



Jessica Cinik

Business Administrator Apprentice Kier

Jessica is one of our young residents who is finishing an apprenticeship in business Administration at level 3 with KIER. Today she shares with us how has been the process and what are her next steps.

The main reason why I wanted to do an apprenticeship is because it gives me the opportunity to learn and earn at the same time. When I saw this opportunity advertised through Spotlight (A genesis newsletter) I decided to apply for the Business Administration level 3 apprenticeship with Kier.

I received a huge amount of support from the SUSTAIN service to apply. They took me through the interview process and help me with some interview tips and advise me how to stay calm and be professional.

What I have enjoyed the most is working in a team, this along with learning and working simultaneously really keeps me motivated day to day. I feel part of the team every day and they have supported me through every stage.

As part of my apprenticeship, I provide customer service to residents, taking enquiries over the phone and resolving as many of their queries as I can. It was a daunting task at first, but I have become more comfortable as time has gone on. I have gained experience too in carrying out administrations tasks and helping residents with transfer applications and mutual exchanges.

My next step for me is to do a higher-level Apprenticeship qualification. I believe that this will help with my professional development and allow me to gain all the knowledge and skills I need to be able to move on to a more permanent role.

To summarise, the apprenticeship programme has been a fantastic opportunity for me and has allowed me again lots of transferable skills, which I can take with me anywhere. This is a much better suit for me compared to traditional forms of education like university as it has helped me to understand how business works and where I fit in.