

CASE STUDY



Apprenticeships

National Apprenticeship Week
7th to 13th February 2022

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My name is Rhia, I work for West Suffolk Council and provide support to the Anglia Revenues Partnership as Project and Communications Coordinator. I joined West Suffolk in January 2018 and started my journey in the HR team.

Why did you choose an apprenticeship?

I had no prior admin experience as I worked at Centre Parcs in the bakery, sweet shop and on tills before joining West Suffolk. I was looking for an administrative role and a steppingstone to be able to gain experience in an office environment. The idea of gaining a qualification whilst earning and learning from real life experiences seemed very appealing and the right route for me at that time.

How have you found the experience of being an apprentice in local government?

Honestly, it's been amazing and fun too! I would recommend it to anyone. You learn such valuable skills from working in a professional environment, working with amazing people who help you develop your knowledge, skillset, behaviours, and professional/personal values.

How do you balance working and studying at the same time?

With an apprenticeship, you spend 20% of your working week on work or training related to the qualification so you're able to carve out time during your week, there is of course an element of self-study to aid the learning and preparation for the end point assessment too.

What's the biggest impact you think you have made in your Council or your biggest achievement since becoming an apprentice?

Implementing a new recruitment process due to the pandemic. I was heavily involved with a small project team to investigate a new virtual recruitment process. I arranged testing with Managers and staff members, improved and tweaked processes and templates, and implemented a new way to recruit virtually.

The other thing that I think has made an impact (especially for staff) is the range of wellbeing sessions, information and training I've helped organise during my time in HR and from participating in the Staff Forum.

What's been the most rewarding part of your apprenticeship so far?

How much my confidence and ability has improved since starting as an Apprentice. West Suffolk Council is an employer that truly cares about your personal development, career and wellbeing.