

# Case Study: Sestellita Williams

## “The only way is up!”

### WORK

**Could you tell me about your work? What advantages do you think that your work has brought you so far and will bring in the future?**

I really enjoy working at CITE as an admin apprentice, doing my day to day office duties; taking care of the reception, filing, answering calls, dealing with enquiries, preparing for courses and organising paperwork.

I had the opportunity to start at CITE on a high level qualification (Level 3). This was exciting and it made me have higher ambitions for myself .

I have learnt a lot and my confidence in answering and making phone calls has improved, as well as typing and sending emails.

My line manager has been training and guiding me in my role. I have learnt and gained a lot of skills and experiences in the time I have been here. It has been brilliant to work in such a supporting company and I have felt very welcome throughout my whole journey !

Being able to look after the volunteers has been an advantage because it has allowed me to show my leadership skills. It gave me an insight that management is a big responsibility.

I enjoy giving them tasks and explaining what needs to be done, making sure that they understand because I believe 'no question is a silly question'.

Managing my tasks has helped me to become more independent. I felt nervous and not as confident at the beginning - as this is my administration job - however, I have developed more confidence with using the calendar and desk booking sheet.

I have been given lots of responsibilities such as: the Health and safety champion, Fire Marshall, ensuring training materials are prepped and ready for courses and assessments and maintaining stationery stock.

Working at CITE has made me aware that I have the chance to gain various skills and jobs in the future, by applying my admin skills in my future workplaces and that has given me further confidence and hope."

### EMPLOYER

**What have been your initial impressions?**

The staff here are very friendly and welcoming and made me feel at ease when I first started my apprenticeship.

Everyone is a team player and we all help each other out when we are stuck. The plus points for me would be gaining confidence within the workplace, and being able to become more self-reliant with my tasks."

### How did CITE help you into work?

I applied for a different job role at CITE, however I was not successful. I showed: positive attitude and asked if they would keep me updated on any other vacancies focussing on Business Administration. True to their word I was contacted on many occasions for possible job opportunities. I accepted the job to work for them as I knew they would have good knowledge on apprentices and the job role was fit to getting me to my long term goals!

What stood out for me the most about CITE, is that it is a charity organisation which aims to help those who are unemployed. This interested me the most as I love being part of something that would make a difference to peoples lives.

### PERSONAL DEVELOPMENT

#### How has CITE impacted on you? Compare yourself before and after undergoing CITE training.

Before CITE, I didn't know what I wanted to do. I just took any opportunity as they came my way. Now understanding my qualities and responsibilities, it has opened my eyes to look at the bigger picture and to have long term and short term goals.

After joining CITE my confidence level has increased because I have to use my own initiative while my manager observes and encourages me, which is very helpful.

By being the first point of contact at CITE, I have been able to learn how to deal with customers and clients effectively.

#### How instrumental/important has CITE's training been in learning and applying skills to the workplace?

It has been crucial because it has given me an insight into how an organisation runs and the importance of an administrator within the office.

I was given an assessor that is very helpful and easy to talk to and this has helped me stay motivated to do my course work.

#### Any other comments?

It has been a great opportunity and a wonderful experience to have some structure put in place and know that the only way is up!

From my very first day I have noticed that no day is the same and I have been at front line as I have seen CITE transform once again from doing courses (PET) to focus on apprenticeships and helping young people into jobs.

**“Now understanding my qualities and responsibilities, it has opened my eyes to look at the bigger picture ..”**