

Meet the team

Rachel Field

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Meet the team - Rachel Field

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

Along with my colleagues within the team, our role is predominantly to provide support and guidance to our clients on a range of HR processes including disciplinary, grievance, absence and performance management, flexible working and redundancy.

This is generally conducted via email, telephone and on-site support where required.



Give us a brief timeline of your career so far

In all honesty I sort of fell into HR, but I am so glad I did. Having studied (subjects completely irrelevant to HR), and worked a couple of general admin jobs when I finished college, I was working as an Administrator for a domiciliary care provider when they had a HR Administrator vacancy come up. I was looking for a new challenge, was successful in my application and have developed a passion for HR ever since. That employer supported me through my CIPD Level 3 and the HR Manager and HR Director were invaluable to my early HR career.

7 years later, I joined Outset in 2014, and the rest they say is history. Since joining, I have completed my CIPD Level 5, and the organisation has provided me with opportunities I am not sure I would have got anywhere else – including major experience and knowledge development, working with clients in very different sectors, and working closely with employment lawyers.

What has been your biggest challenge in your role?

I would say in the early days, the transition from an in house HR role to a more advisory role with less decision making responsibilities was something that took a minute to get used to.

What do you enjoy most about your job?

Without a doubt, I most enjoy the variety in my job. As cliché as it sounds, no day is ever the same and as much as I used to prefer routine and organisation, I now love not knowing what kinds of things I am going to walk into on a day to day basis. In our team, we deal with all sorts, the good, the bad and the just plain bizarre and I would not want to change it for the world.

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What do you think sets Outset apart?

The people. It is so refreshing to work somewhere, in which everyone is so motivated to help people, and passionate about what they do. Outset also has a brilliant culture of knowledge sharing and I count myself lucky to have been able to learn so much working here.

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

Growing up, I always wanted to be a writer of some sort. For a while in my teenage years I had my heart set on journalism, but then all the scandals started and to be honest, as exciting as listening into celebrities' private phone calls sounds, I am not sure fabricating stories and selling them as truth is 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?

When I was just starting out in HR, I will always remember my HR Manager at the time telling me that in this line of work, you are never going to please everyone all of the time.

As an eternal people pleaser historically, over the years I have learned this to be so true. In business, but also in general day to day life, you will have to make decisions that will not always be popular, even when that decision is the right one.



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What do you enjoy doing when you are not working?

I have two young children who just love being outdoors whatever the weather so you would generally find me exploring woods, or parks etc. with them.

However, I also love live music and entertainment, and going to gigs/comedy shows is something I have really missed this year with the cancellation of almost everything due to the coronavirus pandemic.

Who inspires you most and why?

As a Chelsea fan, I would have to say Frank Lampard. He gets a really bad rep because of his infamous "Supergoals" ad (my friends mock me all the time for it because I love him), but the man is really very clever, and proof that hard work really can pay off.



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What piece of advice would you give someone in business?

- Treat everyone how you would want to be treated – no matter what their role or rank is.
- Listen – there are usually two (or more) sides to every story
- Be adaptable – if this year is not a prime example of how businesses need to be adaptable in order to sustain change, I am not sure what is

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

Having always been a bit of a worrier (understatement), not just during lockdown, but in recent years, I have learned that life is very short and so you should make the most of it and focus on the things that really matter.

And also that I am better than I thought (along with the rest of the country it seems) at things like baking. My husband may make a good housewife out of me yet... no chance!



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

