

CASE STUDY: Management

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BACKGROUND

I am working in the Civil Engineering industry as a senior office administrator, supporting my colleagues within various departments and also liaising with our clients. I have always enjoyed my job and the variety that it brings, but like most other people in this industry I entered it without any formal qualifications. As my company provides training to civil engineers, I was looking at what was available for me to achieve a recognised qualification to support my job role, but my company did not offer anything within my sector.

We received a call regarding training in the area, which I signed up for, and was looking forward to being qualified, although I was also apprehensive as I had not done any formal training previously.

My tutor immediately put me at ease and was contactable via email and the telephone whenever I needed to talk to her in between monthly visits. She guided me through my course and nothing was too much trouble, and I have to say I learnt a lot, especially about negotiation techniques and collaborating with other departments. My tutor's knowledge of the industry was brilliant and the whole experience was very enjoyable. I am hoping to now progress with my tutor and I would recommend the course to anyone who wants to gain their qualification.

A DAY IN THE LIFE OF...

"The course meant I had to work at it, but my tutor was brilliant, I got all the support I needed and nothing was too much trouble."

I primarily work within my own department and collaborate with others. My day starts with allocating the day's work to my team, discussing priorities and target dates for completion, and then I communicate with clients and negotiate terms of service level agreements, dealing with any issues as they arise. Every morning each department comes together and we have a meeting to discuss anything that will affect the business, such as equipment, client or supplier issues. I find that having gained my Team Leading qualification, I am qualified to lead my team of staff and understand the importance of good management within my department, and I am looking forward to progressing onto the next level of management.

"This course gives me the edge over the unqualified team leaders and means I could apply for a job with another company without having to prove myself first."

WHAT THE FUTURE HOLDS

"To be able to prove to customers and employers that I am qualified and good at my job."