



NHS WALES PEOPLE PROFESSION CAREER STORIES



DEVELOPING THE NHS WALES PEOPLE PROFESSION



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INTRODUCTION

Welcome to the NHS Wales People Profession Careers booklet, developed to provide detailed insights into the diverse and exciting people profession roles across NHS Wales from professionals in the field. As the backbone of NHS Wales, our people profession are dedicated to supporting our workforce to deliver exceptional care and support to patients and communities across the nation.

Through this booklet, you will explore real career journeys and discover what it's like to work in a myriad roles each playing a vital role in shaping the future of healthcare in Wales. Whether you're a seasoned people professional looking to advance your career or a newcomer eager to make a difference, this booklet serves as a guide to what it's really like working in such a rewarding and impactful career within the NHS Wales People Profession.





ORGANISATIONAL DEVELOPMENT (INC. LEARNING AND DEVELOPMENT)



- Organisational Development (L&D)
- Workforce Planning
- People Analytics
- People Business partnering
- Senior Leadership



LEVEL 5



REASONS I LOVE MY ROLE

- ✓ HELPING CREATE MUCH NEEDED 'THINKING SPACE' FOR LEADERS AND TEAMS SO AS THEY CAN FIND THEIR OWN BEST WAYS FORWARD
- ✓ WORKING WITH SKILLED AND THOUGHTFUL COLLEAGUES ON A DAILY BASIS
- ✓ GETTING THE CHANCE TO HELP DEVELOP OD AND PBP COLLEAGUES
- ✓ GETTING THE CHANCE TO APPLY THEORY IN PRACTICE AND SEE WHAT MAKES A USEFUL DIFFERENCE

RELEVANT CPD

- ✓ HUMAN SYSTEMS DYNAMICS PROFESSIONAL
- ✓ OD PRACTITIONER (ROFFEY PARK INSTITUTE)
- ✓ ILM L5 COACH
- ✓ SYSTEMIC CONSTELLATIONS
- ✓ ORSC (ORGANISATIONAL RELATIONSHIP SYSTEMS COACHING)
- ✓ RELATIONAL ORGANISATIONAL GESTALT
- ✓ CLEAN COACHING/EMERGENT KNOWLEDGE
- ✓ HSD PRAXIS PARTNER
- ✓ SOLUTION-FOCUSED PRACTICE

CORE ATTRIBUTES THAT MY ROLE REQUIRES

- ✓ CURIOSITY AND A COMMITMENT TO INQUIRY RATHER THAN PROVIDING ANSWERS
- ✓ THE ABILITY TO HOLD SPACE FOR PEOPLE TO REFLECT ON THEIR EXPERIENCE
- ✓ A GOOD UNDERSTANDING OF OD PRACTICE AND GROUP PROCESS
- ✓ SELF-AWARENESS, AND AN ABILITY TO WORK WITH YOUR OWN EMOTIONAL PROCESS AS A SYSTEMIC INTERVENTION (USE OF SELF AS INSTRUMENT IN OD TERMS)
- ✓ BEING ABLE TO HOLD OFF FROM STEPPING IN TOO QUICKLY - SO AS TO GIVE TIME AND SPACE FOR PEOPLE TO FIND THEIR OWN BEST WAY FORWARD

GARETH EVANS

SENIOR ORGANISATIONAL DEVELOPMENT
 MANAGER, BCUHB



I am the lead for specialist OD interventions in BCUHB, working with a small team of Senior OD practitioners. Day to day we work with senior colleagues, leaders and teams in the organisation providing coaching, OD consultation and where needed, direct interventional work with teams - usually at points of crisis/breakdown. We draw on OD theory and practice to inform the work we do - including diagnostic, dialogic and systemic approaches to OD, and pay close attention to how we contract, exploring expectations and clarifying roles for any work that is subsequently agreed to. I also support People Business Partner (PBP) colleagues with their own interventional work with managers and teams, offering 'case consultation', practice development and CPD support As part of the wider OD team at BCUHB I also support with organising and participating in our Leadership Conferences, as well as host and facilitate small and large group inquiry processes.

MY CAREER JOURNEY



Organisational Development (L&D)

Workforce Planning

People Analytics

People Business Partnering

Senior Leadership



WORKFORCE PLANNING



Organisational
Development (L&D)

Workforce
Planning

People
Analytics

People Business
partnering

Senior Leadership



MAXINE PRING, MCIPD

STRATEGIC WORKFORCE
PLANNING MANAGER, HEIW



REASONS I LOVE MY ROLE

- ✓ CHALLENGING AND INTERESTING
- ✓ CONTRIBUTING TO MEETING FUTURE POPULATION HEALTHCARE NEEDS
- ✓ SUPPORTING OTHERS TO DEVELOP
- ✓ WORKING AND COLLABORATING WITH COLLEAGUES ACROSS NHS WALES
- ✓ BEING CREATIVE IN MY ROLE

RELEVANT CPD

- ✓ NVQ ACCOUNTING
- ✓ NVQ TEACHING (PTLLS)
- ✓ ILM IN MANAGEMENT
- ✓ MANAGING SUCCESSFUL PROGRAMMES (MSP)
- ✓ IMPROVING QUALITY TOGETHER (IQT) SILVER
- ✓ ILM COACHING

CORE ATTRIBUTES THAT MY ROLE REQUIRES

- ✓ COMPASSIONATE AND PEOPLE CENTRED
- ✓ SPECIALIST RESEARCH SKILLS
- ✓ STRATEGIC THINKING
- ✓ PROBLEM-SOLVING
- ✓ CREATIVE



As a Strategic Workforce Planning Manager, my role is challenging, varied and interesting. My day can involve a range of skills from specialist workforce research to delivering training, supporting or mentoring colleagues. One day I might be designing new e-learning content to help people develop their workforce planning skills. Another day I might be providing mentoring, coaching or support to colleagues developing regional or national workforce plans. A lot of my time can be spent undertaking research to support longer term workforce planning. The most recent was the Cancer Workforce, working with a range of professions across NHS Wales delivering cancer services to identify workforce solutions. I am also currently working with colleagues across NHS Wales to help create a community of practice for strategic workforce planning. This will help to make workforce planning, training, tools and resources accessible and help people build their workforce planning skills across NHS Wales.

