

VTS MANAGEMENT PROFILE

Name: Shannon True

Role: Office and Administration Manager

Joined VTS: 2011



Shannon is responsible for:

- Managing the administration department
- Data and ESFA compliance
- Financial processes
- Ensuring health and safety compliance

Experience:

Shannon started her career at VTS as an administrator at just 18 years old and has since worked in various roles within the company to gain different experiences that she now applies in her Senior Leadership Team (SLT) role. After spending some time in the administration department, an opportunity arose for Shannon to become an assessor for administration. She took on this role for a few years, gaining valuable knowledge and insight into the experience of being a tutor.

When the Office Manager position became available, it was a natural progression for Shannon. She is able to use her expertise from both her administration days and her time as a tutor, to support her team in finding compliant solutions, while ensuring the best possible experience for learners.

Personal Hobbies:

Shannon enjoys spending quality time with her lovely family, cherishing every moment with her 2 young daughters. In addition to this, Shannon loves to read a new book, often getting lost in the pages of a good story.

Binge-watching TV shows is a favourite pastime for Shannon, her top shows include *Bridgerton*, *Greys Anatomy*, and *Gavin & Stacey*.