

ELBA

A Day in the life of...



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MY ALARM GOES OFF...

My day starts at 6am when the alarm goes off; I shower and am out the door by 6:45am. My husband normally drops me off at the station, and then I'm onto the train to Victoria and then jump on the tube to Oxford Street. My working day normally starts on the train when I review my meetings for the day, start to prep for these and then send a WhatsApp wake-up message to my team! My team are very young and have a habit of not hearing their alarms! I usually review and sort my emails out on the train. Our attire at work is business casual so we dress for our day ahead.

I'M RESPONSIBLE FOR...

I am responsible for the day to day running of the UK Valuation team which is around 300+ valuers across the UK. I look after all finances, HR and marketing functions for the team.

I GOT MY JOB...

I was never given the opportunity to go to university but JLL did arrange for me to do CIPD and CIM foundation courses during my career at JLL. I started work

as a junior secretary at the age of 16 and then had my first child at 18. I moved to JLL when I was 28 and worked my way up from PA to Business Manager/COO.

AT SCHOOL I STUDIED...

I was always passionate about dance at school and gained a GCSE in this. My other subjects at GCSE level were geography, textiles, maths, English and biology. At school I was always so talkative, and this has not changed! I see the brightness in any situation and am a very positive person. Don't worry about something that hasn't happened yet!

MY TYPICAL DAY...

I am normally at my desk around 7:30am, I grab a quick coffee then onto work which is normally an over spill of the day before. I try to take the first hour of my working day for

me. This means that anything that helps my career and my personal development I do first thing. This might be setting my objectives, writing up tasks for the day, ensuring that I've completed all tasks or undertaking specific online training. My day then turns into back to back meetings, I don't normally have lunch or it's a working lunch with colleagues.

THE KEY SKILLS I USE IN MY JOB...

For my role you need to be a people person and a problem solver. I've been at the firm for 22 years so I know the firm very



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well and if I have any challenges, I'll normally know who will have the answer or can find someone to help me.

I manage a very young team so people skills and understanding external challenges they may be facing is key. The people I work with are fundamental to my enjoyment of work. Without my colleagues, I believe our days would be very dull!

THE BEST PART OF MY JOB IS...

I love a problem! I am a problem solver whether this be project management or finding solutions to procedures. This is where I excel. I think being at my firm for so long has helped me so much as I've seen systems come and go and I've worked on projects that have crashed and burned or been successful. I can use these skills for current projects and know instinctively the direction to go in.

THE WORST PART OF MY JOB IS...

Probably managing a young team. They have no experience of working life so its difficult for them to see their behaviour isn't right or disruptive to others. Disciplining staff is tough and hurts me just as much as the other person. But the goal is to turn a corner, get back on track with help from me and move forward.

MY ROLE MODEL GROWING UP WAS...

I can't say I've had role models as such. I've had very good leaders that I've reported to and all have been supportive in my career. I haven't always got it right but when I have they have praised me. And when I've got it wrong they have shown me why, rather than just leaving me with anxiety and dread. I've also taken this approach with my team - every day is a school day. Upskill your staff and you go up the career ladder!

AFTER WORK...

I am a Latin American competitive dancer so my weekdays and weekends are very busy whether this be teaching or training. I leave work around 6pm get home for 7pm, and normally in the dance studio for 7:30pm finishing around 10:30pm most nights. My husband and I try to leave Mondays free so we can have downtime and sit in front of the TV! I have two grown up children who may visit at the weekend but this depends on whether we are competing or not.



MY PLAN B...

I started dancing when I was around 6 years old and wanted to become a ballerina. Unfortunately, due to family stress at home I was sent to work at 16 years old to help to pay the rent, so I didn't get the opportunity to fulfil this desire until I was in my 30s. I now have a very successful 2nd career in what would have been my Plan B. That said, I wouldn't change a thing. I am happy with two successful careers, a great family and great colleagues.

