programme Office Manager with various tasks, including monitoring milestones, preparing process documents for various programs and organising deadlines for key meetings in the calendars of my team

In the future I would love to work in project management or in a role that helps to provide placements for apprentices, as I have had such an excellent experience that I would very much like to pass onto others.

Student A has excelled in his role and through hard work and commitment was awarded the prestigious “London Apprentice of the Year Award”

“A Sutton Council apprentice has won the prestigious Apprentice of the Year award at the annual London Borough Apprenticeship Awards on Friday 16 September 2016.

XXXXXXXXX is a Level 4 business administration apprentice who started his journey with Opportunity Sutton, Sutton Council’s economic development arm, in 2014 after completing his A-Levels.

His ability and support has become a significant factor in the team’s excellent reputation within the council and with external partners. He is confident, persistent and thorough in all of the tasks he is given, and has been given additional responsibilities including line management of another apprentice.

Student A, London Borough Apprenticeship Awards ‘Apprentice of the Year’ 2016, said:

“I would like to thank the Opportunity Sutton team and Sutton Council for taking a chance, providing me with opportunities to progress myself and for nominating me for the London Borough Apprenticeship Awards. Everyone I have met in the Council has been friendly and welcoming – from day one they have provided me with opportunities to expand my skills and allowed me to attend a wide variety of events.

“Through the Sutton Education Business Partnership I have also had the opportunity to speak to schools about the benefits of being an apprentice. I could not have wished for a better organisation and team to work with.”