

Meet Georgia, Ground Control's Business Administrator, Level 3 apprentice



What apprenticeship are you doing at Ground Control and what does this cover?

I am studying the Business Administrator level 3 apprenticeship within the Learning and Development team at Ground Control.

So far on my course I have looked at different types of business policies as well as legislation that you must follow like Health and Safety, GDPR and the Equality Act.

I am currently working on a project where I must create my own personal development plan with my manager as well as tracking all our 1 to 1's and anything that is helping me to learn and develop like training courses or eLearning.

In the future, I'll go on to look at how the overall business operates and how I can support it in my role.

What do you do on a day-to-day basis in your job in the Learning and Development team at Ground Control?

I look after the admin for the eLearning platform. This includes assigning courses and updating employee passwords. I also cover compliance aspects for our directly employed teams which means that I must make sure that they have the right certificates or qualifications to ensure they are working safely and efficiently.

Ground Control has some great learning and development programmes that I provide admin support for such as our GC Academy programmes, GC Manage and GC Develop that have been launched this year. I book in the courses via Outlook, send out joining instructions and reminders etc for around 40 different modules across the business which keeps me busy!!

I also book some training courses with external providers like First Aid and machinery



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What is the best part of your job?

Definitely my team! They have been so welcoming, helpful, and patient with me especially with the more complicated compliance focused work. My manager has been amazing giving me plenty of time to get my course done each week even when we are busy.

What advice would you give to anyone wanting to get into a Business Administrator apprenticeship like yours?

Focus on any transferrable skills that you have from your studies or work experience. I hadn't worked in an office before I joined Ground Control, so I didn't have any relevant work experience, but I was open to learning new things and have tried to tackle every task with enthusiasm and energy.

What do you enjoy outside of work?

After a busy week at work, I love to get outside and walk my dogs as well as reading when I get the chance especially crime thrillers!



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