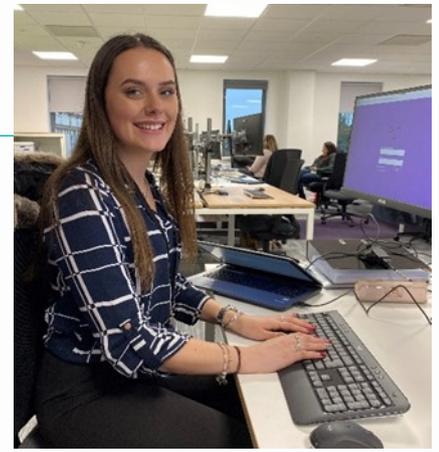


I LOVE MY APPRENTICESHIP!

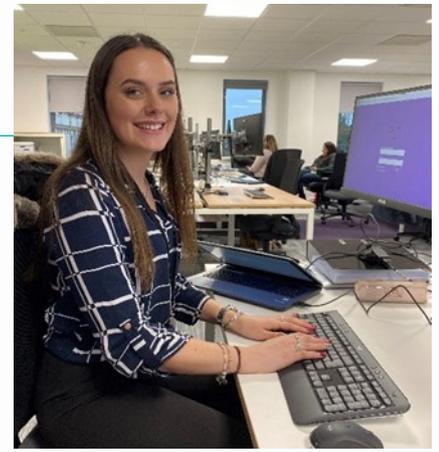
Jasmine King, Flagship Group, Housing Policy and Practice Degree Apprentice

- **Where did you go to school?** Notre Dame Sixth Form
- **What subjects did you study?** A-level Biology, Psychology and Geography
- **Why did you choose an Apprenticeship?** I chose an apprenticeship as I was ready to start my career and get into the workplace but I also wanted to develop my knowledge further. The thought of university did not interest me, and I struggled to find a course that I was definite about studying.
- **What path did you take to get to your current position?** After completing my A levels in 2019, I saw this degree apprenticeship advertised and decided to apply. It really interested me continuing my studying to a degree level without the debt and fees of going to university; and the workplace aspect really appealed to me. I applied in March 2019 with my CV, covering letter, and a video presentation. I then attended a group interview, before being called for a panel interview, which I had to prepare a presentation for. I attended a week long induction before joining my first department – the Tenancy Management Team.
- **What does a typical day in your role look like?** At the time, I am currently working with the Community Management Team, this covers ASB and Estates issues. As an apprentice I deal with my own cases and take the lead with many situations. Each day varies depending on cases as this role includes making home visits to tenants to take statements, reviewing properties and assessing communal areas, dealing with hoarded properties, and attending multi-agency meetings. I have previously spent time with the Tenancy Management Team, Tenancy Support Team and Income Management Team.
- **What do you think are the most valuable skills have you learnt on your apprenticeship?** I think the most valuable skill I have learnt is trust and responsibility, I worry that I lack the skills for certain tasks, but I have learnt to trust my colleagues and their judgement of my abilities as they are confident that I can. Additionally, my communication skills have developed significantly, as I now leave voicemails, call tenants with both positive and negative news, send emails and attend networking events!



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- **What is the job prospect/progression when you complete your apprenticeship?** My apprenticeship duration is 4 years, I work with all housing related service areas of Flagship Group, and am offered a permanent position upon completion, whilst achieving a full accredited degree. From there, I can re-evaluate my role and where I would like to progress to further.
- **Where do you see yourself in 5 years?** I would like to see myself working in the development team in a full time position, with aims to progress further and work on various projects. I will have completed my apprenticeship and be considering how I can further my skills and knowledge within the company.
- **What do you like best about being an apprentice?** I like being able to earn a full salary whilst studying a full degree at the same time, it is a great way to save money for the future and still start your career. You are able to enjoy the weekends as all university work is completed in a paid study day during the week. It definitely has put me further up the career ladder than I would have predicted!

Why do you love your apprenticeship?

I love the variety in my role, it allows me to see and understand how the whole company works whilst gaining valuable hands on experience and dealing with my own cases. I also appreciate the flexibility of my role and how each day is different, the variation is intriguing and it is nice to not spend every day in the office at a desk! Additionally, the salary increases as I complete more and more of the apprenticeship and so do my responsibilities!