

Meet the Outset team

Leila Cox
Administrator

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Meet the Outset team – Leila Cox

1

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

I am an administrator in our group services team, I provide support to the different groups within Outset mainly helping to support the marketing and on-boarding team.

My role is very varied and can change on a daily basis from on-boarding a new client to carrying out behind the scenes work on our primed system. Over the past 2 and a half years I have learnt a lot about the business and how it works which has allowed me to support across the business.

2

Give us a brief timeline of your career so far

I started my first job in retail at 16, which I did for 3 years alongside taking my exams. I soon realised that I wanted a change of career so when I was offered a business administration apprenticeship with Kent County Council, I took it without looking back.

The programme was for 2 years and consisted of completing different modules on skills that I learnt whilst working as an admin receptionist. My role at KCC taught me a lot about working life and was a great start to my career. Once I completed my apprenticeship, I was offered a full-time position within the business support team. I was then given a lot more responsibility, including things such as maintaining the division website and creating & uploading content for newsletters. It was after this I realised, I wanted to expand my skillset and focus more on marketing.

I then started at Outset in December 2017 – 2 and a half years later and I am still challenging myself and have learnt lots along the way.

3

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 first starting out, I would worry about not 'making it' in my career and if I didn't by a certain age then it was too late. I wish I understood a lot earlier that there is no career timeline and it takes as long as it takes to get to where you want to be.

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4

What has been your biggest challenge in your role

As an administrator one of my biggest challenges is ensuring deadlines are adhered to when reliant on others passing work over.

A lot of tasks involve more than 1 person so ensuring everyone keeps to their deadlines is important.

5

What do you enjoy most about your job?

The thing I love most about my job is how varied it can be day to day. No two days are the same and that's just the way I like it.

6

What do you think sets Outset apart?

Outset is filled with great talented people that love what they do. I feel that this is as noticeable on the outside as much as it is on the inside.

7

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

Well, I wish I could say something interesting and exciting such as a Doctor or an Olympic Gold Medallist for a sport like Gymnastics but when I was younger, I just wanted to be famous.

Ha, yeah, I know, very vague and basic but I honestly didn't have a plan on how to get there or what I needed to do. I thought it would just happen.

You never know, there's still time, right?!

8

What do you enjoy doing when you are not working?

I love interior design! I am constantly on Instagram or Pinterest looking at other people's homes and how they style them. I am a sucker for a good candle!

I am also big foodie – I love going out for dinner. Doesn't have to be anything fancy, I'd take a Harvester salad cart over a 9-course meal any day!

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9

Who inspires you most and why?

My family and friends are my biggest inspirations. Each person inspires me differently, whether that be how to act or deal with certain situations or them supporting me with new hobbies that I decide to take up – most recently it's Gardening - who knew growing basil and parsley was so challenging?!

10

What piece of advice would you give someone in business?

It's probably the obvious option but I'd say – Don't give up. Take each day as it comes, work hard and you will get to where you want to be.

And lastly...

What is one thing you've learnt during lockdown?

Looking after yourself is so important. Do at least one thing every day that makes you feel happy – whilst being in lockdown I have made more of an effort to exercise and I have even baked the odd banana bread or two. (I also watched the whole of the marvel series in order, which took a good few hours)

Now that lockdown has eased a little this is still so important – make time for you.



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