MY CAREER JOURNEY



Organisational
Development (L&D)

Workforce
Planning

People
Analytics

People Business
Partnering

Senior Leadership



HPMA
CYMRU



ILM
LEVEL 7



IHSCM
MEMBER



CIPD
ASSOCIATE
MEMBER

ABI LANDEG

RETENTION AND WORKFORCE PLANNING LEAD
CWM TAF MORGANNWG UNIVERSITY HEALTH BOARD



REASONS I LOVE MY ROLE

- ✓ CONTRIBUTING TO IMPROVING PATIENT CARE WITHIN MY LOCAL HEALTH BOARD
- ✓ PARTNERSHIP WORKING
- ✓ DIVERSE AND CHALLENGING
- ✓ CONTINUOUS LEARNING
- ✓ ENGAGEMENT AND COLLABORATION

CORE ATTRIBUTES THAT MY ROLE REQUIRES

- ✓ A COMPASSIONATE LEADER
- ✓ SELF-MOTIVATED AND AUTONOMOUS
- ✓ COMMITMENT TO IMPROVE THE QUALITY OF CARE
- ✓ AGILE AND FLEXIBLE
- ✓ ORGANISED AND BUSINESS MINDED

RELEVANT CPD

- ✓ PRINCE2 PRACTITIONER
- ✓ USW GRAD EDGE CERTIFICATE OF EXTRA ACHIEVEMENT (2014)
- ✓ ESSENTIAL LEADERSHIP AND MANAGEMENT PROGRAMME NHS WALES
- ✓ COACHING SKILLS FOR MANAGERS
- ✓ NHS WALES TRAINED JOB MATCHER
- ✓ NHS WALES TRAINED INVESTIGATING OFFICER
- ✓ SILVER QUALITY IMPROVEMENT

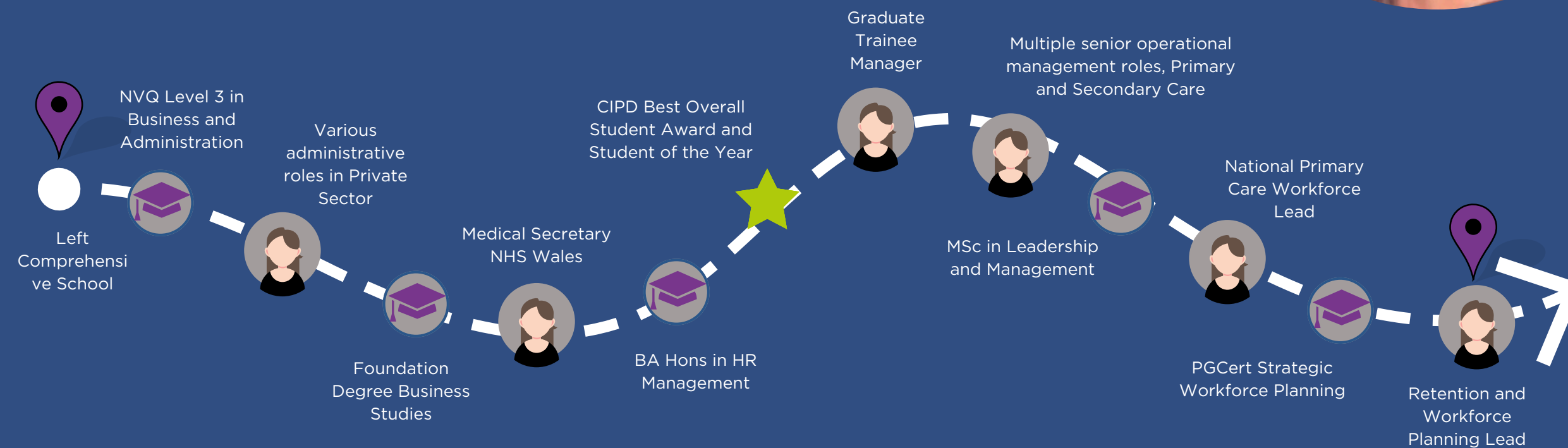
“Always be yourself”

The best part of my role is working closely with all levels of our clinical and non-clinical workforce, listening to their experiences, providing support and developing strategies to improve retention.

I drive the delivery of the national retention strategy locally, acting as a focal point for all retention activities across the Health Board. I work collaboratively across Wales as part of the All-Wales Retention Community of Practice, capturing and sharing good practice, utilising a Quality Improvement approach. I also lead, design and develop aspects of workforce planning across the Health Board in order to support service delivery.

As the health boards retention and workforce planning lead my role is very diverse and challenging which requires high levels of operational and strategic leadership, but very rewarding.

MY CAREER JOURNEY





PEOPLE ANALYTICS



Organisational Development (L&D)

Workforce Planning

People Analytics

People Business partnering

Senior Leadership



JESS EVANS

SENIOR INFORMATION ANALYST,
HEALTH EDUCATION AND IMPROVEMENT WALES



REASONS I LOVE MY ROLE

- ✓ CHALLENGING
- ✓ MEANINGFUL
- ✓ MAKING A POSITIVE IMPACT
- ✓ LEARNING OPPORTUNITIES

RELEVANT CPD

- ✓ POWER BI
- ✓ SQL

CORE ATTRIBUTES THAT MY ROLE REQUIRES

- ✓ EYE FOR DETAIL
- ✓ ORGANISED
- ✓ AGILE AND FLEXIBLE
- ✓ DATA DRIVEN

As a Senior Information Analyst in HEIW my role varies from day to day. Activities can range from working on projects and dashboards such as the WRES (Workforce Race Equality Standard) which I am currently working on with Welsh Government.

I provide workforce information data to managers, organisations, and Welsh Government. I spend a lot of my time in the detail of the data, pulling reports for HEIW and NHS Wales looking for data quality issues. This includes understanding how the workforce is coded, using occupational codes, staff groups, job roles and subjective codes which I have gained an in-depth understanding of over the past 10 years. I also collate data from organisations in Wales to be able to provide an all Wales Workforce Performance Dashboard. Supporting users and managers with the use of ESR within HEIW to expand the use of the ESR functionality.

