

# Meet the team

Hayley Harris

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

I work 2 days a week as a UKHSE Administrator within the Group Services team. My duties include scheduling training, booking consultant appointments and assisting with the running of the H&S side of admin. This involves producing training handouts, course returns, invoicing, and service agreement packs.

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

I started out working at Barclays cheque fraud, then moved onto a software company, where I was responsible for project managing complex installations of IT/software, and planning training schedules. It is there where I learnt to be super organised, and a stickler for a process.



## What has been your biggest challenge in your role?

Although I'm hugely appreciative that I work part-time as this is ideal for my work/home balance, I am not a fan of not seeing a job through and occasionally need to pass work onto someone else in my absence. This isn't really a challenge from a work perspective, just more me not liking to let go. I also have to play catch up with office banter from the days I wasn't working.

## What do you enjoy most about your job?

Being part of the Group Services team. My team colleagues are friendly, some even a little nuts, they are supportive, and fit around me and my part time hours. They make my days at work something to look forward to.

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## What do you think sets Outset apart?

There is probably a bit of a common theme going on, which speaks volumes, but the Outset people! Everyone in the business has been welcoming, friendly, approachable and helpful. I have worked previously at organisations and felt like just a number, whereas at Outset, it has that family feel, which makes it an enjoyable place to work.

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

A shop window dresser. As a child I have fond memories of going to London at Christmas with my mum and admiring the shop displays.

## 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 was told in my first ever job, to not be afraid to say when you don't know the answer or unsure of anything. There is no shame in it.

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

Family time. My kids make me proper belly laugh (and pull my hair out at times) and I have some pretty amazing friends that I cannot wait to see more of.

## Who inspires you most and why?

My Husband. He has that get up and go attitude to everything, he encourages me to be who I want to be, and only really moans when I leave my shoes lying around.



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

To be more appreciative of how lucky I am, having a baby during a pandemic has been challenging, however we have our health and that's most important of all.

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Scan the QR code below to save Hayley's contact details

