

Kelly Saund

LEVEL 5 OPERATIONS MANAGEMENT



What Apprenticeship have you completed?

I am at the end of doing my Level 5 Operations Management, which mainly focuses on managing a department.

Why did you choose to do an Apprenticeship?

At the beginning of the pandemic, I wanted to spend any spare time I had on helping myself grow professionally and personally and I had already taken on a bunch of new hobbies, including working out, baking and gardening and I wanted to do something for myself to help me grow in my career. My initial thoughts were to learn a second language, which would be amazing. But then an opportunity came up to complete an Apprenticeship and I honestly just thought, go for it!

What have you learnt?

I have learnt a lot about people management skills, project management skills, different tools I can use in the workplace. I now understand my own working style and why other people work in different ways and the way people learn. This has really benefitted me in my day-to-day role.

How has it benefited you?

I have recently been promoted to Head of Customer Experience. I was previously the Internal Sales Manager, and over the last year I have been working closely with my senior management team to get me into an expanded role. So, the Apprenticeship has really helped me achieve this.

Has it helped you overcome any particular challenges?

Yes, I feel more confident presenting. I feel more confident that I am understanding the work that I'm doing and the reason why decisions are made within a business; the processes and overall, I feel I understand the business better.

Would you enrol onto another Apprenticeship or course?

At the moment I am settling into my new role and finishing level 5. However, I would possibly look to complete another Apprenticeship in the future.

Would you recommend an apprenticeship to others?

Definitely. I left education a decade ago, and I feel like this has taken me back into learning, but in a new way.

