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THATCHERS

— THE FAMILY CIDER MAKERS —



Hi, I'm Izzie, I'm about to finish my apprenticeship here at Thatchers. I have been studying the Level 3 Customer Service Specialist qualification, this is an 18-month course and I have managed to complete this within 13- months, so I'm really pleased to have done it so quickly!

My Background:

I joined Thatchers after completing my Level 3 Business Diploma at Weston College. I knew that University wasn't for me, as I wanted to start working to earn money and gain on the job skills. I liked the idea of an apprenticeship as it meant that I could still study and gain another qualification. Being more of a practical person an apprenticeship was right up my street and I wanted to secure a role within a company that had lots of opportunities in order to help broaden my future career.

I decided that I wanted to do an apprenticeship even before attending the college careers fairs. It was at one of these fairs that I saw Thatchers and had the opportunity to speak with them about their scheme, that made me want to apply. I was able to get some great tips and advice that really helped me. I really would really recommend spending time visiting career fairs and talking to employers and company representatives.

Application Process:

It was during the new year that I applied, this is when most companies go live with their schemes. Getting the job felt like quite a long process but was totally worth it! As part of the process I attended an assessment day, which although at the time felt daunting it was great fun and rewarding with all the team building tasks we had to complete.

Current Role:

My role has changed since joining Thatchers. I was part of the Customer Service team, now I work in the Supply Chain as a Stock Controller. One of my responsibilities is managing all the internal stock to ensure that we don't run out of cider...so no pressure!

Every day is so different which is what I really enjoy. On a typical day I analyse the stock quantities from the previous days production, manage stock within our third-party warehouses, process any damages and sales returns, as well as resolving any issues we may have with labelling and pallet control whilst liaising with the warehouse team.

What I have experienced so far:

My experience so far has been great. I love that it's very much a family run business, I really do feel valued and part of the team, as cliché as that sounds! Everyone is so friendly and above all I always feel included.

I am so grateful I had the opportunity to explore different departments, as it gave me a better insight to the different sectors within Thatchers, helping me to understand what I enjoyed.

The apprenticeship has allowed me to have many experiences and opportunities outside of my role. I am proud to have been on BBC Points West News representing the company, as well as attending awards ceremonies in London and going on company visits which helped to broaden my business knowledge.

I have learnt so many different skills since joining. My biggest improvement is in my confidence and communication. Being on the phone in Customer Service really developed this skill, now I am liaising with so many different people both internally and externally at all levels. I am so much more knowledgeable now and love that I can help my colleagues in Thatchers.

What I'm most proud of:

My biggest achievement in which I am most proud of, is getting the job I do now. I felt honoured to be asked into the team and given the opportunity to progress within. Oh, and also being asked to be the Wassail Queen was quite an honour too!

Top tips:

My advice to other students would be don't narrow your options, consider all opportunities and don't dismiss apprenticeships. I feel apprenticeships are massively underrated and shouldn't be. Don't just follow what your friends do! Attend careers fairs and speak to a wide range of employers, I would suggest looking more at the course content as opposed to the qualification.

It is imperative you spend the time developing your CV and fully researching the company you are applying to.

I would highly recommend an apprenticeship at Thatchers, for me it has proved to be a fantastic experience, learning on the job whilst continually developing my work skills, which has enabled me to have so many opportunities and support that I wouldn't have got at university. I'm excited to see where my future takes me here at Thatchers.

