

**Bio:** Robert Grieve, Receptionist, Improvement Academy

### **Career Overview**

I started with the NHS in 2013 as a bank catering assistant within Perth Royal Infirmary. I completed my SVQ level 2 Hospitality at Perth College in 2014 and in the same year successfully gained a full time position within the catering department. As part of my daily duties I worked with a variety of people and learned new skills in different areas of the kitchen. Subsequently in 2016 I moved to the Menu office of the catering department; dealing with over 300 patient menus daily, managing room bookings within Perth Royal Infirmary, telephone/email enquiries.

In October 2017 I joined the Improvement Academy Team, where I have further developed my administration and people skills. I am the first point of contact for the Academy, I manage all room booking enquires, car park requests and day to day help with any of the equipment, i.e. with video/telephone conference and helping facilitator get set up before their courses / events. Alongside that I do all the administration for the Improvement Team courses i.e. advertisement, bookings, sending out any pre-course work & certificates.

Another part of my job is to take part in the daily huddles within Ninewells and distribute the reports from this every morning. This is an important role as this enables the safe management of the hospital and ensures vital information is shared throughout the entire hospital.

In my spare time I enjoy reading science fiction, going to the movies and playing pool with friends.

### **Contact Details**

Level 6 Improvement Academy, Ninewells Hospital, Dundee, DD19SY

T. 01382 740347

E. [improvementacademy.tayside@nhs.net](mailto:improvementacademy.tayside@nhs.net) / [robertgrieve@nhs.net](mailto:robertgrieve@nhs.net)