

MARCUS VAN SERTIMA

Systems Engineering Consultant, BT Security
Level 5 Operations/ Departmental Manager
Apprenticeship



After finding out about the apprenticeship opportunity from his employer, Marcus started his Level 5 management apprenticeship keen to develop his theoretical understanding of management and leadership, whilst obtaining practical on-the-job management experience. He wanted to learn in a manner that would allow him to put his learning into practice in the workplace immediately.

“ The apprenticeship has provided me with a breadth of professional knowledge and skills, covering: operational management, project management, leading and managing people, change, stakeholders, finance and much more. ”

DEVELOPING AS A MANAGER

“The professional knowledge and skills that I have gained have enabled me to take on new responsibilities and advance my career much faster.

About halfway through the duration of my apprenticeship, one of the senior managers within my organisation placed me in a new role with significantly more responsibility. Part of this new role meant becoming accountable for all line management duties, including coaching and mentoring, performance management, continuing professional development and employee well-being, for nine new graduate engineers and five technician apprentices.

In addition to this, I also became responsible for operational planning and managing candidate attraction activities at 48 universities across the UK, to meet strategic recruitment and resourcing objectives.”

MANAGING MORE EFFECTIVELY

“Each year, an anonymous company-wide employee feedback survey is released. As a people manager with a team of 14 people, I received my own personal report with feedback and comments. Within my personal report, my overall result was 92%, which is the average favourable

responses (agree and strongly agree) to a number of questions, such as ‘my manager gives me regular feedback that helps me perform at my best’. I would largely attribute my high score to the application of my learning from this professional apprenticeship.

By applying my newly acquired professional knowledge and skills, I have been able to better manage and lead my team, as well as better support my organisation in realising its strategy.

As an example, prior to allocating tasks to team members, I now spend more time better understanding team members’ individual behavioural strengths and weaknesses. This helps me to allocate the right tasks to the right people and develop my team members more effectively. The result – a better-performing team.

There is no doubt about it that the CMI apprenticeship has enabled me to add greater value to my organisation.”

MANAGING THROUGH UNCERTAINTY

“ Managing and leading through the pandemic has been a challenge for most managers and leaders across all industries. It has required managers and leaders to be extremely agile and manage people and change like never before. Fortunately for me, a big part of my apprenticeship focused on developing these competencies. Being equipped with professional knowledge and skills in these areas enabled me to be a more effective manager and leader throughout the pandemic. For example, my learning enabled me to better support my team with regard to: wellbeing; handling isolation; working from home; personal concerns; performance etc.

As of January 2021, I have a new team of professionals whom I am hoping to have a positive impact on in these difficult times. I also hope to continually add significant value to my organisation over the coming years, helping us to continue to delight our customers and exceed expectations. ”

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 managers.org.uk/apprenticeships/

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