

Upskill Shropshire

Kickstart Case Study

Chloe Milward

A previous **Kickstart Family Information Services Administration Assistant** in our Early Help Team



Chloe was 19 when she was under the Kickstart scheme, and is now in a **Children, Young People and Families Practitioner Level 3 apprenticeship** at Shropshire Council

What attracted you to that Kickstart position and one within Shropshire Council?

I applied and was interviewed for two roles in the Council. I was told by my work coach about this role. It sounded perfect as I really wanted to get into admin. I had the interview for this role first and I felt I got along so well with my interviewer (the line manager) which helped further in deciding I would love this role.

Regarding the job, I just really enjoy it. It makes you feel that you're making a difference, that you're helping families and children access to the support they need. I never imagined myself doing this but I really enjoy it.

Do you still recommend the Kickstart Scheme?

Yes, definitely. I always saw myself in an admin role, but I didn't have the experience to back it up. Now I'm on an apprenticeship where I can really improve!

The Kickstart Scheme has given me the opportunity to do it further. It also highlighted to me that I really enjoy administration, and that I'm good at it.

Kickstart is a chance to develop yourself.

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Where are you now?

My line manager approached me, saying she would love to keep me on. We didn't know what roles I could take but an apprenticeship role was being advertised anyway. I was assessed in an interview like everyone else and happened to get the job. So, it was a quite smooth transition from my Kickstart role. At the moment, I'm doing E-learning based on personal development: emotional intelligence, digital solutions, and an assessment will happen at some point. When I'm not doing this, I take on my tasks, which have expanded since I was a Kickstarter, like training a new starter. And, in the future, I'm going to learn more about the administration side such as data management. I would love to stay with this team, but otherwise I plan to see what else is available across the Council.

Has the Kickstart Scheme helped you develop?

It's mainly developed my confidence. I was hesitant and kept ideas to myself in meetings. But the Kickstart development sessions were really helpful with this. They helped me to identify what I was good at and what I could work on during my apprenticeship.

It also helped me visualise where I'd like to be, and what I'd like out of the Kickstart role.

How is the work environment?

Most things within my apprenticeship has been E-learning and meeting with my coach online. It's a bit odd and sometimes it's difficult to get in contact with them since not everyone is available all the time but otherwise it's completely fine. I prefer to do E-learning and online-based tasks for my apprenticeship because I can concentrate on my individual tasks when I'm not doing my normal duties; I don't have distractions from being in the office. However, my normal working environment is great. I regularly meet online with my team, and they create a relaxed and welcoming work environment that I feel I've settled well into.

Do you have any advice for future Kickstarters or those in similar schemes?

I would recommend something I did; around four months into my Kickstart role, I expressed how I felt about the role and that, if there was an opportunity, I would love to stay on. I believe it's important because sometimes its not always clear to a manager how you feel.

So, the number one thing I would say is be honest how you feel about the role and make sure to express your interest.