



 Class of 2020

**EAST OF ENGLAND  
APPRENTICESHIPS**

**JOB ROLE**

Engineering Services  
Team Member

**COMPANY**

BT

**COMPANY SIZE**

1001+ employees

**APPRENTICESHIP**

Supply Chain  
Warehouse Operative -  
Standard Level 2



■ **INTRODUCING  
LUKE COLE**

Luke works for BT Engineering Services, and whilst he began his time with the company in a warehousing position, he has recently moved to a more project focused role. Where he would normally be co-ordinating deliveries and engineering pick-ups, he now has an oversight of entry level projects and is helping the team to make the company processes as inclusive as possible, alongside working to try and engineer solutions that will make the work environment more enjoyable and easier to navigate.

This work involves being part of a large team and pulling occasionally complex project plans together at a reasonable pace. Most recently, Luke was involved with a 'mobile store solution' project, which saw him work with another apprentice to pioneer a solution for engineers working in remote locations.





They managed to create an ‘unmanned’ solution to the problem, with Luke leading on the ‘smart’ aspect of this concerning the technology within the container. This saw Luke manage a project from a concept in a boardroom through to nationwide rollout, where he was part of the design team and even helped pitch to company directors and customers. Within a couple of months of working with the company, Luke was getting involved in these types of projects, and has seen an increase in responsibility and dealt with more important tasks as time has passed.

Previously studying at University, personal circumstances required Luke to return home and leave his degree early. Not allowing this to set him back, Luke quickly began to research his options and landed on a role with BT, which in hindsight he is very grateful to have come across. Although not particularly interested in completing a warehousing apprenticeship initially, Luke was interested in working with the company and understood that there would be room to progress. Having considered learning a trade, and even returning to university, Luke is comfortable with the progress he has made within the business and is particularly proud of his achievements when comparing with his friends who stayed at University.

In terms of the programme itself, Luke found that his confidence was probably the main thing to benefit from completing the different elements of the apprenticeship. Happy to admit that the academic elements weren’t an issue, it was more a case of understanding the dynamics around networking and socialising within the workplace that Luke struggled with. Now however, he is much more confident and has even turned some of his colleagues into friends which the apprenticeship undoubtedly facilitated.

As well as this, being involved in warehousing taught Luke a lot of the main functions and logistics around the company and understanding these aspects have also helped him feel more comfortable when talking to team members in the workplace. The additional knowledge helped him to understand his colleagues expectations better. Moreover, Luke developed a lot of knowledge whilst he was on the programme too, noting that his understanding around risk assessments, how to approach project analysis and inventory management all benefitted.

In terms of milestones, there have been a few... Luke is particularly proud to have been able to purchase his own property as a result of his hard work and commitment to the scheme. He was also nominated for a supply chain award from within the company, and at the time of writing has progressed to the final stages plus he also achieved a distinction in his apprenticeship with Qube Learning. He found that the benefit of learning alongside his work is that a salary was able to support his lifestyle more effectively, and now being in a position to take holidays and really enjoy his time away from his day job is a luxury he appreciates. Although the role has its difficult days, Luke is really happy in the position and generally enjoys the challenges he faces.

Looking ahead, Luke aims to stay within a project management style role and slowly build up further knowledge and understanding around this. It has been mentioned that progression opportunities are available, and Luke is comfortable taking these at his own pace as he feels his skillset aligns.





## ■ TODAY

Not wanting to overwhelm himself currently, he is content in his role and states that to anybody that may be stuck on which route to take with their career, that an apprenticeship in a field you are passionate about or with a company that you are interested in is a great solution. Having gained both great sector experience and a qualification alongside his role, Luke also stated that the likelihood of achieving a full-time position post-apprenticeship was also a huge selling point.

**“YOUR CHANCES OF BEING EMPLOYED POST APPRENTICESHIP ARE THE BIGGEST BENEFIT OF THE PROGRAMME”**



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CELEBRATING APPRENTICESHIPS

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