

## ESTATES AND FACILITIES

# KANE BREWSTER

## LEVEL 3 BUSINESS ADMINISTRATOR



**KANE BREWSTER**  
System Access and Registration  
Authority Officer, Digital Delivery

**Meet Kane Brewster,  
a System Access and Registration  
Authority Officer  
at United Lincolnshire Hospitals  
NHS Trust**

### **How did you get into your current role?**

I joined the NHS in 2019 as a Level 3 Business Administration apprentice and rotated across a range of hub placements

on a two-week schedule, including Stroke/Renal Secretaries, Health Records, Cardiology Secretaries, Sepsis and Resus Department. After completing my apprenticeship, I stayed within the Facilities Team for a few years, gaining administration skills and knowledge of the Trust. After a while I was looking for progression in my career and I then applied for my current role and, due to my experience of working within the Trust for a few years, they thought I was the ideal candidate to take on.

### **What has been your proudest achievement in your role to date?**

I felt so proud when I heard my line manager's overall assessment of me during my first appraisal. It was so positive. Praising how quickly I had settled in, working independently, very good work ethic and accuracy. Stating that I have memorised things quickly, customer service skills seem natural and quickly becoming a key member of the team. It has been brilliant to hear that my manager and colleagues have confidence in me and that I'll do very well in the future and to consider where I plan to progress from here. I feel like I have a career I love in the NHS, rather than a job I didn't enjoy before.

## **What did you do / study prior to your role?**

Before joining the NHS as an apprentice, I completed a National Diploma college course and a BCS (Bachelor of Computer Science) degree at university.

## **What is exciting about your role?**

Meeting a variety of different people from every NHS department and being part of a growing IT department.

## **What made your application to the role successful?**

Before joining the NHS, I originally applied for a catering assistant position at the hospital. During the interview process, a member of the Talent Academy attended the interview and thought I'd be more suitable for a Business Administration course, as I have a background relating to IT (Information Technology). From that, they found me a permanent role in facilities, which eventually gave me the skills and NHS knowledge to join the Digital Services Team.

## **What would you like to do in the future in work or life?**

Advancement in my NHS career, nothing too crazy though, as I have a young family and enjoy having the time to see them grow up.

## **What would you say to your younger self or someone looking to do something different?**

I wouldn't be in the position I am today if I didn't accept the apprenticeship position. It was risky at the time, as I had a mortgage and the birth of my first child eight months earlier, so had to carefully consider it. To go from a full-time stable job to a £9k a year apprenticeship was scary. However, to move from a career I didn't enjoy to having career prospects and something I can be proud of means a whole lot, and has changed me enough for my family and friends to notice a difference. I will always be grateful for my apprenticeship and to the NHS.

