

### Case study



From Business Apprenticeship to  
Recruitment Team Supervisor -  
Lauren Dodd

*“I had excellent support from my assigned mentor and the rest of the team, they encouraged me to raise any queries”*

After completing my A-Levels, I decided that going down the University route wasn't for me. I wanted to start at the bottom and work my way up; I thought an Apprenticeship would be a great way of doing this, as I liked how you were gaining work experience whilst undertaking a qualification.

I have always been interested in Administration, so at age 22, I searched the National Apprenticeship website and found a role within a NHS Recruitment Team. The variety of duties appealed to me so I applied for the post and was lucky enough to get the role.

Recruitment in the NHS is involved with many departments in the organisation, which I wasn't aware of, so learning everything from the beginning was really valuable to my growth within the Team. I had excellent support from my assigned mentor and the rest of the Team, which really helped with my confidence.

Near the end of my apprenticeship, I applied for a substantive Recruitment Assistant role and was successful. During this time, I progressed onto the Level 4 QCF in Business & Administration. More recently, an opportunity for a Recruitment Team Supervisor arose which incorporated many of the features I learnt in my Level 4 QCF, I was extremely happy when I was offered this role.

In my role as Supervisor, I have been mentoring the Apprentices in the department, which I really enjoy knowing I have been in the same position as them. I hope I can pass on the same level of guidance and training as I received when I was an Apprentice.

I enjoyed completing my QCF qualifications in Business Administration; it gave me a real insight into business practices as well as core subjects such as Maths, IT and English, which I use every day in my role. After completing my level 4 qualification, I knew supervision/management was an area I would like to progress into, so I am very grateful I have been given the opportunity to develop into my Supervisor role within the Recruitment Team.

Lauren Dodd