



COSTA
Manager
ODEON Stoke

People
Assistant
ODEON
Support Office

People Advisor
ODEON
Support Office

What interested you about joining an apprenticeship?

Whilst working in cinema as a manager, I had a passion for all things People and started to look for roles in the People team. When I saw that Bright Lights would offer an apprenticeship in HR, CIPD Level 5. I knew immediately it was something I was really keen to apply

for and that the modules that the apprenticeship consisted of would provide me with key insights and knowledge that would enable me to start to develop a career in the People team. The first few sessions on the course were incredibly insightful and helpful and gave me the initial skills needed to secure a position as a People Assistant.

Has your studies contributed to your career development?

Absolutely. During the course of the apprenticeship, I have had three roles, for which the apprenticeship assisted development in each. As a manager in the business, it helped me to improve engagement and quality of service in our Costa store, as well as helping me to curate talent and succession plans. As People Assistant, it provided me the base and wider knowledge that would help in improving core day-to-day transactions and processes, key stakeholder management and building rapport with colleagues across the business. Finally, the apprenticeship developed a set of core skills and insights that enabled me to progress to People Advisor, supporting our People proposition and Colleague Journey.

How do you use your apprenticeship in your daily role?

I love sharing any knowledge that I have that I think will be helpful to the rest of my team and connecting to other colleagues on the apprenticeship so we can share key insight together too - this was really valuable, and even after graduating I continue to share and grow my knowledge.

What would you say to someone thinking about doing an apprenticeship?

The entire course was an amazing experience and the things I learned were invaluable. For those ready for a new challenge, Bright Lights is something I'd highly recommend to support growth and career development.





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General Manager
ODEON
Greenwich

Cinema
Experience Coach
ODEON Support
Office

Guest Experience
Manager ODEON
Support Office

Tell us about your apprenticeship journey

I applied to be a Bright Light when I was working as a General Manager in Odeon Greenwich. I was looking for an opportunity to develop my skillset and Bright Lights delivered. Not only did I learn lots of new skills that helped me grow into more strategic roles, but I also shared this journey with other incredible ODEON leaders that helped expand my own self-awareness and my understanding of how our business operates.

Has your studies contributed to your career development?

100%! My studies involved conducting a project to demonstrate our learnings and drive business performance. My project was linked to big launch in ODEON which helped me expand my network and showcased my skillset. Now I use project management and change leadership techniques on a daily basis, and I create Gantt charts, work breakdown sheets and stakeholder maps. I wouldn't be half as productive and efficient without them. All things I wouldn't know if it wasn't for Bright Lights.

Tell us about some of your favourite parts of your apprenticeship

The self-development module gave me greater understanding of my personality type, my working style preferences and how my colleagues feel about my approach with 360-degree feedback, it really helped me be objective about my behaviors so I could understand where I could be better. Also, being part of the cohort with other leaders with a wealth of experience created a great environment for learning.

What was it like moving roles during your apprenticeship?

I moved into support office halfway through my apprenticeship so balancing the different requirements of my new role and the course was challenging. However, the course itself provided me with the tools to prioritize more effectively and I had a fantastic skills coach who offered support and really helped me to help myself stay on track.





Deputy
Manager
ODEON
Trafford

Cinema
Manager
ODEON LUXE
Durham

Cinema
Manager
ODEON
Silverlink

What interested you about joining an apprenticeship?

Whilst I was a Deputy Manager at ODEON Trafford, I had thought about applying to Bright Lights and my line manager at the time who was also on a Bright Lights apprenticeship suggested it to me as something that would be a good development opportunity and I felt I was in a place where I could really benefit from it. I was already in an operational role and operations is a strength of mine so I thought that doing the Level 5 would really support and develop me as a leader in a fast-paced operational setting. Plus, the return to learning really interested me.

Has your studies contributed to your career development?

I would say so, I have found quite often in coaching and development conversations I have been able to offer better support and make suggestions as to how to overcome challenges and it has made me a better all-round leader. I have learned about different theories and models which have also helped me day to day to operate more effectively.

Tell us about a challenging part of your apprenticeship and how you overcame it

The most challenging part was during lockdown; we had a learning break, but it was very short term and when we came back, I had a new coach, and all the learning was done remotely. It took a little time to adjust to the different learning setting. I overcame it with the support of my Skills Coach Annette who was absolutely incredible and her support was invaluable.

What was the key to your success?

It was definitely having a good relationship with my skills coach and line manager the three of us working together meant I was supported every step of the way. It is so important to keep in touch with or reach out to your skills coach when necessary because they are there to help you however they can, and I wouldn't have achieved the success I did without mine!

