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Name:

Kyle Lawrence

Job title:

**Seafreight Customer
Care Operator**

Company:

Unsworth

Pathway:

Seafreight

What advice would you give a young person considering an apprenticeship?

An apprenticeship is a good way to get in to working life, it gives you the ability to earn while you learn and gain a qualification.

Why would you encourage young people to consider a career in freight forwarding or logistics?

Freight forwarding is very interesting as you are learning and handling new things on a daily basis, clothing, trainers, cars, jewellery, laptops, the list is never ending.

How did you get into the industry?

I found my apprenticeship through the national government website, applied through there then went through a three-part interview process at Unsworth where I currently work.

What does your current role entail on a day-to-day basis?

On a daily basis, I deal with unpacking of groupage containers, this then leads in to the handling of releases and deliveries. Furthermore I deal with customs clearances on behalf of some of our customers.



“
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Tell us about the best parts of the job.

The best parts of the job is the challenges which we sometimes face, as I am someone who likes to do problem solving and I do enjoy the sense of fulfilment once you've found a resolution.

What is the most interesting product that you have shipped?

I handled some old school trucks, there were three of them, imported from Australia to the UK, we had to be very careful and ensure they were loaded correctly in the container to avoid any damage.

What advice would you give to young people when they first get into a role?

Never be afraid to ask questions if you do not understand something and also pick the brains of the more experienced people, they will have a lot of knowledge they can pass down to you.

How important is support from your colleagues?

Support is key, especially at the start when first learning, your colleagues will have knowledge they can pass on and help improve your skills.

What is your proudest achievement?

My proudest achievement is being nominated as a finalist for, "Apprentice of the Year", this was a great achievement and although I was runner up it was a great experience, I was also able to bring my mum along and she was very proud of me, we also met Dame Kelly Holmes and had a nice picture taken of the three of us.

Finally, can you remember what you spent your first pay-check on?

I treated myself to a nice pair of trainers.



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