

# Apprentice Case Study

*Susan Jackson - Dual Fuel Smart Meter Installer, npower*

Sue Jackson spent many years in administration roles before redundancy in 2007 left her searching for a new career away from a desk. After a few years of temp work she was approached by an agency with a vacancy for a meter reader and in 2010 she began her career with npower.



*“I’ve never looked back since I’ve joined npower, I was never truly happy in office based roles so it was lovely to find a job which allowed me to get out and about”* said Sue, *“When the opportunity came up to apply for the new Smart Meter Installers Apprenticeship, I was at first a bit hesitant but I soon realised the opportunity and the investment npower was making in it’s staff so I put my name forward”*.

Sue has loved every minute of the apprenticeship programme, *“there is a lot to learn so it certainly hasn’t been easy but I’ve been really well supported by my colleagues, managers and tutors and I’m starting to feel really confident in the role, I have been lucky to be with some really great colleagues on this programme and we are there to help each other - I’ve made friends for life”*.

Sue is feeling very confident for the future *“thanks to the investment npower has made in me I feel very valued and I am grateful for the opportunities I now have ahead of me”*.

***For further information please contact Group Horizon***

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