

# DAY IN THE LIFE OF AN APPRENTICE

**Kelvin  
McDade**

**Operational Departmental Manager**



## ***Why did you choose an Apprenticeship?***

Recommended by my line manager who had recently completed it.

## ***What benefits does an Apprenticeship have?***

Although I have been a manager for many years there is always room for improvement, and this course was an ideal opportunity to help develop existing skills and improve areas of weakness. It shows a willingness to progress within the organisation and will hopefully help bring me forward in consideration for future leadership opportunities.

## ***What skills do you feel you've developed during your time with us so far?***

I feel like I developed communication skills and organisational skills as I am now organising my work efficiently.

## ***What do you hope to get out of your apprenticeship? What will this progress you onto?***

I would like to pass my apprenticeship and get a good grade in it, so I then can move on to get the next stage in my job.

## ***Why would you recommend it to others?***

I would recommend an apprenticeship to others as you have a lot of different opportunities, ongoing support from employer or manager. You also get perks like discounts and annual leave.

## ***Tell us about your typical working day - what kind of work have you been/are you doing?***

**Typical working days/ hours: 8 hours a day.**

**Typical daily tasks carried out: Verifying applications, taking phone calls, seeing client that may need help.**

**Unsupervised work: Going through managed accounts and having a look at the inbox.**

**Supervised work: Face to face appointment going through setting up an application.**



TEES VALLEY MAYOR

