

Title: **Case Study**  
**Business Administration & Finance**  
**in Wiltshire & Swindon**

**Kerry Charters** started out in her career by doing work experience with Wiltshire County Council while studying at college.

But from doing the filing and photocopying, she soon moved up the ladder into a management role – by the age of 23 she was running the council’s legal support administration team.

Now 26, Kerry is managing a team of eight administration staff who provide vital support to the council’s solicitors.

She’s also in charge of billing clients for work, and has responsibility for IT and Health & Safety – as well as being Personal Assistant to the council’s Head of Legal Services.

“I enjoy it,” she says. “There’s a real buzz to working in legal support. I have trained up and I’m proud of what I have done.”

Kerry left Clarendon School in Trowbridge after taking GCSEs and went on to Trowbridge College (now part of Wiltshire College) and took an advanced vocational qualification in Business.

Because the course was part-time, she was able to work for two days a week with the county council’s legal unit. Her employer was so impressed that she was kept on throughout her two-year course.

The following year she took a full-time job with the council – and she has never looked back. The job has bought many training opportunities, ranging from Word, Excel and Powerpoint to NVQs in Management and the chance to take professional accounting qualifications.

Kerry says the route she took has fast-tracked her to a management position often done by someone in their mid-30s. And one of the things she likes most about her job is taking school pupils on work experience – young people starting out just the way she did.

“My main advice to anyone is to get as much work experience as you can. When I started off I was mostly doing the photocopying, and the downside was that during the summer holidays I had to work. But it was worth it in the end.”