

Laura Jones

Level 3 Team Leader/Supervisor apprenticeship



The Rotherham NHS Foundation Trust

Level 3 Team leader/Supervisor apprenticeship

You can access the standard [here](#).

A Team leader or supervisor is a first line management role, with operational and project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Meet Laura Jones, a Level 3 Team Leader/Supervisor apprentice working at the Rotherham NHS Foundation Trust.

We spoke with Laura about her apprenticeship journey, keep reading to find out more.



1. What apprenticeship are you studying and what does the study involve?

I'm studying the Team Leader Level 3 apprenticeship. I was really happy to find out I had a place on the apprenticeship and also that it was fully funded.

My line manager and colleagues have been really supportive, covering my role to enable me to attend workshops and also being open to trying any new ideas that I come back with.

2. Why did you want to do the apprenticeship?

The apprenticeship was created for supervisory or first line managers so it fits well with my current role. It's really practical, I'm finding that most of the things I learn can easily be applied into practice, helping me to improve my performance. It's a great way to learn or improve a broad range of really useful skills.

3. What is your current role?

Senior Prescription Co-ordinator, Continence Service

4. How did you get into your current role?

I joined Rotherham NHS Foundation Trust in 2009 after I was made redundant as the company I worked for was a victim of the recession. A relative made me aware of a vacancy as she felt an NHS role would be a good starting point for me.

I originally joined the newly created Continence Prescription Service as a part time, band 2 administrator. When the service went live it was immediately clear that my role needed to be extended to full time. As our service grew and employed more team members, my job role evolved and my responsibilities and pay band increased.

5. What has been your proudest achievement on your apprenticeship to date?

I haven't been doing the apprenticeship for long but was really happy to receive positive feedback from my tutor in our last catch up meeting. It can be tricky keeping on top of everything, family, work and studying. But so far I'm up to date and the work I've submitted is up to scratch, touch wood!

6. What do you want to do once you complete your apprenticeship?

I hope that improving my skill set and knowledge by completing the apprenticeship will in time help me progress to a higher band role. I've been working part time since 2014 after starting my family. My youngest starts school in September so I'll have more time and energy to focus on my career!

7. What would you say to someone considering an apprenticeship?

If you're already thinking about it, you know you should do it!

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