



Branch Care Manager - Exeter

Hello, my name is Nicola Maslen

Branch Manager - Exeter, South West

About me

I oversee the day to day running of the branch and it is my responsibility to ensure it is a safe and caring environment for both staff and customers. I am passionate about my role and strive to give the best possible service while allowing our customers to live safely and independently in their own homes. I am proud of my branch and their work ethic. The whole of Team Exeter show such pride in their work and huge dedication to their customers, their commitment is admirable. I am a busy mum of two young boys and I consider myself to be very old at heart, I love to knit, cook, bake and take our dog Lola for walks through Haldon Forest.

My experience and expertise

I joined Helping Hands late 2021, so I am quickly learning the roles of my staff.

I have worked within the Health care sector for the past 4 years working my way up from an area co-ordinator to a Locality Manager. I was responsible for two practices in Plymouth for the out of hours GP service, and during a pandemic it was vital that staff and patient safety was a top priority. Thanks to my previous experience I was able to lead my large teams efficiently and ensure a smooth service. Understanding your teams' roles is vital to being an effective leader so I made it my prime concern to understand everything it was they were undertaking – and it is this, along with my experiences and skills gained, that I have brought forward in my role as Branch Manager.

Why I chose Helping Hands

I chose Helping Hands after reading the fantastic reviews from both customer and staff and they seemed like a very innovative company and truly listen to their customers to implement necessary change. Their very strong values paired with their reputation made it a place I wanted to be a part of.

I am mostly looking forward to keeping up the high standards of my predecessors and strive for nothing but the best for everyone who is part of the branch.

I enjoy the variety of my role – recruitment, fire marshal, coffee maker, empathiser and everything in between. I love helping being part of something great and positive where I can show my pride in my work.