

# Meet the Outset team

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**Emily Terry**

System Administrator



**outset.**

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## Describe your role and how you support our clients (in no more than 100 words)

I work in the internal IT team that supports the Outset group. My role isn't necessarily client facing but I see my colleagues as my clients and I try to support them to the best of my ability. My role is so varied and busy, I could jump from a new user setup, assess and deploy new software, system management, helpdesk and so much more. I love coming to work and knowing that no two days are the same.

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## Give us a brief timeline of your career so far

My career started as Outset's first apprentice when I left Sixth form. IT was always my favourite class in school so I knew I wanted to pursue it but I wasn't sure if I wanted to go to University or join a company as an IT Apprentice. Fortunately, I came across Outset advertising an IT apprenticeship and I immediately got excited because of how cool the job description sounded and I quickly enlisted my mum for help with my application. After completing my Advanced Apprenticeship in IT, software, web & telecoms, I was hired as Outset's System Administrator and I've now been here for almost 3 and a half years!

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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?**

I wish someone told me that you don't need to know everything to succeed. Just try your absolute best and people will appreciate your efforts.

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**What do you enjoy most about your job?**

I love helping my colleagues with their IT issues. I get a lot of satisfaction knowing I've made their working day a little easier and I can have natter at the same time.

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

I flipped between being a Chef or a Rockstar!

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**What has been your biggest challenge in your role**

The biggest challenge was when I first joined Outset because this was my first job and I joined only a few weeks after leaving school so it was a shock to the system. Fortunately, I soon found my footing thanks to the help of everyone at Outset.

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**What do you think sets Outset apart?**

Definitely the people. Everyone is so friendly and supportive.

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**What do you enjoy doing when you are not working?**

I love going to the Cinema but I think I'm more interested in the snacks rather than the actual film! Not to mention my love of Pizza hut which knows no bounds.

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## Who inspires you most and why?

This may sound a bit weird but I'm inspired by all those who have ever doubted me. For most of my life, especially during Primary school and the early years of secondary school, I was pinned at the below average, almost stupid, deathly shy and awkward type who would be lucky to pass their GCSE's. Yes, it did take me three tries to get my C in English and two tries to get my C in Maths but the point is I am too determined and stubborn to let them be right. They really just added fuel to the flames!

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## What piece of advice would you give someone in business?

Look after your workers. There is no business without workers so they should be the focal point. There is growing evidence supporting the link between happiness and productivity, so happy workers are more productive and engaged than unhappy workers, which can only be good for businesses.

## And lastly...

### What is one thing you've learnt during lockdown?

I've learnt how important it is to look after yourself. Lockdown has caused such a strain on our mental health that self-care and self-love has never been so vital.



**Emily Terry**

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