

Shannon Forbes, Receptionist

Career Overview

In 2013 I was part of the Administration Academy at Dundee and Angus College, this included 2 types of qualifications – SVQ level 2 in Business and Administration and a NC certificate in Administration and IT. The SVQ included 2 days a week placement in a healthcare environment where we would be involved in the department's administration side of things, I supported the AHP Directorate team as Administration Assistant. This position required me to work with senior members of the organisation and frontline teams across the 10 Allied Health Professions. This role supported me to develop my administration skills and to gain new knowledge and experience by learning from the different variety of staff.

In 2014 I successfully secured a full time position within the Improvement Academy, where I have further developed my administration, people and resilience skills. 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.

Outside the Improvement Academy, my job also includes being a part of the 8am and 1pm Ninewells Safety and Flow huddles, I am responsible for gathering all relevant information and sending this out to a wide distribution list.

I am recently just back from taking a year out my post to do something I have always dreamed about – travelling around Thailand, Malaysia, Singapore and Australia, 1 month of this I was travelling solo. This was best thing I have ever did up to now. Within this year I have gained so much real life experience and I feel that now I am back with a fresh mindset I am ready to further my career.

Contact Information

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