



Business Analyst Apprentice Janeece Hylton, 19, had a university offer, but she chose an apprenticeship instead. Now she's learning from the people around her while she climbs the career ladder and studies.

Hi, I'm Janeece and I'm a Business Analyst Apprentice at National Grid.

On A-Level results day, I had to choose between an **IT apprenticeship** here or a French Studies degree at Warwick University. I'm so glad I decided to start working immediately, especially for such an exciting and impactful company. Each day I'm learning new things as I progress. Power is so essential to our everyday lives and I get to be part of the energy workforce.

Growing in confidence through work

It surprised me how much the people around you want to bring out the best in you, supporting you in every aspect of work. Not just my inspirational mentor, but everyone I work with sharing words of wisdom and explaining how important it is to focus on your own self and your strengths and weaknesses. I was Head Girl at school, but I was always a bit of an over-thinker. I've grown in confidence since I started working.



A big part of my role is acting as a go-between to different departments and teams – like business and IT – discovering their different priorities, potential obstacles and mapping a cohesive process so everyone can work together to achieve a common goal.

It's been quite challenging bringing people together online during COVID, rather than seeing them across the room. But I feel very privileged to have the security of a job and a big positive is feeling closer to my parents, who are both keyworkers, while I work from home in Coventry.

I've discovered my role is really well suited to me as a person. During the assessment centre day, I was presented with three different IT specialisms; based on my performance throughout the day, I was encouraged to pick business analysis and I'm so pleased I did.

Learning there are no 'silly questions'

I'm goal-orientated and I like working to an end-point or deadline. I've always been inquisitive and I never hold back from asking the 'silly questions'. It's rewarding to see how well matched I am in character to my role.

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To anyone thinking about joining the apprenticeship programme, I'd say go for it! Whatever your background, you'll always fit in and be accepted. You'll always have opportunities to progress in different roles and departments. People here welcome new ideas, so don't be afraid to challenge existing practices. Never shy away from asking questions; people are happy to take the time to explain.

Don't be put off by the hierarchies of a complex organisation – it means there are lots of ladders for you to climb in your career. And all the senior leaders are very approachable and down-to-earth. I recently received an email from a member of the US leadership team, congratulating me on a project after my line manager told him about the work I'd put in.

There's a real culture of celebrating individuals and their contributions here.