

I LOVE MY JOB!



Kirsten Featherston, Aviva, Learning Operations Consultant

- **Where did you go to school?** Acle High School and Paston College
- **What path did you take to get to your current position?** After studying my A-levels I started Aviva as a Motor Claims Handler. After 3 years, I took a Tap into Talent into the central Learning and Development team securing a full-time role.
- **What subjects did you study?** GCSE English, Maths, Biology, Physics, Chemistry, History, IT, Art, German and Geography.
A-level Photography, Psychology, Government & Politics and English Language & Literature.
- **How many jobs have you had, and can you name them?** Two companies, three jobs! Roys of Wroxham, part-time shop assistant and Aviva, Motor Claims Handler and Learning Operations Consultant.
- **What school subjects link to your career?** IT, Maths and English
- **A typical day in your current role looks like:** Every day is different! A typical day is made up of reporting, authorising professional qualifications, managing team mailboxes, booking rooms, setting up coaching sessions, assigning coaches to sessions, updating records, marketing emails, general support to individuals and external learning team and much more!
- **What skills do you use daily, that you learnt at school?** English, Maths, IT and Psychology
- **What is the number #1 piece of advice you've been given that helped you with your career choice?** "You can be anything you want to be, always work towards that dream"
- **Where do you see yourself in 5 years?** Still working at Aviva!
- **What is the average salary for this role?** £17-31k
- **If you could have done anything differently on your career journey, what would it be?** I don't have any regrets and am proud of where I am now. If I could change one thing it would be to have moved to another area within Aviva sooner and have more experience of the company.

Why do you love your job?

Every day is different with new challenges and learnings, it's never boring. Helping people develop within their own career is something I'm proud to be involved with. The people I work with are all so passionate about making a positive difference within the company and make the days brighter with their support. The variety of my day is what gets me into work every day with a smile.