

Meet the team

Claire McIntosh

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Meet the team - Claire McIntosh

What do you do at Outset and how do you support our clients?

My role is pretty varied. I manage the Advisory Team, give employment law and HR advice to our clients, support the HR Consultants from time-to-time and provide operational support to the employment law and HR team. With regards to the operational support I provide, my aim is to continuously improve the way we work so that we can ultimately provide the best service to our clients.

Give us a brief timeline of your career so far

I knew I wanted to work in HR from the age of 17 when I completed some work experience in the HR department of Dover Harbour Board. I had plans to go to university to study Business Studies and HR, but having found a permanent HR role before I was due to leave for university, I decided against it. Instead, I worked and studied for an HR diploma/CIPD qualification at the same time.

After a couple of years' I moved onto an HR Coordinator position at HR GO – a large recruitment company based in Ashford, Kent. Here, I furthered my HR and recruitment knowledge and continued my studies. Eventually, I fancied a change of scene and moved to Outset in 2010. I'm now in my 10th year of working at Outset and still love what I do. The Outset Group is one large family, and I can't imagine working anywhere else now.



What has been your biggest challenge in your role?

My biggest challenge has been managing my desire to change everything as soon as possible. I'm definitely better now than I used to be at reigning myself in and realising that taking a step back, planning and prioritising is far better than tackling everything at once. The same can't be said for DIY jobs at home – I'm forever starting the next DIY job before finishing the first one.

What do you enjoy most about your job?

The problem solving – taking a task/issue, mapping out the options, weighing up the advantages and disadvantages of each option and pulling on the key strengths of the people around me to get things done. It's something I really enjoy particularly in the operational part of my role.

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What do you think sets Outset apart?

Most definitely the people. We all work really hard as a team, and I know this shines through to our clients. The services we provide to our clients are completely relationship-led, and it's great to be a part of that.

When you were young, what did you want to be when you grew up?

I originally wanted to be an architect. As a child, I was obsessed with drawing beautiful houses. It was when I realised you need to be pretty good at maths and science that I went off the idea.

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What do you wish someone had told you when you started out? Or what piece of advice were you given early on that has stuck with you?

Advice I was given early on...when it comes to dealing with employee relations issues, don't jump to conclusions based on the first version of events you hear. There's always more to it than it first seems. This has stuck with me and is so true!



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What do you enjoy doing when you are not working?

I love spending time with my husband and two daughters (5 and 2) – going on walks, gardening, DIY (the kids help too!), movie nights etc. Also, spending time with my mum. Once lockdown is over, I look forward to spending time with the rest of my family and friends, camping and going to the gym (now very much needed due to my lockdown diet/lack of exercise!)

Who inspires you most and why?

My mum inspires me the most. She's a hardworking and reliable individual who cares for all those around her and puts 100% effort into everything she does. I've always strived to do the same.



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What piece of advice would you give someone in business?

Planning is key! If you can externalise what you are hoping to achieve, when, why and the resources you require, this makes success far more likely. Apps such as Trello and Todoist are great pieces of software to assist in project management. I also use them in my personal life – life admin, chores etc. Well, if you want something done, ask a busy person!

And finally... What is one thing you've learnt during lockdown?

I've learnt that it's actually pretty good to slow life down a little bit. You don't need to be here, there and everywhere – it's the people you spend your time with that's the most important thing. Slow down and be more present in the moment.



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