Admiral Group PLC

What is a Mental Health First Aider?

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Looking after our mental health and wellbeing at work matters, but knowing where to start isn't always straightforward.

Our Mental Health First Aiders help make that first step a little easier. Accredited through Mental Health First Aid Wales, they offer colleagues a safe and confidential space to talk, listen without judgement, and signpost to further support where needed.

Meet Samuel, one of our Mental Health First Aiders, and Procurement Manager in our Household team.

Hi Samuel, can you tell us a bit about yourself?

Hi! I'm the Procurement Manager for Admiral Household, leading the day-to-day running of the team. We manage all tender activity within Household, alongside contract renewals, supplier compliance, aged debt, and a range of other supplier-related projects.

I'm also super passionate about supporting mental health. I co-lead Admiral's Men's Mental Health Support Group and serve as Deputy Chair of the Customer and Product Sustainability Working Group. Outside of Admiral, I currently serve as President of the Insurance Institute of Exeter and as a Facilitator for Andy's Man Club.

How did you become a Mental Health First Aider?

I have experienced challenges with my own mental health on and off for many years, and I first became a Mental Health First Aider while working for another organisation.

When I joined Admiral, I saw that there was a Mental Health First Aider network, and I knew straight away I wanted to get involved. I became a Mental Health First Aider to continue that journey and help provide support to even more colleagues.

What does the role involve?

The role involves providing support to colleagues who may be experiencing poor mental health, as well as offering guidance to managers on how they can best support members of their team.

We're here to listen without judgement, provide a safe space for people to talk, and signpost to the most appropriate support. In crisis situations, we help people access immediate assistance and ensure they remain safe while professional support is arranged.

What support do you get yourself?

During the process of becoming an accredited Mental Health First Aider, we had lots of training which I feel prepared me well for the role. Training is provided by Mental Health First Aid Wales and we get additional training to support vulnerable people from Samaritans.

The network is incredibly supportive and provides regular training, guidance and resources. There are clear reference materials available, along with a dedicated Teams channel where MHFAs can share experiences, ask questions, and seek advice from one another.

What's the most rewarding thing about being a Mental Health First Aider?

The most rewarding part of the role is knowing that you've helped make a positive difference to someone's life and supported them in taking the first steps towards getting the help they need.

Our culture here is one of openness and respect. It's a place Where You Can Be You – and it's built by people just like Samuel across the business.

Join our team and be part of our story.