**Day in the Life….. Isabella Ince, Administration Apprentice, C.RO Ports London Ltd.**

Joined C. Ro Ports: August 2021

Age at start: 20 Years Old

Title: Administration Apprentice

**Tell us about yourself, what do you do?**

*My name is Isabella Ince; I am in the 1st year of an 18 month Level 3 Business Administration Apprenticeship at C.Ro Ports, training with SMART Training.*

*I work day to day with a team of the Human Resources Department.*

**Tell us about a typical day here at C. Ro Ports in your job role**

*I am currently based in the Human Resources Department, in which I assist with any administrative tasks whilst understanding the importance of providing a private and confidential service. Throughout the day, I file and sort personnel files, along with ensuring all current records and forms are kept up to date. Since I have started I have had an insight into the companies’ recruitment procedure such as; inviting candidates in for interviews as well as, creating and sending out offer letters and GDPR packs. In addition to this, I am able to add new employees to our company system on their commencement. Recently, I have learnt how to upload any qualifications and training employees have produced onto our Human Resources system for any future reference.*

*Another part of my day-to-day tasks is to cover all Reception duties during lunch breaks and annual leave. Within this part of my role I have learnt how to create visitor passes, use a switchboard telephone system and sort all company post. In addition, I also have the ability to book meeting rooms, catering bookings, hotel bookings and ordering stationary for the company.*

*I am working towards a Level 3 Business Administration Qualification with SMART Training providers in which I look into fundamental business aspects, create research projects and assignments relating to C.RO Ports and the work that my role entails.*