



## An investment for employers.

**REBECCA WALLIS, 23**  
MANAGER, HERRIOT HOSPICE HOMECARE STORE  
LEVEL 3 APPRENTICE IN MANAGEMENT AND LEADERSHIP

At 23, Becky Wallis may seem quite young to be the manager of the **Herriot Hospice Homecare** shop in Northallerton. But it's clear that this hard working woman relishes a challenge and is keen to further her education to advance her career and build a future for her family.

As manager, I'm responsible for opening and closing the store, banking, sorting donations, recycling unsold stock, recruiting volunteers and liaising with the Job Centre to give out of work people a role with us.

When I started, I undertook a Level 2 NVQ in customer service, and I was interested in progressing to the next level, but my tutor mentioned the CMI Diploma in Management and that seemed just what I needed.

I've learnt more about the legal side of retailing, for instance health and safety, employment law and equality and diversity — all of which is very useful in my job. I work a lot with vulnerable adults, so the information I've gleaned about safeguarding is invaluable and as I've never been a manager before learning how to lead and motivate the team was essential. I'm now able to make decisions on my own and I don't have to consult head office, which makes it a worthwhile investment for my employer too.

My tutor, Alison from **Intec Business Colleges**, visits me at work every four weeks and she's available via phone and email at other times. She's very approachable and supportive. Despite having a young daughter, Becky is committed to further learning.

In September, when I finish this, I'm looking at level 4. Yes, it's hard but I love a challenge. One day I could be promoted to area manager, regional development manager — there are still quite a few more ranks ahead!

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