



Nicky Punter, Line Manager, Learning, Education & Development

During the time Chloe worked here, she diligently worked towards her Apprenticeship and completed prior to the twelve months deadline. Chloe had not worked in an NHS setting and settled well into her role, communicating well with colleagues of all grades/ages. Chloe worked hard to prioritise tasks and meet requirements/deadlines expected of the Department. During her Apprenticeship, Chloe balanced requirements of her Apprenticeship/ needs of the department and worked under direction of a supervisor. Chloe had no administrative work experience and was unaware of how to prioritise and set herself tasks. Chloe second guessed what was required of her and was reluctant to ask for advice, however, she's grown in this area and is positive and confident in seeking clarity around tasks/priorities.

When appointed, Chloe was reserved answering telephone queries and passed these on without investigating. With Coaching from her Supervisor, she understood she could deal with queries, and became proficient with queries and was allocated the LED email account independently. Chloe completed her Digital Literacy qualification and became proficient at using IT systems including using our Electronic Staff Record. The system is a complex Learning Management System which many staff find difficult to accomplish, yet Chloe has achieved complex ESR tasks. Chloe is an exceptionally valuable asset concerning administrative tasks and essential duties to the large LED Department. Our UHB has approximately 15,000 staff, a diverse number of staff, working across a large geographical area and multiple sites. Chloe has good Coordination and organisation skills to suit this complex Organisation.

