



# Helping Hands

Care and Nursing at Home

Est. 1989



## Octavia Allen

Area Care Manager – New Branch Rollout team, South

### Meet Octavia, your Area Care Manager for the New Branch Roll-out Team, South

#### About me

I joined Helping Hands in 2019 after 18 years in financial services in the customer experience sector. I moved in to the care industry as I was looking for a role with a people-centred organisation with great purpose. Helping Hands has already proved to be exactly that and this is a really exciting time for the business as we start to grow our high street presence across the UK. As Area Care Manager looking after all our new branches in the South during their set up phase, I am thoroughly enjoying recruiting the best of the best in the industry and seeing our new branches open up to deliver brilliant things for our customers and, of course, our people.

#### My experience and expertise

My experience sits in managing people and teams across large geographical areas in a regulated environment. Having worked for a number of years in financial services, I understand the importance of putting our customers first. In fact, I hold the belief that prioritising both our people experience as well as our customer experience is what will build further strong foundations at Helping Hands. I love nothing more than investing time in the people that surround me - be that in or out of work - so it's an absolute pleasure to be in this role and use my experience in the care sector.

#### Why I chose Helping Hands

Helping hands has a real family feel to it. The people within the business are engaging, inspirational and so supportive. The business itself has the most incredible purpose as we set ourselves up to help more and more customers get the care they need in the comfort of their own home. We are on a mission to expand our branch network, so all in all this is a fantastic and extremely exciting place to be!

