

***What people like and admire about me...***

- I like people and I'm approachable
- I'll dig in if things are going wrong and I won't panic
- I'm very interested in signs of passion, innovation and energy, particularly in front line support services
- I'm genuinely interested in everyone I work with
- I won't let poor support pass me by without doing something about it
- I like learning new things, so I'm curious about what's going on
- I put effort into keeping in touch with people

What's important to me...

- To get to the end of a working day knowing that I have made a positive difference to the lives of people we support
- Humour, and the resourcefulness of colleagues. Work shouldn't be drab
- Having time to switch off from work and focus on my partner Christine and my sons Joe and Danny
- Some contact with people we support, even if not on a regular basis. It energises me
- Newcastle United – but not that important otherwise I would be a broken man
- Opportunities for regular exercise prior to or after work. I like running in particular
- Never losing sight of the underlying purpose. Processes don't excite me unless they are likely to make things easier to achieve
- People who receive care and support should be given the space to make relationships with others and take risks

How to support me well at work...

- I love people to be aspirational about quality, but I find it difficult if this is not accompanied by some practical steps as to how to get there
- I like feedback and I don't mind if it's critical
- To find a way forward on complex work issues I like to throw things around with colleagues and also do some reflecting on my own
- Any appeal to my sense of humour is likely to work
- Try to give me enough information so I can see the size and extent of the problem, and don't hold back if something is going wrong that I really need to know about. Give me good news too – no piece of good news is too trivial to hear!
- Be kind to me when it comes to technology – I have a troubled relationship with it
- I can get exasperated if I have to chase for things that have been promised and have not arrived – let me know if things are likely to slip