

LEADERSHIP & CULTURE

A chat with our newly promoted Operations Manager, Leyla Hussein

By Dan Wright • 3 March 2022

It's a bright Tuesday afternoon in March, and there's a little extra buzz around the office. Leyla Hussein has just been promoted to Operations Manager, and to say a proper congratulations, the **Digital Marketing Team** grabbed a coffee, pulled up a chair and sat her down for a chat. We wanted to hear about her journey with Hayward Miller so far, what the new role means to her, and to sneak in a few valuable questions about working life at HM.

1) First things first, congratulations! How does the promotion feel?

Thank you! Honestly, thrilled. It means a great deal, especially coming from a team you care about this much. I'm proud, a little nervous in the best way, and very ready to get stuck in.

2) How long have you been with Hayward Miller?

Four years, and it has absolutely flown by.

3) Sum yourself up in one word.

Determined, as my colleagues will tell you. First to arrive, last to leave.

4) Talk us through your journey to Operations Manager.

I started out doing an apprenticeship, passed all my assessments, and wore many hats for HML along the way. I can proudly say I've worked in every part of the business, and honestly that's what helps me most in the job I'm doing now.

5) What does the new role involve?

Well, what do you think I do? (We'll answer that one for her: pretty much everything, and she inspires the team while she's at it.)

6) What drives you every day?

*The people, without a doubt. I'm lucky to work with a **brilliant team**, and there's real satisfaction in seeing a client's project be successful off the back of everyone's hard work. That never gets old.*

7) What are you most looking forward to now you've stepped up?

Helping the team grow and getting the best out of everyone. I've been in their shoes, so I know what good support looks like, and I want to be that for them. Watching people do well is the part I'm most excited about.

8) What do you think makes a good Hayward Miller employee?

Hard work, fitting in with the team, and genuinely caring about the outcome. If you enjoy what you do and you want the client to do well, you'll fit in here.

9) Why should people come and work with us?

We're a happy, hardworking bunch, and people feel valued here. Effort gets noticed and rewarded, and you're trusted to get on with meaningful work. It's a good place to be.

10) And your advice to anyone thinking of joining HM?

*Just do it. If the role feels right for you, **get in touch**. You won't find a warmer team.*

Fifteen minutes later and it's a wrap. The Digital Marketing Team would like to say a huge thank you and congratulations to Leyla on her well-deserved promotion, we cannot believe we managed to get her to sit down.