



Name: Christina Chatzinikolaou

I wanted to start this apprenticeship programme to learn how to improve and support my teams performance and develop my managerial skills.

During the apprenticeship I had a 'light bulb' moment in every single module and discipline. I am very process driven and can be a perfectionist, being able to reflect on my own delivery has given me the opportunity to put theory into practice. I also struggled with patience under pressure, delegation, embedding a culture of approachability and having the confidence to delegate and say no.

The apprenticeship has vastly improved all of my improvement areas and made me a different team leader. By using multiple techniques to deliver my messages, my approach is much calmer and by using emotional intelligence I am able to get the best out of my team.

Learning to become more approachable and flexible whilst adding learning to my everyday job tasks has meant that I have received some great feedback from my peers. This has inspired me to continue to aspire and be the best I can be.

Dealing with COVID19 has been an incredible pressure on us all and having family out of the country hasn't helped. During this time I have faced many challenges and the apprenticeship has helped me to remain focussed and driven, even when supporting many different departments whilst organising changes to how they take in new starters. I reviewed the introduction sessions and condensed them to ensure that the business was supported and the key workers and residents on top of day-to-day team management and responsibilities. The apprenticeship has also helped me to deal with external stakeholders and aided me with challenging families. My Personal Tutor and my Line Manager have been very supportive.

My Personal Tutor is always there when I need her, and is approachable when I want to go through something I am unsure of.

Programme: L3 Team Leader/Supervisor

Job Title: Business Office Coordinator

Location: Banstead