

ESTATES AND FACILITIES

AAMNA RAFAQAT

LEVEL 3 BUSINESS ADMINISTRATOR



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Clerical Officer

Meet Aamna Rafaqat, a Clerical Officer at Bradford District Care NHS Foundation Trust.

How did you get into your current role?

I was looking for apprenticeship opportunities on the NHS vacancies website and came across the role of 'Clerical Officer.' This appealed to me as I knew I would be given the opportunity to learn and pick up many transferable skills and develop my confidence and social skills.

What does your role involve?

My role includes but is not limited to: Diary management of more senior members of staff, liaising with contractors, general day-to-day admin, minute taking, dealing with both incoming and outgoing post, data input and stats, purchasing stationery orders, tender collating and distributing and uploading unwanted items on to 'Warp it' - the internal distribution of products that are not used by departments and providing them to others that may require them.

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

My proudest achievement thus far, has been my contributions to the 'Step into the NHS' event which took place earlier this year, in March. I thoroughly enjoyed curating a display board for the event and typing up pieces, regarding my own role as well as liaising with people from my team, to write about their own role and what they enjoy most about working for the NHS. Some of the statistics regarding the amount of outgoing post for instance, were unbelievable and I learnt so much about the many different posts, available in the NHS, including hotel services and sustainability, which I found particularly enlightening and relevant to the modern day, as the climate crisis seems to be an ongoing emergency and point of discussion.

What did you do/study prior to your role?

I obtained eight GCSEs including Maths, English Literature and Language, and double award Science. I then went on to complete AS levels at College, achieving a B in English Literature, a C in Spanish and a pass in Biology. I volunteered for a year at the Hive in Shipley, doing day to day admin tasks as well as providing support to people in the community with physical and or mental health issues.

What would you say to someone considering a 'Green Career' in the NHS?

Since healthcare industries are responsible for a large sum of waste and general environmental pollution, I would certainly recommend a 'Green Career' in the NHS. Especially as it would help to achieve the net zero prediction by 2040.

What is exciting about your role?

The variety in my role as a Clerical Officer is definitely the best part of working in Estates and Facilities. When covering reception for sick leave/annual leave or lunch break, I am kept on my toes and consistently challenged to step out of my comfort zone. Being both front of house and behind the scenes, I can experience working with colleagues of all different levels which allows me to develop and grow as a person and boost my confidence and communication skills. Using the franking machine to sort the post at the end of the day, before collection from Royal Mail is rewarding as I know I am aiding in the process of communication between the NHS and the service users; making sure they receive appointment letters on time, for example.

What would you like to do in the future?

In the future, I hope to progress in my admin role and continue working for the NHS, as it is a challenging and positive environment to learn, develop my skills and work. I also hope to achieve my level 3 qualification in business admin by the end of my apprenticeship.

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

I would recommend doing an apprenticeship as you are learning on the job, whilst also earning a wage, often achieving a qualification by the end of the process and more often than not, there is a permanent job with your company by the time you complete your qualification.

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**The variety is
the best part**
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