

Upskill Shropshire

Kickstart Case Study

Charlie Vaughan

A previous **Kickstart
SEN Administrative
Assistant** in our SEN
Team



Charlie was 20 when he was under the Kickstart scheme, and is now in a **Business Administrator Level 3 Apprenticeship** at Shropshire Council.

What was your role on the Kickstart Scheme?

I started with basic tasks, but I was gradually able to build up what I could take on.

I had an admin role, so my duties included putting data entries onto our system, typing up sections of education, health, and care plans used by our team, booking in annual reviews, sending letters, and answering phone calls.

Answering phone calls was a big part of my duties. I think it took a lot of weight off the team as my workload wasn't as much as other members of the team. So, taking on that aspect definitely helped.

Do you recommend the Kickstart Scheme?

Yes, 100%. I'd recommend it to anyone. It really did sort me out a lot and gave me something. Before, I was miserable, working a job I actually hated. I was thinking *'Is this going to be me for the next 60 years?'*. But now I've got something better and more opportunities available to me. I'm glad I applied because I was thinking *'I'm never going to get this'*.

Just keep it going, is all I can say, for all the other people in the future in a similar situation to me, who have the skills and mindset but maybe not the qualifications to show for it. I could only imagine it will do the same for them.

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

It was an opportunity for people who don't have the qualifications unlike those applying for a full-time position. Like me, you can come out of school with not very much. It's like a stepping stone. Regarding the role, the general idea of helping children who potentially needed it attracted me. I've had a good home life but not a lot of kids have. It's almost like giving back.

Has the Kickstart Scheme helped you develop?

Every skill you would need for an admin role, I had developed or gained from scratch. And I've definitely developed since then.

When I started, I had no IT literacy. Now I feel I can do my tasks without needing to ask for help. The Kickstart Scheme is the most useful thing I've had recently.

Where are you now?

I'm in a lot better position than I was a year ago. It definitely gave me an opportunity. My line manager and team leaders offered me a role after working hard to get me into the apprenticeship scheme. Hopefully, my Apprenticeship will equate to the GCSEs I need. I'm happy here and it may lead to future roles in the team.

How was the work environment?

I'm lucky I had a team and a line manager to always be there to answer questions. Sometimes I wasn't sure what to do with a task but I always had someone available to give advice.

At the start, I worried whether I might be hung out to dry but I wasn't. My team fully supported the whole way. I really appreciate that.

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

If you work hard, and you impress your team then it's not just going to end after the six odd months in the Kickstart scheme.

So, get that opportunity. Work hard, don't dawdle, don't be silly, and don't put in half the effort. When the six months run by you could come away with no job, only the experience.

Work hard and you'll get somewhere which is evident in me at the moment—it's a good career being in the Council.