

Meet the Mentor

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Jemma Byrom

Jemma is a Core and Essential Skills Educator at East Lancashire Hospitals NHS Trust, and as part of her job she mentored an apprentice who has completed the Digital Marketing apprenticeship.

Jemma, tell us how did you become a mentor?

I am a Core and Essential Skills Educator for the trust and was looking to stretch myself to develop within my role. The team was looking to appoint a Business, Marketing and Administration apprentice so my manager asked if I would like the responsibility of being the mentor for that role.

What kind of individual support do you give your apprentice?

We had scheduled weekly meetings and updates just to understand workload pressures and to work out what kind of support my apprentice needed.

How have you benefitted from being a mentor?

It makes me see things from a business perspective, rather than just my own or my apprentice. It really opened my eyes about strategy and thinking about how to plan things in.

How has your organisation benefitted from the apprenticeship programme?

Our trust has an army of apprentices, whether that be in nursing, or business. They help us to achieve the trust vision of Safe, Personal and Effective care for every patient every time, all whilst giving someone an amazing opportunity.





What have been your biggest challenges whilst being a mentor?

Planning, learning to ensure to put the apprentices first before any tasks and ensuring their welfare is supported.

And your biggest successes?

Our apprentice has now completed her apprenticeship early and is now employed in a band 2 role, which she is excelling at. Demi has done this and also had a baby, I think that's a massive achievement for her!

What do you hope to do next?

I'm happy to continue managing Demi and supporting her to reach her objectives and develop her role further. If the opportunity came up again to be a mentor, I would definitely take it.

What tips do you have for people wanting to become a mentor?

Just make sure you plan in plenty of time with weekly meetings and monthly 1-1's. Make sure the apprentice feels valued and that no question is out of bounds.