MY CAREER JOURNEY



Accountancy Degree
at Swansea University



Finance Officer
at ABMU



Various role
progressions within
the Workforce
Information Team



Senior Information
Analyst, HEIW

Organisational
Development (L&D)

Workforce
Planning

People
Analytics

People Business
Partnering

Senior Leadership



CIPD

CIPD LEVEL 5 MEMBER

SARAH BARNES

SENIOR WORKFORCE MANAGER, SYSTEMS AND WORKFORCE INTELLIGENCE
 HYWEL DDA UNIVERSITY HEALTH BOARD

REASONS I LOVE MY ROLE

- ✓ WIDE REACHING AND DIVERSE
- ✓ CHALLENGING
- ✓ COLLABORATION
- ✓ SIMPLIFYING THE COMPLEXITIES
- ✓ COMBINING MULTIPLE SOURCES INTO ONE SOURCE OF TRUTH AND INSIGHT

CORE ATTRIBUTES THAT MY ROLE REQUIRES

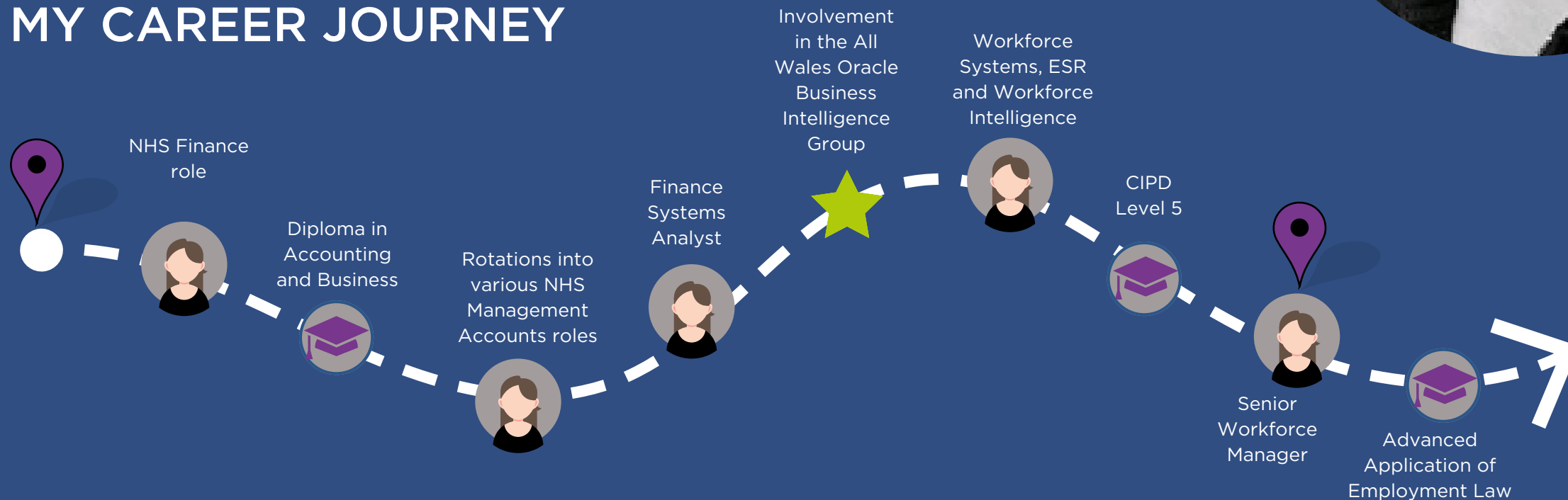
- ✓ ADAPTABLE
- ✓ QUICK THINKING
- ✓ INNOVATIVE
- ✓ INQUISITIVE
- ✓ TEAM PLAYER

RELEVANT CPD

- ✓ DIPLOMA IN ACCOUNTING AND BUSINESS
- ✓ DISRUPTIVE HR PROGRAMME
- ✓ CIPD LEVEL 5
- ✓ ADVANCED APPLICATION OF EMPLOYMENT LAW



MY CAREER JOURNEY



As the Senior Workforce Manager for Systems and Workforce Intelligence, I deliver comprehensive workforce and information analysis using information from internal systems and wider external benchmarking.

I also provide analysis, and presentation of accurate, high-quality workforce information to aid decision making triangulating financial, performance and workforce information.

In my role I am required to work collaboratively across performance, workforce planning and people development to develop and disseminate accurate workforce intelligence, enhancing insights into our workforce.

Organisational Development (L&D)

Workforce Planning

People Analytics

People Business partnering

Senior Leadership



PEOPLE PARTNERING



Organisational
Development (L&D)

Workforce
Planning

People
Analytics

People Business
partnering

Senior Leadership



RUTH TAYLOR

ASSISTANT PEOPLE BUSINESS PARTNER, HEIW

As an Assistant People Business Partner in HEIW (Health Education and Improvement Wales) within NHS Wales, I provide vital support in various aspects of human resources and organisational development. With a strong foundation in HR principles and practices, I assist in employee relations, recruitment, and training initiatives. I thrive on collaborating with colleagues to enhance workplace culture and foster a positive working environment. Diligent and detail-oriented, I excel in managing HR processes, maintaining accurate records, and providing timely support to both employees and managers. Committed to continuous learning and development, I actively contribute to the implementation of HR strategies that align with HEIW's mission of improving healthcare education and services throughout Wales. By leveraging my skills and passion for people, I play a key role in supporting the organisation's goals and contributing to its success.

Reflecting on my 20 years of NHS experience, I really recognise the contribution I have brought to the NHS in Wales. You don't need to be on the frontline to really make a difference, each and every one of my administrative roles has been instrumental to ensuring the cogs of the NHS' well-oiled machine can continue turning, ensuring the population of Wales receive the best care and treatment when they need it.



