

Meet the team

Ollie Coekin

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

I carry out a supportive role within our corporate and commercial team, assisting the transaction leads with helping our clients achieve their goals. This can look very different from day to day: I might be negotiating supporting documentation for a transaction in the morning, while by the afternoon I'm engaged in and overseeing the post-completion process for our clients. I also support our clients in project management, creating and updating documents such as completion agendas and project trackers, in order that our clients are able to achieve the outcomes they seek in a timely and organised manner.

Give us a brief timeline of your career so far

I joined Outset in November 2017, having just finished a year-long volunteer programme with a local charity. Before that, I read Politics and International Relations at the University of Kent in Canterbury. While studying I engaged in part-time employment in retail. It was in this role that I first discovered that I enjoy listening to and assisting with clients' needs and expectations. I quickly learnt the skills to enable me to do so, skills that greatly benefitted me when developing a role in professional services.



What has been your biggest challenge in your role?

Like so many people around the world, COVID has been a major challenge for me in my role. I was based in the office prior to the outbreak of the coronavirus – dealing with documents, assisting clients when they came into our offices, etc. With the introduction of lockdown, that drastically changed. Fortunately, one of Outset's great strengths is the team's ability to readily adapt and support its employees as well as its clients when needed, so it did not take long for new processes and systems to be built to meet the needs of our roles, and our clients.

What do you enjoy most about your job?

While there are many elements of my role that I enjoy, I enjoy dealing with people the most – be it my colleagues, our clients, or other law firms. In every situation there is something I can learn from someone else, and hopefully something I can help them with too.

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What do you think sets Outset apart?

I consider the drive to deliver more value to our clients by doing things differently to industry norms to be the defining feature of Outset. We recognise and appreciate that our clients value timely deliverance and financial efficiency, so we look to maximise those from the start. We get straight to the point, delivering the advice and information that actually matters to our clients.

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

I really wanted to be a racing driver. I used to have a red racing helmet, and I loved it.

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?

One of the most important pieces of advice I've ever been given is to do my best in staying humble, in all areas of life; to never assume that I already know all the facts. One will often miss some detail that might be rather material to the other person when they enter into a conversation thinking they already know what to do or what will be said. This approach seeks to benefit clients, both ongoing and new.

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What do you enjoy doing when you are not working?

When not at work, I could be caught doing any number of activities. I enjoy long walks and hikes, and playing football. I am also a musician, able to play a fair few instruments, and I love going to live performances and festivals. Over lockdown I've gotten into video gaming, for its ability to connect people.

Who inspires you most and why?

Aside from my personal faith, I consider the people around me to be my biggest inspirations – those whom I know well, and whom know me. They celebrate my successes, and encourage me when I need it – even if I think I don't.



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What piece of advice would you give someone in business?

My piece of advice relates not only to business, but is general in its application: if you are struggling, seek help. There is absolutely no shame in admitting that you might not have been correct, or that you don't know what you're doing. Even in the world of business, there will be others that are going through the same problems you might be, or are more than happy to support you through yours.

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

Life feels somewhat reduced at the moment – we're limited in where we can go, what we can do, who we can see. I've learnt over lockdown to invest in the relationships and friendships around me, because they'll be the ones standing next to me when this is over.



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Corporate and Commercial
Team

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

