

# Working For a Company That Embraces Change

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## INTRODUCTION

My overarching perspective of Costello Medical, having joined the company nearly 10 years ago, is how much it has grown over the years - not just in terms of the number of employees and customers, but also how it has evolved to support the people who work here.

## FLEXIBLE WORKING

When I joined the company as a Medical Writer in the Publications division, back in 2012, there were fewer than 30 employees. Prior to joining Costello Medical, I had spent a number of years working within the University of Cambridge as a post-doctoral researcher, where I enjoyed flexible working hours to facilitate nursery and school pick-ups for my young family. When I applied for the job here, the company was still relatively small and it became clear that the client-facing role would require me to work core hours, without the option of flexible working. Although I knew that this would put a strain on my childcare arrangements (particularly, nursery and school pick-ups), I really wanted the career change that Costello Medical offered and was determined to make it work, so, with the support of my husband, I accepted the role. Within a few months, I was offered my own working agreement entitling me to more flexible hours (this was before flexible working was commonplace); the company could see that it

would make a significant difference to me and my home life to be able to work more flexibly. Now, we have a flexible working policy which benefits not only those with young children or family members to look after, but all employees. The company's practices and processes have developed as the business has grown and the individual needs of people are continually being considered. My children no longer need me to drop-off or pick-up from school, but I still enjoy the benefits that flexible working offers.

## OPPORTUNITIES FOR PROGRESSION

Another positive change has been the introduction of many new roles, divisions and offices across the company, providing regular opportunities for progression. When I worked in the Publications division I progressed through a number of roles with increasing levels of responsibility: Medical Writer, Senior Medical Writer and then Publications Manager. During that time, I became more interested in health policy (having delivered some really rewarding projects in this area) and the leadership team at Costello Medical encouraged me to develop this passion; supporting me as I undertook a 2-year part-time postgraduate course in Health Policy to enhance my skills and knowledge, and giving me the opportunity to take on the role of Health Policy Lead. In October 2021, we launched a dedicated Health Policy division and I am delighted to be our UK Head of Health Policy, leading a brilliant team of individuals in the delivery of a diverse range of projects with a real focus on addressing unmet needs and enhancing quality and access to care for patients.

## TAILORED CAREER PATHS

It was the open and transparent discussions with the leadership team and my line manager,

who recognised my interest in health policy, which allowed me to tailor my own career development path. It was incredibly motivating to feel supported and listened to in this way and I know many others in the company who have received similar support to follow their passion. If you can make a good case for something, then the odds are you'll be given a chance to give it a go. The diversity of roles available at the company and the ability for people to go down a more technical or internal (for example talent acquisition) route are accessible for everyone. When I first joined the company, promotion opportunities were less frequent but invitations for internal promotions are now opened every six months. It is really clear for employees what opportunities for personal growth there are, even if they're not quite ready at the time or are unsuccessful with their application they know that six months down the line they can try again. This is a really positive change in the company's practices.

## SUMMARY

I feel really proud to work for a company that has been recognised with a three-star Best Companies accreditation for five years running, and in 2021 was named as the 24<sup>th</sup> Best Mid-sized Company to work for in the UK. The accreditation is awarded to organisations with 'world-class' levels of workplace engagement; as a long-standing employee, I can testify to this. From being a fun, friendly and innovative workplace with opportunities to further your passions and interests, to a fully integrated community with no hierarchy to contend with at lunchtimes, I can honestly say that it is a great place to work and one which I've enjoyed seeing evolve over my 10 years with the company.

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