



Engineering  
our future

**Name:** Michelle Moore  
**Job Role:** First call engineer

**What does your job involve?**

I'm one of National Grid's army of emergency response engineers. As a first call engineer, it's my job to attend and make safe gas escapes reported by the public.

**How long have you been working at National Grid?**

Five years

**What inspired you to study engineering?**

After leaving school I had a series of administration and clerical jobs, but it was when i joined National Grid's metering division that i decided life behind a desk was not for me.

I've always been a technically minded person so when the opportunity arose to join National Grid's apprentice scheme, I jumped at it.

**Detail your career path so far**

My training took two years and consisted of a great deal of classroom work, practical exercises and assessments. At the end of it I had my City & Guilds and NVQ level 3 qualifications. This was followed by a period of on-job training where I partnered one of my colleagues, but now I am fully qualified and can attend jobs on my own.

**Would you encourage others to consider an engineering career?**

Yes. I'm very glad I moved into engineering. I now have a very responsible and enjoyable job and the prospect of a long-term career. I'm hoping to do more training to move away from domestic work and into the commercial and industrial work. After that, I can look at moving into a managerial role. I've used my training to promote gas safety to school children. Each year I talk to hundreds of youngsters at Survive Alive safety events where I tell them what to do if they find a gas escape.



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**How would you sum up your job in three words?**

Challenging, interesting and thoroughly enjoyable.