

ACH Wolverhampton Welcomes Emma on a Work Experience Week



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For one week Emma joined the Wolverhampton team to gain some insight into working in this environment. Emma is a sixth-form student who is currently studying for her A Levels. She has the ambition to go to University to study Geography or International Development but is still undecided. In the future, she would like to work in the charity sector.

Through contact with one of Support Workers, Amy, Emma decided to spend one of her work experience weeks at ACH. Emma was able to experience first-hand a variety of tasks and procedures in the office. Firstly, she began her week by becoming familiar with who ACH is, who our tenants are and our Health and Safety procedures. Emma then spent some time shadowing all members of staff in order to understand their specific roles within the office. She began by shadowing the Support Workers.

As a Registered Social Landlord, we must always ensure that our tenants are supported to enable their integration into British society. It was very important that Emma witnessed the support services that ACH offers to our tenants as this is integral to our approach. Throughout the week, Emma also attended all of the training sessions that ACH Wolverhampton holds, including English and IT Classes. At ACH we believe that training our tenants and learners is key to their integration. It was therefore, really useful for Emma to witness firsthand how central training is to ACH.

Later on in the week, Emma focused more of her attention on the housing management side of ACH. She went on a house inspection with Rashid to understand the standard that we expect on our houses and how do we carry out Health and Safety inspections. It was important for Emma to see our houses, however we're sure Emma was also just happy to get out of the office a little!

Finally, throughout the week Emma experienced working on the administrative tasks in the office. She learnt how to answer the phone, she saw how our filing system works, and learnt how to greet our clients on reception in a friendly and professional manner.

We hope that Emma enjoyed her stay with ACH and that it has been a useful work experience. All staff really enjoyed having her in the office and we hope to see her back soon. Thanks for your help! A little thank you message from Emma!