Organisational Development (L&D)

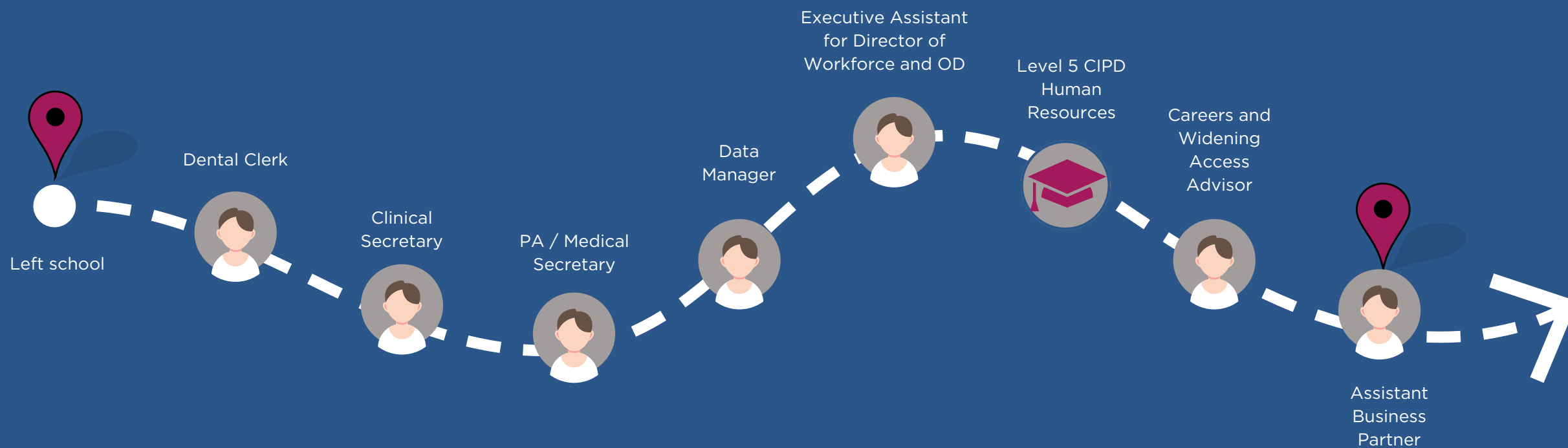
Workforce Planning

People Analytics

People Business partnering

Senior Leadership

MY CAREER JOURNEY



- RELEVANT CPD**
 - ✓ TIME TO CHANGE CHAMPION
 - ✓ WORK-BASED LEARNING AND DEVELOPMENT INC. MEMBERSHIP OF A HEALTH AND WELLBEING NETWORK
- REASONS I LOVE MY ROLE**
 - ✓ MAKING A DIFFERENCE
 - ✓ INNOVATION
 - ✓ IDEAS THAT CHANGE
 - ✓ FLEXIBILITY
 - ✓ SUPPORTIVE LEADERSHIP AND TEAMWORK
- CORE ATTRIBUTES THAT MY ROLE REQUIRES**
 - ✓ CREATIVITY AND INNOVATION
 - ✓ PASSION FOR HELPING PEOPLE
 - ✓ AWARENESS OF THE BIGGER PICTURE
 - ✓ ORGANISED TO MANAGE CONFLICTING PRIORITIES
 - ✓ COMPASSIONATE
 - ✓ DETAIL-ORIENTED



LLOYD READER

SENIOR HUMAN RESOURCES
 BUSINESS PARTNER, POWYS THB



ILM
 LEVEL 3



CIPD
 LEVEL 7
 CHARTERED MEMBER
 (PENDING)



Organisational
 Development (L&D)

Workforce
 Planning

People
 Analytics

People Business
 partnering

Senior Leadership

REASONS I LOVE MY ROLE

- ✓ BREADTH OF OPPORTUNITY
- ✓ ABILITY TO MAKE A DIFFERENCE TO WORKING LIVES
- ✓ WORK LIFE BALANCE
- ✓ SEEING TANGIBLE OUTCOMES DRIVEN BY DATA
- ✓ INNOVATION AND TEAM WORKING

CORE ATTRIBUTES THAT MY ROLE REQUIRES

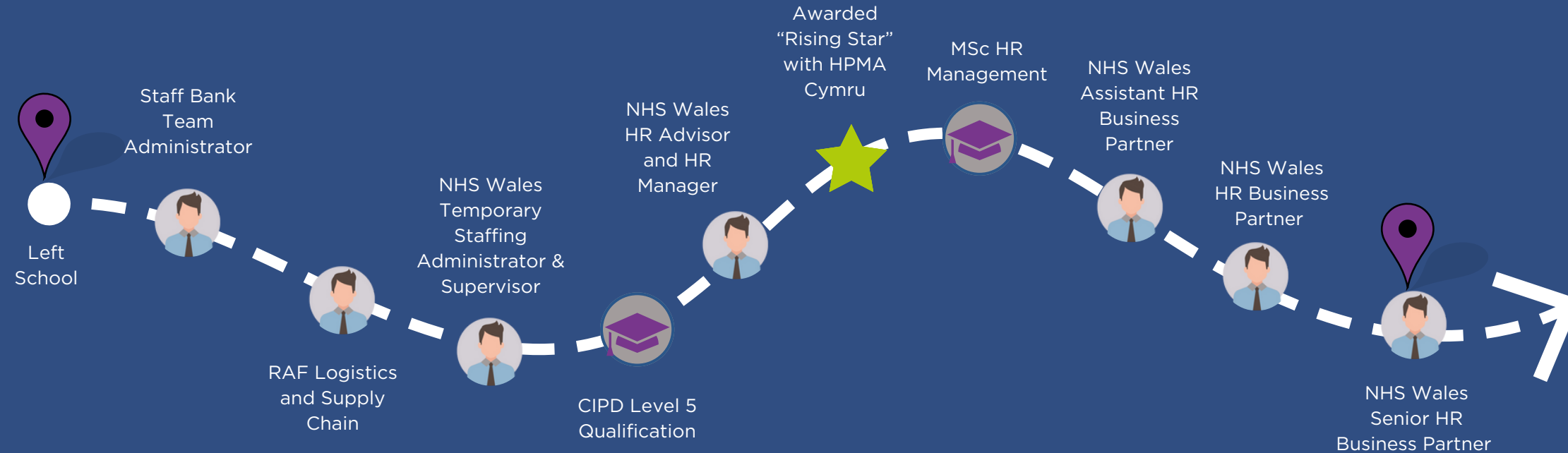
- ✓ SOLUTIONS FOCUSED
- ✓ PROFESSIONAL CURIOSITY
- ✓ CRITICAL THINKER
- ✓ COMPASSIONATE AND PEOPLE-FOCUSSED
- ✓ STRATEGICALLY-MINDED

