

All about Roger H

I am the Independent Travel Hub Team Leader

One thing I like.....

In work: The feeling of knowing that I am providing a vital public service.

Outside of work: Music – both listening to it, and playing bass guitar in a couple of bands.

One thing I don't like is...

In work: Repetitive tasks

Outside of work: People who act that somehow, they're better than everybody else.

The best way to communicate with me is...

Politely and clearly. Give me all the facts so that I fully understand what I'm being asked to deal with.

I promise that:

1. I will always do my best to provide a good service.
2. I will always own my mistakes and learn from them.
3. I will always treat people with respect.



The best thing about my job is...

Every day is different, and even after working in this area since 1999, things still crop up that take me by surprise. People are amazing.

Words that describe me...

Fair, inclusive, sensitive, caring, funny, mischievous (I love a good wind-up), and occasionally curmudgeonly.