

# Meet the team

Sarah Oliver

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

I work within the hub at Outset providing support on a multitude of HR topics - predominately coaching our clients through employee relation processes such as disciplinary, grievance, performance management, redundancy and family friendly procedures.

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

After finishing school I started out doing a few different temporary administration positions because I wasn't entirely sure what career path would be for me. I soon found my feet and began working for an NHS organisation within the HR Department.

Starting out as an administrator I quickly found myself enjoying the work I was doing and my interest in HR began to grow from there. A couple of years later, I was seconded to a system implementation role which I will always be extremely grateful for as it allowed me to go on and be sponsored to do my Level 5 CIPD.

After finishing my level 5 CIPD, I wanted to progress my career further which led me to my position with Outset in 2018 as part of the employment hub, and I haven't looked back since!



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

The pandemic has certainly sent some challenges our way in the HR profession. If it isn't deciphering the latest government advice, it's tackling how quickly it then changes!

In a very strange way, it's been enjoyable to be so involved with these processes and it has allowed me to develop as a HR professional and whilst I can hope that we aren't in a pandemic ever again, it's a time in my professional life I won't ever forget.

## What do you enjoy most about your job?

My team are one in a million and no two days are the same! I'm so grateful to work as part of a team that are so kind, caring and compassionate, and our role is certainly never boring. I wouldn't be where I am today without their guidance and support and it's certainly one of things that makes Outset a brilliant place to work.

Our clients are also some of the kindest, funniest individuals you will meet. Whilst HR can be a serious topic, the feeling that you are helping and potentially lifting a burden from them makes the role so worth it.

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## What do you think sets Outset apart?

Working for Outset doesn't just feel like any other job. It's so engaging and you feel like you are all working towards one shared goal. Everyone is so friendly and approachable which is refreshing and it really does make all the difference.

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

A Crime Scene Investigator. I know, I know but I used to watch CSI Miami with my mum and loved it so much but as it turns out a scientific topic was not for me!

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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?

"Don't be at odds with yourself". I think this has mostly stuck with me because it is very easy to be self-critical and whilst this does help to motivate and develop yourself, too much can always have a negative impact. Having belief in your own abilities and confidently owning them are key to success.



## Who inspires you most and why?

Firstly, I think my family are massive drivers to my personal successes and so they have inspired me throughout the years to become the person I am today.

I think we can be inspired by so many individuals at the moment, I would say that my inspiration comes from those who stand up against adversity, making the world a better place each step of the way.

More recently, those who have helped to get the nation through this pandemic, whether it be a charity bake off, the NHS professionals working tirelessly through or a Captain Tom's laps around his garden – it all just means so much and I couldn't be prouder to be part of this nation.



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

Having recently moved to my first house, I spend a lot of time decorating or planning what I am going to decorate next! Admittedly, it may not be my strongest skill but you have to learn sometime right?

I love a True Crime podcast and seeing my family, and hopefully when we are on the other side of this pandemic I can spend more of my free time socialising rather than decorating. It also wouldn't be me not to mention my cat, so spending time with Mischa is also what I tend to do in my free time!

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

Take your time and think about things from different angles. I think it's all too easy to become caught up in one moment, and sometimes just simply stepping back and calmly thinking about things can change an entire situation.

This is an effective way of keeping your emotions in check (because we are all only human after all) and can lead to better business decisions with a clear head.

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

I think lockdown has been a period where everyone can really reflect on what is important in their life and make some positive changes as a result of this.

I also think that switching from office based to a working from home has taught us that connectivity is really important, and we have all the tools we need to do this at our fingertips.

The use of online methods of communications have really helped with assisting our clients and this will continue to develop these relationships in the future, which I am really looking forward to!



**Sarah Oliver**

Employment Advisory Team

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

