

Case Study: Gillian Campbell

Tell us a little bit about yourself.

I have been working for WCC for 10 years and throughout this time have taken on a variety of different roles and responsibilities; being PA to Peter Hatcher, Head of Targeted Support for Young People and Business Support Manager for that service, as well as being Chair of the People Group Employee Forum.

Why is building strong relationships particularly important to your role?



**build strong
working
relationships.**

In my day to day role as a Business Support Manager, my work includes supporting the operation team and line managing the administration team for Targeted Support for Young People across the County. Not being able to see colleagues on a daily basis means that lines of communication must be effective, whether face to face, through email or other means. Equally, listening, trust and building relationships is exceptionally important to ensure every member of the team feels supported and effectively managed so that we are delivering what we need to.

I also took on the responsibility of Chair of the People Group Employee Forum around 3 years ago as I had a real interest in supporting other staff to have an input in issues that affect them at work. I felt by taking on the role of Chair I could really make a difference and encourage / remind people to have a voice, speak up and feedback on changes that were important to them.

As Chair of the Forum, it is key that I not only sustain a wide range of relationships with staff and services within the People Group but also develop new ones across the organisation to ensure we have a joined up approach to engagement and service improvement. For example, I work closely with the other 'Group' Forums and Corporate Services to help with the cascade of information, and act upon any recurring themes so that duplication of work is avoided.

What I have learnt is that you really do have to invest the time and effort in sustaining effective and productive relationships. It really is about making that time to talk to people and understanding how you can support each other.



**be the
best we
can be.**

How do ensure you remain the best you can be?

Being actively involved in the Forum has been a great personal development tool and provided lots of opportunities to meet people and develop knowledge and skills. It has given me an opportunity to build confidence in an informal setting, and now feel I can be a positive role model for colleagues who want to try and improve services for employees.

My advice to anyone wanting to stretch or develop themselves is to not worry too much about qualifications, obviously that can and does support development but we can learn new skills experientially too. Look on all challenges as opportunities; take the time to seek out ways to be involved in activities or projects that are wider than your role. I have learnt so much just by talking to other colleagues! In fact I completed the ILM qualification through hearing about someone else's development path.

For more information on the Forum and how to be part of it take a look at our webpage: [People Group Employee Forum](#).