Leeds Health and Care Academy

MUNASHE MAKONI

BUSINESS SUPPORT APPRENTICE AT LEEDS TEACHING HOSPITALS NHS TRUST

Munashe Makoni is a Business Support Apprentice within the Digital and Informatics Technology Department at Leeds Teaching Hospitals NHS Trust (LTHT).

Through the Connecting Communities project, Munashe has completed the Customer Service & You programme which is delivered by Learning Partnerships and Leeds City College. Munashe has recently won an award for Demonstrating Accountability at the LTHT Apprenticeship award.

"I was on a programme called 'Customer Service & You' provided by Learning Partnerships and Leeds City College. One of the days entailed a college day learning about customer service, there were two days of interview prep and learning about health and care and the opportunities available within it. Towards the end of the programme our applications were provided to Leeds Health and Care Academy to see if there were vacancies available for which we would be suited, and the teams who had vacancies then reached out for an informal chat.

I applied because I wanted to work in a people/customer service environment and being able to apply for a position that provided interview preparation, training and employment seemed very promising.

Prior to working in health and care, I thought that there were only medical positions available in this type of environment, so it wasn't something I had explored before. I had however considered volunteering in a health and care environment previously to gain different experiences of working with people.

My current role is an admin-based role working within the central Business Support Team providing administrative support to over 500+ staff with day-to-day things like: processing recruitment, placing orders, maintaining stock levels, dealing with staff queries etc. It felt amazing finding out that I had been successful in securing the position and I was very curious and excited to start in the role.

I think securing this role will be a major asset in progressing my career as there are lots of opportunities internally to progress, and I am not limited to just the Trust because the experience gained here is transferrable to any business-related role."

To **find out more** about the Connecting Communities with Health and Care Careers programme **please scan the QR Code**