

Michelle Whalen



Joined the Business Administration

Apprenticeship scheme in 1994 and was placed at Fronts Ltd., a furniture manufacturers, as Receptionist.

Whilst with Fronts I became employed as a Receptionist/Administrator and completed my Administration NVQ level 2.

I applied for the receptionists post at ITeC in 1998 and was employed within a few weeks. My role included greeting all visitors to the centre, answering calls through the switchboard, dealing with time sheets, raising and paying invoices and I was responsible for the day to day accounts. During this time I completed my Administration NVQ level 3 and the Advanced Modern Apprenticeship

After one year on the reception I was promoted to Clerical Assistant and moved into the Administration Section. I was promoted again in April 2003 to become the Admin Supervisor, my role includes managing all aspects of the centre's administration, including payroll, LSC paperwork, invoicing and confidential learner records. I am also responsible for the smooth running of the reception area, and manage the staff on duty.

"Work based learning is better than going to college as you get real experience and qualifications at the same time."

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