

"Apprenticeships are a good way to enter the organisation, there are no age limits to them and it gets your foot in the door"

Introduction

The Royal Cornwall Hospitals NHS Trust is part of the Cornwall Healthcare Community, working in partnership with other local Trusts to deliver high quality healthcare services. The Trust provides acute medical and surgical services to a population of around 530,000, which more than doubles during the busy holiday periods, from three hospitals: The Royal Cornwall Hospital, Truro, West Cornwall Hospital, Penzance and St Michaels in Hayle. Matt, is aged 18 and is employed at Royal Cornwall Hospital as a Business Administration Apprentice.



Image: **Matthew Venton**, Apprentice
Business Administration – Royal Cornwall

How did you get started in your career?

My mum worked in the NHS and one day told me about an apprenticeship in Administration being advertised. I applied, had an interview and then was lucky enough to get employed.

Can you outline a typical work day?

I get in for 8am, check my emails to see if I need to prioritise anything first. I then spend the rest of my day supporting my Team.

What do you enjoy most about your job?

I enjoy working with my team as it's full of good personalities and good 'banter'. Everyone is fully supportive and makes the day pass that little bit easier and my job more enjoyable. Nobody likes a quiet and tense atmosphere.

What skills are important for anyone wishing to start in your profession?

I only just managed to get five C's in my GCSE's, and felt like I had no particular skills. The only bit of skill I had was that I wasn't too bad with a computer, but they still saw potential in me and gave me an opportunity.

What main personal attributes do you think is important for your type of job?

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Do you have any tips or suggestions on how young people and adults can enter your industry?

Apprenticeships are a good way to enter the organisation, there are no age limits to them and it gets your foot in the door, but also opening a door to plenty of opportunities to develop in.

What career progression opportunities are available in your business/sector?

Fully funded courses with the college that you feel you'd like to do. Full support on gaining your apprenticeship qualification.

Why is it important for your sector to attract and train young people and new entrants?

Building up your Apprentice from scratch, with a fresh mind on them and a willingness to learn, benefits the Trust massively. Whilst the Apprentice will be learning all sorts of new skills, the Trust will also be learning something new from the Apprentice, as they will always be bringing in new ideas to help organisations to develop.

What trends do you predict for your industry within the next 10 years? E.g. is it a growing market requiring more young entrants

A huge rise in successful Apprenticeships.

General words of advice

Stick with it. Sometimes you may find your job hard and often stressful, but in the long run you're gaining a whole load of skills, experience and qualifications; giving you a promising future ahead.

Further contact/information

Further information about Royal Cornwall Hospital Trust can be found on their website www.rcht.nhs.uk

For the latest information on Work Experience, Voluntary Work, Apprenticeships & Careers opportunities across Cornwall's Healthcare Sector visit www.getincornwall.com

If you want to know about the range of careers and learn more about what it is like working in the NHS, please visit www.nhscareers.nhs.uk