

Meet the team

Michelle Conner

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Meet the team - Michelle Conner

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

My role within Outset UK is as a HR Consultant and I have worked for Outset for 13.5 years. My role is really tricky to fully define other than it covers all aspects of HR from strategic support to on occasions, HR administration. Another way to describe the role is that we take responsibility and ownership for our clients HR tasks/projects, clients are then safe in the knowledge that the activities will be commercially and employee focussed and of course legally compliant.

Give us a brief timeline of your career so far

My post University career started on a graduate scheme as a computer programmer. It wasn't long before I realised that programming in Cobol Cics really wasn't for me and I moved into IT recruitment. From here I was hired by a friends mum for Britannia Airways and my career started in HR, I always describe myself as 'falling' into HR! 20+ years later I have worked for some big corporates and SME's and my more recent experience has been here at Outset.



What has been your biggest challenge in your role?

The biggest challenge for me in my role has been the last 12 months – living and working in a pandemic. You think you have your personal and work life sewn up and organised and then it is like a pack of cards being thrown in the air and you have to start again.

What do you enjoy most about your job?

Helping clients with their employees, making HR a positive experience rather than just compliance.

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What do you think sets Outset apart?

We genuinely care about our clients and their businesses.

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

A teacher but my Mum being a teacher did everything to put me off so I changed focus and decided I wanted to be a hotel receptionist.

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?

'Talk to employees' if you leave an issue to fester then it will turn into a 'big hairy smelly thing' which will take more time and money to rectify.



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What do you enjoy doing when you are not working?

Spending time with my family supporting their activities and walking the dog.

Who inspires you most and why?

David Attenborough – he just doesn't stop and doesn't seem to age



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What piece of advice would you give someone in business?

Treat employees as you would like to be treated yourself.

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

That my children have life skills, they can cook, clean and food shop 😊



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

