

Apprentice Case Study

James Attwood - Level 3 Team Leader/Supervisor - Apprenticeship

James Attwood from Bury St Edmunds was recently promoted from Team Manager to Regional Operations Manager within Actavo. As Regional Operations Manager, James' responsibilities include planning and organising operations within his designated region to ensure business targets are met. Also making sure training, holidays and sickness are all factored to ensure targets are delivered and monitoring performance amongst the teams and communicating with Team Managers to ensure all KPI's are met.



This was a position James had been targeting and with the help of the Apprenticeship he is looking to develop further, saying: *"I was striving to reach this position as I always had the confidence I could do it. Now given the opportunity, I have the drive and determination to see this through. My skills and knowledge are improving every day and I will grow within the role whilst learning from my colleagues and using Management techniques I've learned from Group Horizon's coaching."* James continued saying, *"For me, the Project Management unit will help me overall. I'm learning from my mistakes and adapting to a new environment."*

James has been impressed with the training so far saying, *"Group Horizon have been very helpful. They have used good examples and scenarios to demonstrate and breakdown how to deal with certain incidents. I enjoy implementing new management techniques to improve the overall performance within my team."*



For further information please contact Group Horizon

Email: info@grouphorizon.co.uk

Telephone: 0800 002 9805 or 0191 497 7722

www.grouphorizon.co.uk Follow us on Facebook and Twitter [@grouphorizon](https://twitter.com/grouphorizon)