

APPRENTICE CASE STUDY

BECOME AN NHS APPRENTICE SOPHIE BLAND'S JOURNEY



BUSINESS ADMIN LEVEL 3 AND 4

MEDICAL SECRETARY TO DEPUTY ADMIN MANAGER

SOPHIE shares the reasons for choosing an apprenticeship, what she has learnt, and advice for future apprentices

Sophie Bland started with the Trust in March 2013, where she began her Business Administration Level 3 apprenticeship as an Apprentice Medical Secretary in the Gastroenterology Department.

Sophie has provided the details of her time as an apprentice and has given her advice to anyone who is considering pursuing a similar path.

Why did you decide to complete an Apprenticeship?

I left school in 2009 and went to City College Norwich to complete my Level

2 and 3 in Beauty. I really enjoyed the course but realised this wasn't what I wanted a career in.

I therefore started working in hospitality, again, although I enjoyed this I knew it wasn't going to be a long term career I would enjoy – I actually found the work easy and made some great friends but I needed a challenge! I decided to push myself and started looking for a new job.

Most jobs I was looking at required experience and getting that experience is difficult if you can't get in the door. The apprenticeship

required GCSEs which I had and my experience of working in retail and hospitality gave me some transferable skills to help me with my application.

How has the Apprenticeship benefited you?

I have always been an out-going person but speaking to people I didn't know was always nerve-wracking, especially on the phone! I was worried that people would judge me for asking for help or not knowing the answer straight away but asking for advice helps you grow as a person.

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I now have the confidence to ask people if they would mind waiting one moment whilst I consult with a colleague to find the answer to their query – people understand that you are learning and if you are always polite they won't mind waiting. My colleagues understand that we are all continually learning so we help each other.

What did you find difficult or challenging?

Getting used to working in an office environment was one of the main challenges I faced, especially one as busy as ours.

There are lots of different personalities and everyone is working very hard to tight deadline that sometimes things can get a bit fraught. I soon learnt that working together as a team is the best way to achieve our goals.

What happened next?

I had shaped a fantastic career path for myself, so I applied for a permanent post within the Department working with the Liver Specialist Nurses and was successful. I started my new Band 3 job in September 2014.

I am very proud of myself, I never thought that I would have been able to do what I am doing now because of my lack of experience but the apprenticeship has taught me what I need to know.

I absolutely loved my job, it keeps me interested and motivated. I asked if I could continue with my studies and work towards my Level 4 Business Administration framework.

What advice would you give to future apprentices?

Take as much away from the apprenticeship as possible – it is your

chance to learn.

Any additional courses or training offered will only help you in the future so if you are offered the opportunity grab it with both hands and run with it!

I am lucky to have been supported to complete my Level 4 Business Administration Higher framework, and I would strongly advise anyone who has finished their level 3 to do the same particularly whilst you are still in "study mode".

2018 Update

As a result in her hard work, Sophie is now a Trust Deputy Administration Manager in the Trauma and Orthopedics team!

In October 2015 Sophie won "Apprentice of the Year" at the Trust Staff Awards!

NEXT STEPS →

If you feel inspired by Sophie's story and are thinking of considering an apprenticeship but are unsure of what may be suitable for you, why not get in contact with our team to gain a wider insight into what the Norfolk and Norwich University Hospital can offer you?

Speak to our Apprenticeship Team:  01603 286231

Apply for an Apprenticeship at  www.jobs.nhs.uk

Research our Trust at  www.nnuh.nhs.uk