RELEVANT CPD

- ✓ ILM LEVEL 3 EFFECTIVE TEAM WORKING
- ✓ AGENDA 4 CHANGE (A4C) JOB EVALUATION
- ✓ A4C JOB EVALUATION PANEL ADMIN
- ✓ A4C CONSISTENCY CHECKING
- ✓ CIPD BUSINESS PARTNER PROGRAMME
- ✓ HEIW "TRAIN THE TRAINER" COURSE FOR WORKFORCE PLANNING



MY CAREER JOURNEY



“As the Senior HR Business Partner at PTHB my role is varied and diverse. Being a HR generalist, I have an involvement in the full spectrum of the “people profession” practices. I am required to understand how the Health Board and its services operates, how it creates value, its strategic drivers, and its purpose. As part of my work within the divisions that I am aligned to, I generate insight from data and evidence - using and applying evidence-based practice to support business cases, strategies and inform decision making.

As a people professional I enjoy connecting with curiosity, purpose, and impact - asking the right questions, crafting networks, and understanding where HR can identify opportunities to create the most value. Our team has a strong relationship with trade union colleagues, and we regularly work in partnership to reach the best outcomes for both the organisation and its employees.”



SENIOR LEADERSHIP ROLES



Organisational
Development (L&D)

Workforce
Planning

People
Analytics

People Business
Partnering

Senior Leadership



REASONS I LOVE MY ROLE

- ✓ LEADERSHIP: THE ROLE OFFERS THE OPPORTUNITY TO LEAD AND SHAPE THE CULTURE AT CTM.
- ✓ HOLISTIC APPROACH: THE ROLE HAS OVERSIGHT OVER MULTIPLE FUNCTIONS ALLOWING FOR A COMPREHENSIVE APPROACH TO CTM CULTURE.
- ✓ STRATEGIC INFLUENCE: THE ROLE PROVIDES OPPORTUNITIES TO CONTRIBUTE TO DECISION-MAKING AND SHAPING THE STRATEGIC DIRECTION OF CTM.
- ✓ COLLABORATIVE ENVIRONMENT: THE ROLE WORKS CLOSELY WITH TEAMS AND KEY STAKEHOLDERS.
- ✓ ENHANCED PATIENT CARE: BY CREATING A SUPPORTIVE AND INCLUSIVE WORKPLACE CULTURE NOT ONLY BENEFITS STAFF BUT ALSO POSITIVELY IMPACTS PATIENT CARE.

RELEVANT CPD

- ✓ ILM EXECUTIVE COACHING AND MENTORING
- ✓ BPS TEST USER TRAINING COURSE
- ✓ IBM SMARTER WORKFORCE DATA
- ✓ MULTIPLE PROJECT MANAGEMENT COURSES
- ✓ PERSONAL LEADERSHIP - REALISING THE VALUE OF EMOTIONAL INTELLIGENCE
- ✓ TEAM EFFECTIVENESS - LEADING THE ORGANISATION
- ✓ APPLIED POSITIVE PSYCHOLOGY
- ✓ 16PF QUALIFYING PROGRAMME
- ✓ NHS WALES ORGANISATION DEVELOPMENT PRACTITIONER PROGRAMME
- ✓ POWERFUL AND DIFFICULT CONVERSATIONS
- ✓ JOB EVALUATION TRAINING

CORE ATTRIBUTES THAT MY ROLE REQUIRES

- ✓ COMMUNICATION
- ✓ LEADERSHIP
- ✓ STRATEGIC PLANNING
- ✓ COLLABORATION
- ✓ DECISION-MAKING



My role reports to the Director for People, playing a key role in Cwm Taf Morgannwg's (CTM) senior People leadership team. My responsibilities encompass overseeing Organisational Development, Inclusion, Learning and Development, Occupational Health, and Employee Experience & Wellbeing functions, producing regular reports/updates to executive, Board, committees and where necessary external parties on performance. The core objective is to create an environment where everyone can thrive at work, supported by effective strategies and initiatives to develop a compassionate, just and inclusive culture. I lead the formulation of these translating them into actionable objectives/plans for teams. Additionally, I focus on creating frameworks and plans aligned with adopting a progressive and future-focused approach to employee engagement, aiming for continuous improvement and inclusivity across all levels.

