

Leadership Mentor Bio's

Name: Pam Daley

Job title: Armed Forces Covenant Lead (secondment)



A little bit about me:

A pragmatic, down to earth person who has lots of experience in 'dealing' with others in multiples arenas – coaching, coaxing, listening, telling and ordering 😊

Personable and easy to chat to and confide in – commonly know as 'Aunty Pam'.

A snapshot of my career:

My first job after leaving school was as a physio aide in the Haywood Hospital, North Staffs on a YTS scheme. I then joined the Royal Air Force (RAF) in Nov 86 as a dental nurse. Promoted to Corporal in 1991, Sergeant in 1996, Flight Sergeant in 2002 and Warrant Officer in Feb 2007. My roles included clinical assistance in dental surgery, dental centre practice manager, regional practice manager, training development (conducting Training Needs Analysis, Inval/exval) leadership & management facilitator on Corporal to Sergeant (Sgt) & Sgt to Flight Sergeant promotion courses, HQ Dental Services - Clinical Delivery, Dental Officer postgraduate training manager, head of dental nurse school for Defence, general manager and governance for Defence Centre for Training Support and finally Head of RAF Dental Nursing. Along side these roles I also ran the swimming club for dependant children at RAF Halton, was twice the Chair of the Sgts' Mess Committee, was the RAF Halton station cinema manager and held positions in the National Examining Board for Dental Nurses (NEBDN) as: examiner, lead examiner, member of the audit committee and Trustee. I left the RAF on 1 Feb 2018 and joined BHT on 29 May 2018 as the Medical Education manager and am currently seconded as the Armed Forces Covenant Lead.

I like to motivate others by:

Encouraging them and giving them confidence to 'have a go'. Happy to stand in the wings and support where needed, but I have great faith in people (even when they don't have it in themselves) and truly believe that we can all do great things given the right training, knowledge & skills, opportunities and support. I openly discuss issues and, where possible and appropriate include the team in making decisions and creating protocols etc, especially if it impacts them and or their work strands.

A personal value I stand by is:

Honesty – we are all vulnerable at times and to show that you are human and can be affected by external/internal factors and make mistakes is powerful – it's how we deal with the consequence – I make it a learning opportunity – hindsight is a wonderful thing but we can't go back and change events – what we can do is learn and make better choices going forward.

Others would say my best leadership quality is:

Leading by example – I don't expect anyone to do a job I'm not prepared to do myself.

Building a team ethos

Empowering & encouraging

A good listener

My main strengths, skills and qualities that would benefit a mentee are:

Active listening with empathy.

Emotionally intelligent.

My interests outside of work include:

Family – my eldest (daughter) is still at home and my youngest (son) has recently joined the Royal Marines.

I like knitting to relax – I can spend hours not thinking of anything and producing something at the end of it

Anything else of interest:

I am a Belbin & MBTI practitioner, Transactional Analysis 101

Have a certificate in mediation

Qualified swimming teacher

Qualified in Swedish Massage

Hold Cert Ed

Currently doing Level 7 Senior Leader/MBA