Helen Orford's one page profile

What people like and admire about me...

Friendly, approachable, knowledgeable, caring, team player.

A drive to succeed and always puts the customer first when making decisions, with an eagerness to make a real and lasting difference to people’s lives.

Always ready to help out in difficult situations with the ability to dissect issues and plan for improvements and not afraid to change course if that’s what is needed.

Patient and a good listener.

Resilient, particularly when confronted with difficult situations.

What’s important to me...

First and foremost, my family.

Being well organised - I like things to have a place and order of priority.

To deliver on promises and commitments that I’ve made.

To ensure that people I work with are recognised and feel valued for the contributions that they make.

For people to be treated fairly and equitably.

To be a part of a supportive and motivated team, who are passionate about delivering a high quality, valued service to customers.

I like being busy and enjoy multi tasking.

To have time at the end of a day to consider what worked well and not so well.

For my team to be successful, motivated and inspired to achieve their full potential individually and collectively.

How to support me well at work...
Giving me constructive feedback when I’ve done something well or not so well, to help me learn and improve.

I really don’t like surprises (good or bad) so keep me informed at an early stage if possible.

I am a very optimistic person so if you want to share a problem or vent frustrations please be prepared and understand that I’ll always want to help you identify a solution or achieve a good outcome.

I like things to be straight forward and clear so please be patient with me if I ask lots of questions to get a better understanding of more complex situations.

I am tenacious and can occasionally become like a dog with a bone, particularly if it’s to do with something that I’m passionate about, so please help me to consider when I need to back off or simply stop.

By keeping me informed of things that are important or when things change so that I can continue to do my job well.

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