

Professional discussion DISC-003

28 September 2026

Northbridge College

LEARNER

Ellie Turner

TOPIC

Understanding the organisation

ASSESSOR

Rachel Okafor

RECORDING

0:43

Timeline

Time	Criterion	Rating
0:10	K1.1 Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the poli	★★★★☆
0:23	K2.1 Knows organisational structure and demonstrates understanding of how their work benefits the organisation.	★★★★☆
0:34	K2.2 Knows how they fit within their team and recognises how their skills can help them to progress their career.	★★★★☆

Transcript

Rachel Okafor: Let us talk about your organisation. In your own words, what does the business do and what is it trying to achieve?

Ellie Turner: We manage buildings for other companies: cleaning, security and maintenance. The aim over the next three years is to grow our contracts in the public sector while keeping customer satisfaction above ninety percent.

Rachel Okafor: Where does your role sit in the structure?

Ellie Turner: I am in the business support team, which reports to the operations director. My work keeps the contract managers free to be out on site rather than doing paperwork.

Rachel Okafor: And how do you see your career developing?

Ellie Turner: I am good with data and systems, so I would like to move towards a contracts coordinator role. I have already started shadowing one of the coordinators on Fridays.

Rachel Okafor: Brilliant, thank you.