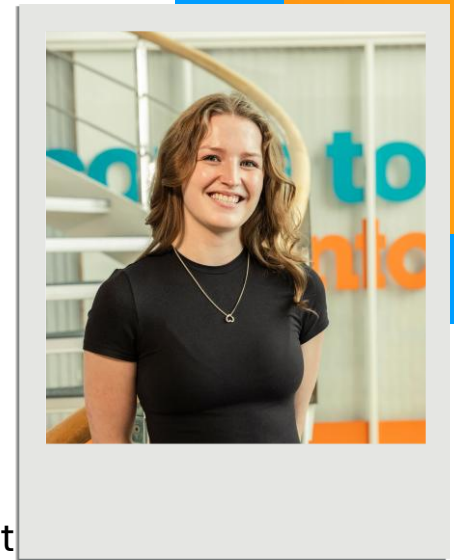


Alice Cammock

Job title: People Support Apprentice



How long have you been in your role?

I started my role as a People Support Apprentice in May 2025, so have been in this position for almost four months. Although it has been such a short period of time, it's flown, and feels like I have been here forever!

How did you get in your role?

After completing my A-Levels in July 2024, I originally started a Law Degree at Northumbria University. During the first few months of my degree, I quickly realised that the university life was not for me and I was ready to join the world of work.

When this apprenticeship was advertised, it seemed like the perfect opportunity to apply for a positive change, at a company that I have always had an interest in. Since securing this apprenticeship I have never looked back – I come to work each day knowing there is always opportunities to learn and grow within my role.

What do you enjoy most about the role?

As a People Support Apprentice, the most enjoyable thing about this role is the variety of tasks and jobs that are required each day. This can range from anything to posting jobs, scheduling interviews, hiring new employees, booking external travel, organising training courses, planning work experience, and more; no two days are the same. I also enjoy interacting with different people from both inside and outside the business – I always aim to provide a positive experience and a friendly face to all. Recently, one of the highlights of my role has been assisting with the Apprentice Recruitment.

It has been extremely rewarding to be involved through the whole process, from organising assessment centres, to meeting the successful candidates when processing their onboarding. As an apprentice myself, it is nice to finally meet the other members of the 2025 Apprentice Cohort!

What challenges do you face?

One of the biggest challenges within my role is the volume of tasks which the People Support Team, and prioritising these tasks. There is often occasions where I can be halfway through a task, or working through my to-do list, and a task will be assigned to us that has greater importance and urgency than my current task, so everything must be replanned to accommodate this task of the greatest importance. During my first few months in this role, I have quickly developed my skills surrounding efficiency, time management, and organisation, which have helped me greatly.

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What skills/qualifications do you require for your role?

In regards to qualifications, for the role of People Support Apprentice I required a GCSE Grade 4 in English and Maths. Many skills that apply to this job role were developed through my other part-time jobs as a swimming teacher, and sales assistant. As a swimming teacher, effective communication was vastly important.

This ranged from coaching children as young as three into the swimming pool for the first time, keeping older children engaged and enjoying their swimming sessions, and discussing progress with parents. Although communicating with people at Gentoo is very different to talking to small children about Peppa Pig, the principle of effective communication remains the same, and it is a skill that has been developed through my past experiences.

Whilst working as a Sales Assistant in Fenwick, adaptability and the ability to work under pressure were hugely important, particularly over the Christmas period. Having different part-time jobs before beginning my apprenticeship has allowed me to be an effective worker, as well as allowing me to have further knowledge and confidence within the workplace.

What advice would you give to someone considering this as a career option?

To anyone considering an apprenticeship, particularly at Gentoo, the best piece of advice I can provide is to definitely apply! Sending an application always provides a chance – it opens the door to many opportunities, and you never know how successful you could be if you do not apply.

Every experience provides opportunities to learn and grow, so make the most of all of everything that life provides you with. If I could talk to myself from a year ago, I would say that everything works out in the way that it is supposed to, and everything happens for a reason – sometimes you just take a different or unconventional path! To someone considering a career in HR or People Support, my advice would always be to be yourself – in a field which is particularly people-focused, being authentic is the most important thing.

For any general questions about my job role, or apprenticeship advice, please do not hesitate to contact me on alice.cammock@gentoogroup.com and I will be happy to help.