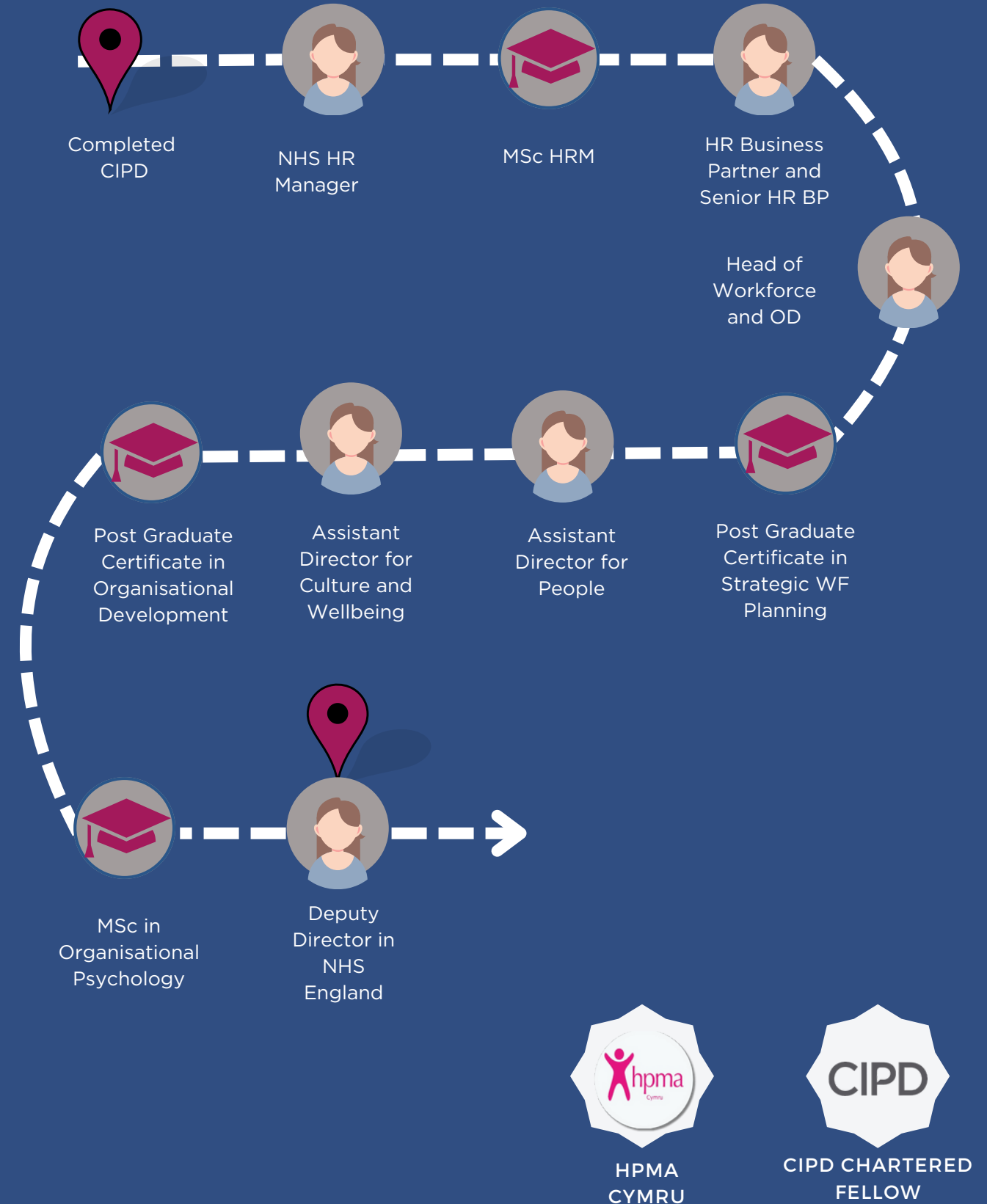


MICHELLE HURLEY-TYERS, FCIPD



ASSISTANT DIRECTOR OF CULTURE AND WELLBEING,
CWM TAF MORGANNWG (CTM) UHB

MY CAREER JOURNEY





LIZ ROGERS, FCIPD

DEPUTY DIRECTOR, PEOPLE AND CULTURE
WELSH AMBULANCE SERVICES TRUST



HPMA
CYMRU



CIPD CHARTERED
FELLOW



RELEVANT CPD

- ✓ APMG CHANGE PRACTITIONER PROGRAMME
- ✓ IOSH LEADING SAFELY
- ✓ APM FUNDAMENTALS OF PROJECT MANAGEMENT (AGILE)
- ✓ BTEC EDUCATION AND TRAINING
- ✓ PSYCHOMETRIC TESTING LEVEL A & B
- ✓ CRANFIELD LEADERSHIP DEVELOPMENT PROGRAMME
- ✓ D32 / 33 ASSESSOR
- ✓ ACTION LEARNING SET FACILITATION TRAINING
- ✓ WORKFORCE REDESIGN

REASONS I LOVE MY ROLE

- ✓ STRETCHING AND ALWAYS BUSY
- ✓ ABLE TO GIVE SOMETHING BACK TO COLLEAGUES AND COMMUNITY
- ✓ SUPPORTING PEOPLE TO FULFILL THEIR POTENTIAL
- ✓ WORKING WITH A BRILLIANT AND COMMITTED TEAM
- ✓ SENSE OF ACHIEVEMENT

CORE ATTRIBUTES THAT MY ROLE REQUIRES

- ✓ FLEXIBILITY / AGILE MINDSET
- ✓ COLLABORATIVE AND ENGAGING
- ✓ COACHING AND MENTORING
- ✓ MAINTAIN STRONG TECHNICAL KNOWLEDGE
- ✓ COMMUNICATION SKILLS

