

# THE UNSUNG HERO

## BRONWYN TIFFIN

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### Appreciation & Teamwork

In every team, there's someone whose work quietly keeps everything running smoothly. In Operations, that person is **Bronwyn Tiffin**, our Operations Assistant. While much of her work happens behind the scenes, its impact is felt across the entire team, every single day.



### Keeping Operations on Track

Bronwyn plays a vital role in ensuring Operations stays organised, communication flows, and the team has the tools and resources required to perform at their best. From administrative tasks, supporting scheduling, managing the vehicle fleet, organising uniforms, RT's, phones, and customer mail - and much more - Bronwyn keeps everything moving.

### Always Three Steps Ahead

A typical day involves balancing multiple priorities, responding to requisition requests from security officers, liaising with Contact Centre staff and coordinating logistics to support daily operations. There's always a tremendous amount of planning and proactive problem-solving happening and Bronwyn is often three steps ahead, anticipating needs and ensuring the right assets and information are in place.

Her ability to stay organised, communicate clearly (with occasional use of her 'stern mum voice') and thinking ahead ensures the team works efficiently and potential issues are addressed before they become problems.

### Making a Difference

Bronwyn is most proud of knowing she makes a meaningful impact, even when her work happens out of sight. She takes pride in being the person who keeps everything running smoothly. What she enjoys most about her role is simple: helping people.

As Bronwyn puts it, ***"I really enjoy helping others succeed and knowing my role contributes to a positive and well-functioning team."***



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