

## commended: successful people jacqueline hinton, east grinstead

It's easy when considering nominations for 'successful people' only to consider those with a high profile within the business. However, some of the most energetic and enthusiastic contributors to a business are those that support what is going on behind the scenes and never themselves venture into the limelight. Jacqueline Hinton, an administrator in our Flood Risk & Water Management team, is just such an example.

Based in our East Grinstead office, Jacqueline provides fantastic support to our business unit of over 40 staff, spread across four locations in East Grinstead, London, Bristol and Sheffield. She is part of an excellent administrative team of four but, as the only full-time member of that team, she is the one we all rely on, all day and every day, and she has never let us down!

Jacqueline supports our busy staff in the ways you would expect. She makes travel and hotel arrangements for numerous site visits often at short notice; assists with the formatting and presentation of reports; arranges meetings; liaises with suppliers and prepares invoices. But she offers more than you would expect in the way of service. For example:

- Jacqueline stays late in the evening to get a report issued, changing personal arrangements even with minimal notice. She can be relied on to do the job with the minimum of fuss, removing the panic from trying situations.
- Jacqueline is flexible, adapting her schedule to meet our needs. If she is unable to complete a planned task during the working day, it has been known for her to take it home, away from the hustle and bustle of the busy office.
- Jacqueline constantly makes the welfare of our staff a top priority, ensuring we stay in comfortable, clean and safe places, she anticipates our travel needs and arranges things with little intervention from us and often at short notice.
- Jacqueline keeps a close eye on all our suppliers to ensure that we obtain satisfactory service at a competitive price. She is fair-minded, being quick to complain at poor service, but equally keen to support them if mistakes occur in payment of their accounts.
- Jacqueline has built up a good network of colleagues in other parts of the business. This means she can help others and in return receive useful advice to enable her to do her job to the best of her ability.
- Jacqueline took the initiative to travel to our London office on a regular basis to give support directly to the staff there.



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- Jacqueline has contributed to the reduction of operating and administration costs in our business by identifying inefficiencies and suggesting solutions, recently reducing the costs of working lunches for example, and constantly seeking to ensure best value on travel and accommodation for our staff.

Jacqueline received an overwhelming number of votes in a recent poll of our staff asking who makes a significant contribution to our business – a true testament to the feelings of the staff she works with.

In what has been a turbulent year for our business unit, with the sudden departure to a competitor of our Cost Centre Manager and Business Development Manager, Jacqueline's calm and positive contribution has been an invaluable source of continuity and support to the team and to our new managers.

Thank you to Jacqueline and to the administrative team of which you are part.

#### NOMINATED BY:

Capita Symonds Flood Risk & Water Management team, UK

#### keys to success

- Consistently going the extra mile in providing support to busy staff
- Being a key part of the Flood Risk & Water Management team and supporting all our technical staff to allow them to deliver projects efficiently.
- Being, without fail, flexible and enthusiastic
- Everyone in the business unit could give an example of when Jacqueline has fixed a problem for them or gone that extra mile.