

Case Study

Real South West London

Real Jobs

Real You



Name:

Yasmin

Job Role:

Project Support
Officer

Age:

25

Location:

London

Tell us about your
background

I took a long break after graduating because I didn't know what I wanted to do with my career. My sister recommended the Princes Trust that offered support for clinical and non clinical roles within the NHS. It's a three-day programme that gives you interview support and training. At the end of the programme, they bring in recruiters and let you choose different jobs that you want to apply for. You get to interview for them and then they choose you.

What were you doing before
you worked in the NHS?

I used to tutor part time and then I graduated from my degree in English Language and Linguistics.

How long have you been
working for the NHS?

Three years.

Did you have any worries
about finding a good job?

I guess I it wasn't about finding a good job. I guess it was finding a job in general because I feel like, once you graduate, it's a bit: "Oh, now I'm in the real world. I need to find a job because I'm finally an adult." Especially after the pandemic though, it felt a bit like everyone was scrapping over jobs and not getting them in, even after applying for hundreds of positions.

Has working for the NHS
changed you?

It's changed the way I work. I've learned how to adapt to the work environment and communicate, make links and connections, and how to successfully resolve problems.

What are the positives of
working in the NHS?

I definitely think it's a good place to be. It is very secure and you do feel very supported. It's nice to be part of a very good team too. The roles and career progression available are also great.

“
I feel like I do have
a very good team.”

Would you encourage
others to apply for work
within the NHS?

I'd encourage others to apply for work if that's what they want to do. There are so many routes into the NHS. It's not just the standard university route. There are apprenticeships, there are internships – there is just so much opportunity in the NHS.

How is your mainly remote role supported?

We have an office day and also have regular fortnightly meetings where we go on Teams, connect and talk about everything. It could be what's been going well or just a regular catch up. I get support too, especially from my line manager. I can contact them anytime and they'll respond and be very supportive.

“
**Here I am supported
Here I am SW London**”

What have you learnt about the NHS?

Many people don't think about the NHS other than it being about becoming a doctor or nurse. So that's something that needs promoting better because there so many other roles people can take on.

What are you doing in your role now?

My current role is Project Support officer and Administration for a psychiatrist and the Mental Health and Wellbeing hub. The hub is quite big but is split up into sections. I'm currently helping out with the Mayors Hub.

Have you worked anywhere else in the NHS?

With the Princes Trust, I applied and got a data administration role based in Epsom. I spent about a year and a half there doing data administration.

“
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