

Sophie Hall

Service Improvement Manager



Profile

Sophie joined Friendship as Team Leader in Home Support in 2003 before the change to supporting people funded programs, and was involved in the development of the supporting people service for people with learning difficulties.

Following Sophie's promotion to Quality Manager in 2007, the corporate bar was raised yet again in April 2009, when she was promoted to the position of Service Improvement Manager. Leading the Service Improvement team, Sophie works closely with Friendship's Senior Management team and Longhurst Group colleagues to ensure operational services are effectively co-ordinated, continuously improving, are of high quality, reliable and effective to meet the needs and aspirations of customers.

Sophie is also responsible for managing and preparing the organisation for regulatory short notice inspections and to then achieve the recommendations of such inspections and other forms of external and internal audit.

In January 2009, Sophie achieved an MSc in Management of Public Services at Birmingham University.

Born and brought up in Birmingham, Sophie comes from a politically orientated family and attended CND demonstrations with her mother in the past. She is a motivated, ambitious and able individual, who has battled dyslexia and a chronic hearing condition throughout her life.

Prior to embarking on the career ladder in social housing, Sophie explored the thespian route and in 1992 appeared in the best British Road Movie of the year 'Soft Top, Hard Shoulder' taking the part of Nancy, the waitress in the

Transport Café. Also to her credit she gained a BTEC in Performing Arts and a Communications degree at Coventry University.