



Jack Rowley - Apprentice Case Study

Jack is based at the recently opened DPD Pickup offices in Stoke-on-Trent. He was initially employed as an Apprentice Administrator, a role he has been in for the past 12 months. Jack has been heavily involved in the major project of starting up the new Pickup site, and has made a valuable contribution.

Jack's tutor says, "Jack is a credit to DPD and a true pleasure to work with, his Apprenticeship has enabled him to build an excellent career with great prospects for the future."

Jack has completed his Advanced Apprenticeship in Business and Administration at Level 3 and has already started preparing his assignments for his Higher Apprenticeship in Business and Administration at Level 4.



**Success Story:
Jack Rowley**

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To find out more or to get involved, please contact Hawk Training on 020 8891 0992

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Before joining DPD, Jack worked in construction. Jack says:

“There were lots of Apprenticeship opportunities when I was at college but I never found the one that interested me, until a friend told me about the Apprenticeship with DPD. I expected to stay in construction, but this opportunity was too good to miss. I think the Apprenticeship scheme is great, because you are brought into the company at a junior level with countless opportunities for promotion, etc.

I have learnt a number of new skills since becoming an apprentice at DPD. From an operational point of view, I have worked with all depot staff. This ranges from drivers and people loading the vans, to the office staff that control all of the routes and collections that the depot must complete. I have gained experience in working in an office environment and have become very confident with my phone skills, amongst many other things. All of this allows me to be very efficient when working as a member of the Pickup team.

At the moment I think I am valued as an important part of the Pickup operation due to my knowledge of the scanners that we use for the shops and my availability to work flexibly, whilst focusing on DPD Pickup customer requirements.

I never thought I would work in an office, so this Apprenticeship has opened my eyes to new occupations and opportunities.

An Apprenticeship is a great way for young and work-hungry employees to see every aspect of a business from the bottom to the top. At the same time, you are able to learn every possible aspect at your own pace and if you are successful, there is no limit to what you can achieve in your sector of work.

Paul McDonald, Community Development Officer, says:

“Jack has excelled during his Apprenticeship. He came from a totally different sector but has adjusted amazingly well. He is very level headed, has settled in well, and is an asset to the DPD Pickup team. Jack will progress and develop further and I have no doubt that he will move through the ranks at DPD. Jack embodies all that is good about Apprenticeships and demonstrates our DNA on a daily basis”.

DPD Group looks forward to continuing to recruit and place apprentices throughout the business.



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