

COSTELLO MEDICAL CAREER STORIES:

A Company That Cares

BY SAOIRSE LEONARD,
HEAD OF TALENT STRATEGY

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MY BACKGROUND

I'm one of the original team members here at Costello Medical - I joined nearly 11 years ago when there were just seven or eight other employees and it was the first company that I worked for after I graduated from university (if you don't count my Christmas shifts at Waterstones). My career to date has seen me working on external projects for clients including six years managing the Literature Reviews and Synthesis team. I have seen the company change a lot during that time - but at no point has it lost sight of its roots and how it set out to treat its people.

MY ROLE

When I returned from my second maternity leave in 2021, I made a big change and moved to the operational side of the business. I am now Head of Talent Strategy, working alongside the People team on strategic projects relating to resource planning, talent acquisition, talent development and talent retention. I look back so fondly on my career with Costello Medical so far - it has afforded

me a huge number of opportunities, intellectual challenges and fun - and now I get to help other people have a similar experience!

Sophie Costello, co-founder and CEO, has always been really open about the fact that if you can make a good case for something then, the odds are, you'll be given a chance to do it - even if that is outside of the norm. We have so much input into shaping our next steps and roles and that has led me to my role today. It's crazy to think that in 30 years' time this might still be the only company that I have worked for but, actually, because of my experiences at Costello Medical, I can feasibly see myself being here for the rest of my career.

SUPPORT

Returning from maternity leave can be quite daunting and stressful - I have done it twice now and, although difficult at times, I have had really good experiences. It helps that Sophie has four children herself and that she's so open about the challenges that being a working parent present. She humorously relays the realities of balancing home and work life, and it makes you feel really good to know that there's someone at the most senior level of the company who really gets it and has my back. I really find Sophie an inspiration; she is my role model, in work and life in general!

If the truth be told, I can't understand why other companies don't operate the way Costello Medical does. It seems like such a no brainer to me: if you support people during times when they need it most then the loyalty that you build in those employees will be returned to the business 100-fold. The company really listens and isn't afraid to say 'maybe we didn't quite get it right first time around but we're going to change it' because that's what people have asked for and we trust them.

MAINTAINING THE COMPANY'S CULTURE

As the company grew bigger and bigger, something that we became really actively concerned about was how to maintain a small company culture and a huge part of that is looking after the team. It's testament to the company's focus on its people that new starters, even now that we're over 250 people strong, still feel that they can talk to anyone and that there isn't a barrier to doing that. That suggests to me that we've been successful in maintaining the ethos and culture that was established in 2008. The company has always been driven by the people within it and the emphasis on supporting those people to achieve their potential is evidence of that.

