

Meet the Outset team

Nicola Sullivan

UKHSE Administrator

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

100 words – I do like to write a novel you know! UKHSE Administrator, working under the group services umbrella. Main duties include scheduling H&S training for clients, maintaining consultant diaries and ensuring the smooth day-to-day running of the H&S side of admin.

From producing training handouts to invoicing clients, raising diary clash issues to making client service agreement packs. No two days are the same, just how I like it.

Work within a great team, which makes my job enjoyable and rewarding. Group Services are the heartbeat of the office.

2

Give us a brief timeline of your career so far

Jack-of-all-trades, master of none – not strictly true, have always been an administrator so there is a common denominator where my skills lie. London based TV/Radio administrator for 12 yrs, attended Voice over recordings, edited commercials, Estate agent, IT Helpdesk, Deutsche bank/BT data migration analyst – have been around the block you could say. Easy tiger!

In a nutshell, my career started in media for ITV at the tender age of 20, enjoyed it immensely until giving up the rat race commute to relocate to Kent. Had a period of trying new job sectors and then I found Outset and as they say, the rest is history. Never looked back and still looking very much forward.

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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?

Being the class clown does not earn you millions.

Treat others how you wish to be treated – No matter the hierarchy or position, from cleaners to directors. We are all human beings and manners go a long way. My pet hate is poor manners and lack of respect for others. You are never too big to be polite! That is a mighty fine high horse.

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What has been your biggest challenge in your role

Single-handed administrating for the UKHSE consultants and trainers. A vast task for one person alongside a new software system just being implemented, but determination and perseverance paid off. Have a wonderful support team in my Group services colleagues who now can and do assist with the role. The system still requires tweaks but don't we all?

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What do you enjoy most about your job?

Outset and especially group services have a unique work family bond, have met some of the nicest people in my 5yrs here (past and present) and continue to enjoy working alongside our great team and all departments. They really are the best, always willing to help and get the job done supporting each other daily. Nothings too much trouble even when it is manic; we always get through and emerge with a smile at the end of the day. Not many places can say that about their staff – Outset have a great diverse bunch of characters, it works well.

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What do you think sets Outset apart?

Outset staff have great work ethics and the products/services we have to offer are second to none, top class. The whole package or part of the package, flexible and friendly. We genuinely like to help people, not just go in for the hard sale. The expertise in our work force are exceptionally high. Anyone working alongside Outset would give testimony to this.

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

I love stationary, so said I would run a stationary shop (Think Theo Paphitis, he did ok with Rymans). No wonder I ended up in admin, I still love the stationary cupboard. A new pack of post it notes or a new note pad – it just does things to me! Don't judge....
Air hostess and Vet were also on the list.

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What do you enjoy doing when you are not working?

I am very close to my family, have 3 siblings all with kids who I adore. Often found in a Costa with mum and sister, giving my 6-month-old nephew lots of cuddles and mad aunty laughter. Useless fact, I collect rare coins. So please check your change and anything rare/different please speak to me (defo do not show Alex KB first, as he also has this hobby).
I love music and would rather have my Alexa on any day over a TV. Saying that, there has been some rather good shows on Netflix so I learnt during lockdown.

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Who inspires you most and why?

Anyone who has ever been knocked down and got back up. Life can be wonderful but also tough for many reasons; those who can see the positives in life, give it their all and show sheer determination inspire me and always will do.

I also have to mention admiring the staff @ Macmillan Cancer support, without their faultless efforts, treatment and continuing research I would not be here today.

And lastly...

What is one thing you've learnt during lockdown?

It really is about family and friends, those who are there for you through thick and thin. Money, material objects, holidays are great but during the pandemic we learnt to appreciate what really matters. Basics and being there for each other. Communication really is key and having my parents upside down on FaceTime or looking at the floor rather than their face was just hilarious. Never too old to learn new tricks and laughter really is the best tonic.

Thanks for reading my rambles – hope you have been inspired and if not, at least laughed ☺

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What piece of advice would you give someone in business?

Observe, Listen, Appreciate and stay grounded. You can learn a lot from people using the very basics - communication. You never know who will have the next big idea. You never know who is fighting a battle. Be true to yourself, helpful and kind always. Profit makes a successful business on paper, but the people who make that profit actually make the business.



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