

I LOVE MY APPRENTICESHIP!

Phoebe Smith Allen, Flagship Group, Housing Policy and Practice Apprentice



- **Where did you go to school?** Thomas Mills High School
- **What subjects did you study?** I studied Biology, Psychology, Geography and Health and Social Care at AS Level and then I dropped Geography at A2 Level
- **Why did you choose an Apprenticeship?** I decided to choose an apprenticeship as I have always learnt better by putting theory into practice and getting hands-on experience in a real working environment. I also liked that there would be support from both the academic side and from the employer. Having no tuition loans to pay back at the end of the course is also a huge bonus!
- **What path did you take to get to your current position?** I decided to apply to do a psychology degree in my second year of sixth form, but I started to look into other options as I started to doubt if going away to university was the right option for me. I knew I still wanted to do a degree, so when I started researching, I found that there were numerous industries that offered these courses. I found the opportunity at Flagship through the Government Apprenticeship website, did some research into the company and decided to apply!
- **What does a typical day in your role look like?** Every day is different!
- **What do you think are the most valuable skills have you learnt on your apprenticeship?** I have gained so many skills whilst being in a professional environment, the most important one for me has been communication. I have learnt and picked up different communication skills used between colleagues, third-party companies/organisations and with customers. I have also developed further IT skills by using different systems and programmes.
- **What is the job prospect/progression when you complete your apprenticeship?** The apprentices at Flagship Group are guaranteed a job on successful completion of their course. I'm not sure which area of the business I want to be in just yet, although I have found working with the Anti-Social Behaviour Team very interesting.
- **Where do you see yourself in 5 years?** Hopefully settled in a management position within housing!

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- **What do you like best about being an apprentice?** The balance between work and study; being able to do both has really helped me progress professionally and academically. I always wanted to do a degree, so it's a huge bonus for me that I have the opportunity to gain valuable work experience alongside it .

Why do you love your apprenticeship?

The support from my employer and colleagues is amazing. They have really encouraged me to step out of my comfort zone and push myself to do the best that I can.