

# A Day in the life of...



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Financial  
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### MY ALARM GOES OFF...

My alarm goes off at 6am, I crawl out of bed, get washed and dressed (we became a more casual office recently but I cannot get used to being too casual, so no jeans or runners). I think it puts me in a work mindset to dress not too casual, so I can separate my work and my social life. I leave home about 7am and I need to get a bus, a train and a tube to get into the office but I could be in by 8am on a good day. I pick up breakfast on the way.

### I'M RESPONSIBLE FOR...

I hire and manage administrative staff within MA of which 9 are on my team in London, France and Dubai. They look after administrative functions and about 90% of their role is booking travel and processing expenses for our Sales team adhering to all our policies. I sit with the Sales Management team and support in running feedback sessions, social events,

on-boarding of new staff, etc. I also look after floor planning, desk and IT allocations in Canary Wharf. I am responsible for Business Continuity Planning for the Global Sales Team for approx. 470 people in 26 locations.

### I GOT MY JOB...

I am Irish and completed 'A levels' in 1986, then did a Business Studies course, then Accounting Technician's course. Two weeks work experience (where I completed the job in one week) turned into 9 years as a PA & Trainer of Microsoft products. A company partner started his own business and asked me to join as Office Manager. We merged with a US CPA firm and after 4 years, my MD left and after another merger, his manager moved to London to head up the Sales team and asked me to join. I agreed eventually, and have now been through

7 mergers and 23 years with Moody's.

### AT SCHOOL I STUDIED...

In Ireland, the 'A Levels' are different than in the UK. I did 8 subjects: English, Irish, Maths (mandatory), Economics, Commerce, Biology, Physics, Art. I had no idea what I wanted to do after school so I did the subjects I enjoyed. There was very little career guidance and University was never given to us as an option. I went from wanting to be a Beautician to Police to PE Teacher. I wish I had known that I could go to university and have better options.

### MY TYPICAL DAY...

Usually get to my office by 8am (with coffee). I get in earlier so I can deal with overnight emails without any interruptions. I meet with my team to see how they are getting on with their deadlines and if they need any help. I have 3 staff in other global office so call for a catch-up. I meet with the MD (Head of Sales) to see what she needs help with i.e. meetings, reports, HR. I meet with Sales Managers individually to discuss their teams and see what they need. I talk with IT and Finance about issues around expense processing and onboarding new people.

### THE KEY SKILLS I USE IN MY JOB...

**People skills** – as a Manager, very important to treat everyone the same but differently! Be empathetic, understand that everyone learns differently and needs understanding and the chance to improve and have support. Always good to get buy-in from staff and include them in communications.

**Detail oriented** – in order to be accurate, double-check work and keep rules and procedures consistent.

**Teach & Coach** – Showing staff what is expected and justify answers so they can understand the logic of decisions. It is always good to go to your manager with solutions not problems, so go with suggestions.

### THE BEST PART OF MY JOB IS...

I love working with people, trying to figure out their personality and see how they fit into the company. I like training and teaching especially for those eager to learn and want to know more. I like to develop people and help them to progress into their next role.

### THE WORST PART OF MY JOB IS...

If someone is not working out on the team, having to let them go is very tough. This is not easy and pretty horrible to do, however, one person who does not pull their weight, can damage the whole team. Teamwork is very important and respect amongst peers also. One rotten apple can spoil the whole barrel.

### MY ROLE MODEL GROWING UP WAS...

Looking back, there are two people that I learned a lot from. They were both firm but fair and people had a lot of respect for them... Bob and my father.

Bob was the American that asked me to move to London, I learned a lot from him regarding respect, consistency, management being tough but fair.

My father... while we didn't always get on, looking back it is probably because we were alike. His motto was... if a job is worth doing, it is worth doing well. He thought me about work ethic and respect for others. But also no-nonsense.

### AFTER WORK...

I usually get home by 7pm. I used to play badminton to a high standard and loved it, but I am injured now. I was a Director of our sports club for nine years which was a lot of volunteer work. I now run national grading tournaments for the U19s and Elite players. One day a week I do latin and ballroom dancing. We have healthy Mindful Chef meals twice a week, and always have my husband's favourite once - sausage, beans and mash! We go to bed at 10pm so we can be fresh for the day ahead.



### MY PLAN B...

I was not sure what I wanted to do when I was younger and thought about being a beautician or joining the police. But as I always loved PE, basketball, tennis and gymnastics, and helped my PE teacher with after-school sports with the younger students, I think that might have been my Plan B. My parents suggested I do a Business Studies course, which I was not keen on but agreed to do it. I am so happy I listened to them, it was absolutely the right decision as I found something that I am good at and just needed a little push in the right direction.

