

MEET MOLLY JONES

Ground Control Business Administrator Level 3 Apprentice



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

I am in the middle of the Level 3 Business Administrator apprenticeship. So far, I have learnt a lot about Ground Control doing this course as I have looked at all the company policies and the general legislation that we have to follow. I have also covered areas that focus on my own personal development and improving my business skills.

What do you do on a day-to-day basis in your job within our Infrastructure team at Ground Control?

Currently I am working as a Mobilisation Coordinator in the Potholes team. I check audit reports that are submitted via the system. These show photos of the potholes work that our field teams have completed each day. I check the images for quality and also to the spec of what the clients requested. If I spot any issues, I then escalate this to our contract management team.

I also raise any issues with the traffic management for any work completed as well as health and safety checks ensuring that the teams are wearing the correct PPE (personal protective equipment) for safety reasons.

I raise RAMS (risk assessments and method statements) for each job and look at material and tools needed for all the jobs as well as considering COSHH (Control of Substances Hazardous to Health) when needed.

What is the best part of your job?

The people! I get a lot of support from my manager and the team. I can ask questions about anything, and they will always help me.

What has been the hardest part of your apprenticeship so far?

I have been rotating round different teams. I spent 2 months first in the Admin team and then moved to Mobilisations for 3 months. Next, I will cover Estimating for 3 months. Initially it was hard as I had to learn to be adaptable, adjusting to varying work volumes and different team members but it has been a great experience so far.

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

Do lots of research about the company you are applying to before your interview to show that you have an interest in the business and values.

Be confident in yourself! I didn't know if I could do it... but your confidence grows with time so don't panic at the start. You will learn everything you need. Don't put pressure on yourself in the beginning.

Try not to be nervous as you will learn everything you need to know when you start. It doesn't matter what experience was previously – just be eager to learn!

What do you enjoy outside of work?

I like seeing my friends and socialising at the weekends and I also love to draw.