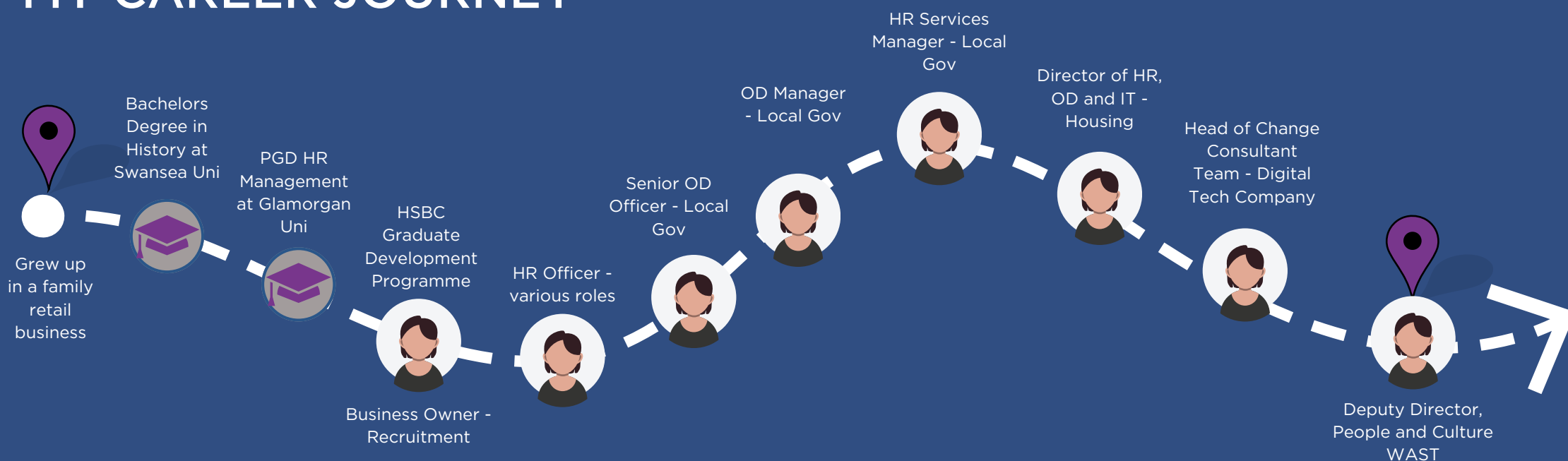


“As Deputy Director at WAST I’m fortunate to get involved in a range of both strategic and operational projects and work across the whole organisation. I lead the People Services Team, who support all our Directorate teams, and the Workforce Transformation and Planning Team whose role is to ensure we have the right people in the right place, focusing on our workforce requirements for the next 5-10 years and ensure we have a pipeline of skilled people to fill vacancies as well as looking after our HR and Payroll system including providing reports for the business. Alongside this I work closely with the Director, Assistant Director and our Heads of Service on developing and delivering our People and Culture plan.

My role has an All Wales lens, working with my peers across health in Wales on policies, projects and development work for the whole of the sector. This includes chairing groups and sub groups and leading on workstreams.

I spend much of my time working in partnership with Trade Union colleagues, building strong working relationships to continue to improve WAST for our colleagues. I also lead on whole organisation wide projects such as managing attendance, the introduction of a survey tool to do pulse surveys and compassionate practices to reduce harm to those involved in employee relations processes.”

MY CAREER JOURNEY





SUE THOMAS, FCIPD

DEPUTY DIRECTOR OF WORKFORCE AND ORGANISATIONAL DEVELOPMENT
 VELINDRE NHS TRUST



HPMA
CYMRU



CIPD CHARTERED
FELLOW



RELEVANT CPD

- ✓ BA IN BUSINESS STUDIES AND FRENCH
- ✓ POST GRADUATE IN HR MANAGEMENT
- ✓ MSC HEALTH INFORMATICS
- ✓ POST GRADUATE IN STRATEGIC WORKFORCE PLANNING
- ✓ PRINCE 2 PROJECT MANAGEMENT
- ✓ COACHING SKILLS

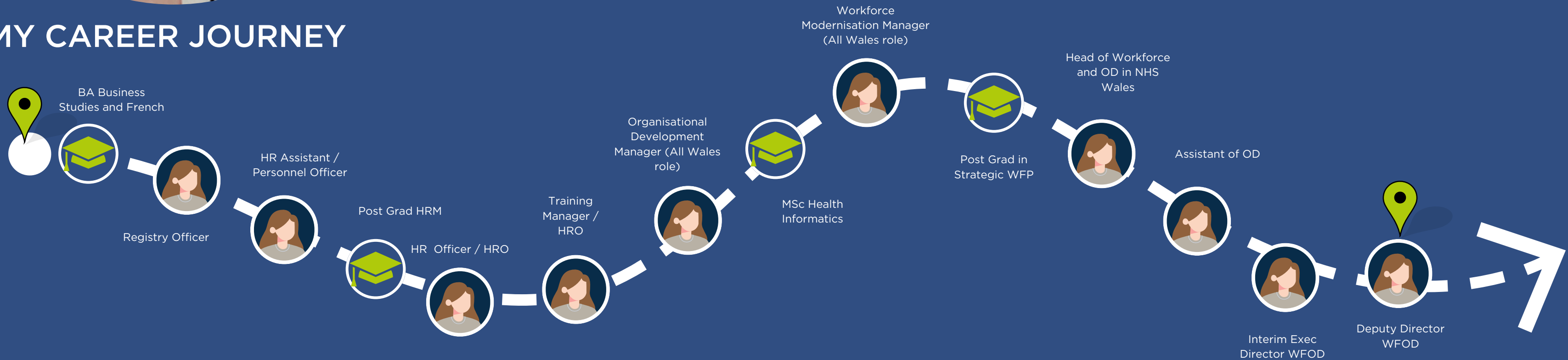
REASONS I LOVE MY ROLE

- ✓ DAILY NEED TO PROBLEM SOLVE! BROAD AND VARIED AGENDA
- ✓ OPPORTUNITY TO LEARN SKILLS AND DEVELOP
- ✓ I AM A PUBLIC SERVANT SO DELIVERING AND TRYING TO IMPROVE SERVICES FOR PATIENTS THROUGH OUR STAFF DRIVES ME
- ✓ SUPPORTIVE COLLEAGUES AND ALL WALES NETWORKS

CORE SKILLS AND ATTRIBUTES THAT MY ROLE REQUIRES

- ✓ EXPERIENCE IN PEOPLE PRACTICES INC. EMPLOYEE RELATIONS, TALENT MANAGEMENT EXPERIENCE, BUSINESS ACUMEN, ORGANISATION DEVELOPMENT DESIGN, WORKFORCE PLANNING, RESOURCING, WORKFORCE PLANNING, DIVERSITY AND INCLUSION
- ✓ PROFESSIONAL COURAGE AND INFLUENCE
- ✓ DIGITAL AND PEOPLE ANALYTICS EXPERIENCE
- ✓ PASSION FOR LEARNING AND DEVELOPING OTHERS
- ✓ DECISION MAKING

MY CAREER JOURNEY



Organisational Development (L&D)

Workforce Planning

People Analytics

People Business partnering

Senior Leadership



SAMANTHA MORGAN, FCIPD



DEPUTY DIRECTOR, PEOPLE AND OD
 NHS EXECUTIVE



I am currently working with the Senior Leadership Team in the NHS Executive and in partnership with the Executive Leadership Team of Welsh Government. This purpose of this work is to develop and align the NHSE organisational capabilities and capacity with the strategic goals of Welsh Government, to drive improvements in the quality and safety of care - resulting in better and fairer outcomes, access and patient experience, reduced variation, and improvements in population health. It involves crafting a roadmap for transformative change to enhance the effectiveness and resilience of the NHSE in delivering on purpose. This work is critical and requires navigating political sensitivities and employing strong influencing skills.

