

Individual Case Study: Sheena Frempong



Sheena Frempong works extremely hard to meet, greet and be the main point of contact for the busy BTCV Kings Cross office. She was initially introduced to BTCV at a careers fair when she found out about the Millennium Volunteers scheme. She began working as a Millennium Volunteer for nine months and is currently working in a full-time role as Operations Administrator in Kings Cross.

“I was studying at the London School of Economics for a Masters in International Relations and wanted some extra work experience in the charity sector. When I found out about the Millennium Volunteers scheme, it suited my needs perfectly. In February 2003, I started work for *Age Concern* in Haringey, London. I helped with the ‘Telephone Befriending’ scheme which reaches out to elderly people isolated in their homes; people who were missing the normal lines of communication in their lives that we take for granted. The kind of volunteering I was doing made me feel really good about myself, I had a chance to talk to people who were isolated and had mobility problems and it was extremely rewarding to talk to them and inspire them with confidence. Initially, this started out as 4-5 hours a week as it fitted in well with my studies. I worked for *Age Concern* for a total of nine months when I eventually got awarded a certificate for 100 hours of volunteering.

I think the Millennium Volunteers scheme is an excellent way of gaining work experience and all the staff very extremely supportive throughout and made me feel very comfortable. It took some time to get a suitable placement, but the MV staff were so supportive and this really made a big difference. The volunteering gave me the opportunity to develop my career skills and gave me practical hands-on experience of working with people.

I applied for the Operations Administrator job at BTCV, as I already knew the organisation well from my volunteering, I knew how it worked and saw it as a great way to get into the organisation. Overall, I think the volunteering experience with Millennium Volunteers has been extremely useful to my career as it allowed me a taster to get a much better idea of the direction I wanted to take in the future. It’s nice that I have taken on different roles in the organisation and I feel very much part of BTCV team now, all of whom have made me feel very welcome.

I think it was a great opportunity for me and a fantastic scheme as it gets so many different people involved. I made so many new friends from different backgrounds who I would not have the chance to meet otherwise. It also benefited me personally, giving me some real direction of what to do for my future career. At present I am happily working in the role in Kings Cross and looking forward to new challenges ahead.