

Jackie Ann Lower

P&TS Business Support Co-ordinator



What is important to me:

- Provide a good service to my customers both externally and internally and develop a good working relationship with everyone.
- Being a good team player and supporting my manager.
- Being challenged and interested in my work.
- Spending quality time with my husband, family and friends and supporting them in their life experiences.
- Taking pride in everything I do.
- Feeling proud of what I have achieved outside the workplace – abseiling down the maternity block, qualifying to be an Open Water Scuba Diver, and passing my Theory and Driving Test first time at aged 51!
- Living life to the full by travelling around the world, enjoying and learning from new experiences and making more precious memories.
- Going to the theatre and cinema.
- Going for walks with my husband and dog whilst enjoying the countryside.
- Enjoy ten-pin bowling.

What people like and admire about me:

- My team consider me to be a good listener, empathetic and a positive influence.
- I am friendly and approachable, and the warmth of my personality is infectious, and this helps boost team morale.
- I'm very organised, dependable, and my managers know I will support them 100%.
- I am a 'can do' person and when faced with new tasks I work hard to find out how to do it and see the job through to the end.
- Going above and beyond to help others whether in the workplace or in my personal life.
- Like to achieve a high standard of work.
- Have a wide range of knowledge and experience.

How best to support me:

- I like to have clear and concise instructions to enable me to carry out the task efficiently and professionally.
- I prefer to work in a team and enjoy supporting colleagues although I can work on my own initiative.
- Carry out any additional training to enable me to succeed in my role.
- Want to develop myself and keen to learn.

In my current role:

- I support with the coordination of a wide range of projects and HR processes.
- I work closely with P&TS Senior Leadership Team and Head of Specialist Education Services in order to develop and support joint working across the services.
- I facilitate elements of the SEND Graduated Response with colleagues and education settings.
- I help manage the Education Mental Health Lead Network.

For more information and contact details for the P&TS, please see our website

www.suffolk.gov/pts