REASONS I LOVE MY ROLE

- ✓ THE VARIETY - NO TWO DAYS ARE THE SAME
- ✓ THE PEOPLE I GET TO WORK WITH
- ✓ THE PURPOSE WE SERVE
- ✓ THE CHALLENGE OF WORKING IN SUCH A COMPLEX SYSTEM
- ✓ SUPPORTING OTHERS TO GROW AND DEVELOP

CORE ATTRIBUTES THAT MY ROLE REQUIRES

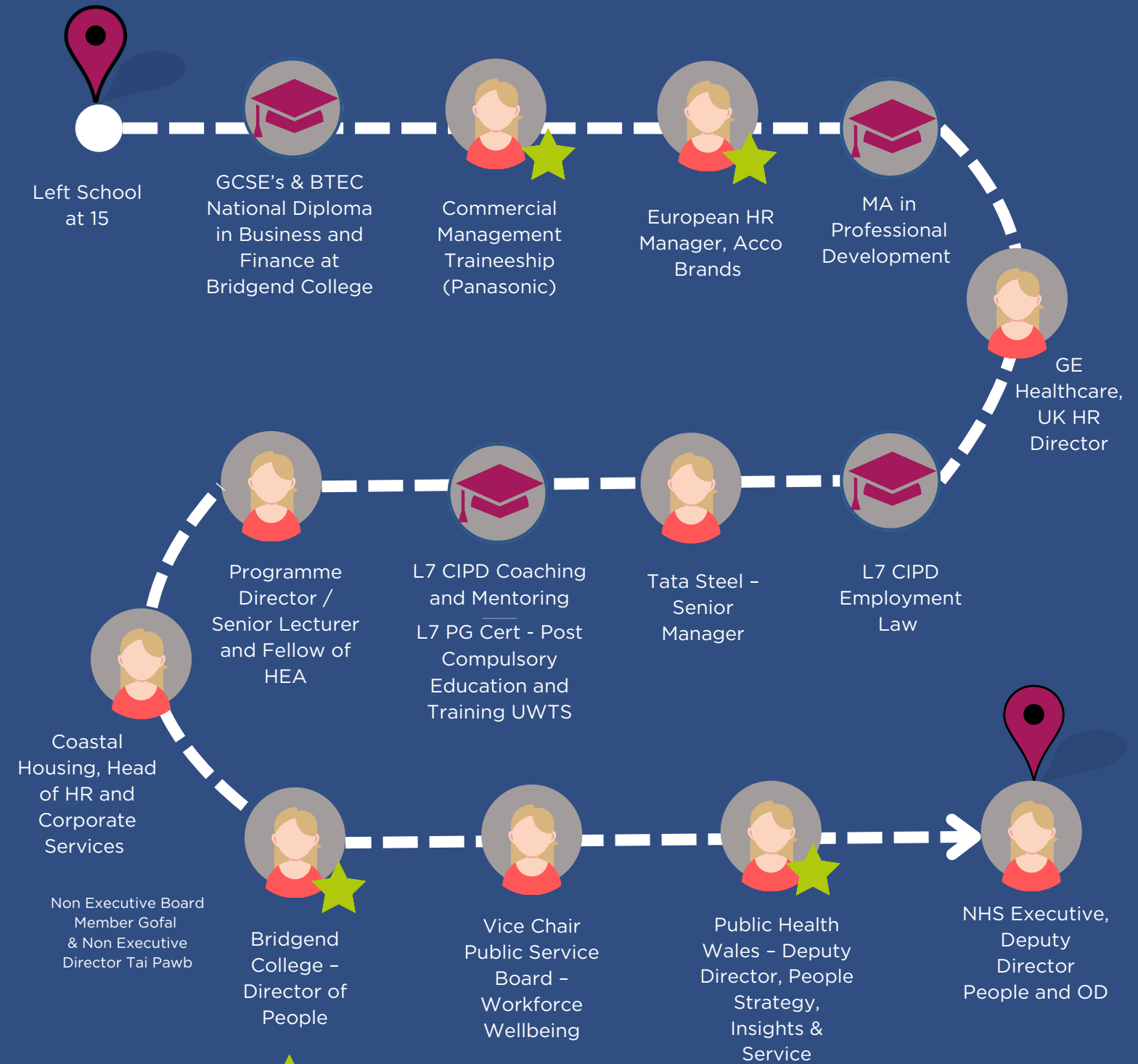
- ✓ COMPASSION
- ✓ CUSTOMER FOCUS
- ✓ A GENUINE INTEREST AND COMMITMENT TO SUPPORT PEOPLE TO BE THEIR BEST
- ✓ SYSTEMS THINKING
- ✓ GROWTH MINDSET

RELEVANT CPD

- ✓ ESCI, STYLES AND CLIMATE, PSYCHOMETRIC TESTING ACCREDITATION
- ✓ SYSTEMS THINKING, PRINCIPLES AND PRACTICE
- ✓ THINKING ENVIRONMENT - NANCY KLINE
- ✓ NHS CULTURE AND LEADERSHIP PROGRAMME: NURTURING COMPASSIONATE AND INCLUSIVE NHS CULTURES
- ✓ CULTURAL ADVOCATES ACCREDITATION - HUMAN SYNERGISTICS
- ✓ SUPPORTING LEADERS TO CREATE A BRIGHTER TOMORROW (SUMMER SCHOOL) ACADEMI WALES
- ✓ LEADING WALES IN THE CONTEXT OF FE/HE
- ✓ RESTORATIVE PRACTICE WALES RESTORATIVE APPROACHES PARTNERSHIP (WRAP)
- ✓ RESTORATIVE PRACTICE WALES RESTORATIVE APPROACHES PARTNERSHIP (WRAP)
- ✓ L5 COACHING AND MENTORING



MY CAREER JOURNEY



1. Graduate, Personnel & Development Welsh Adult Learner of the Year
2. Welsh Woman of the Year (Finalist)
3. CIPD Award - Best Wellbeing Strategy
4. Mind Workplace Wellbeing - Gold Award
5. Association of Colleges Award, Employee Wellbeing
6. Whole college approach CIPD Award
7. CIPD - Best Learning and Development Programme
8. HPMA People analytics Award

Organisational Development (L&D)

Workforce Planning

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NHS WALES PEOPLE PROFESSION CAREER STORIES

