



“ My name is Louise Hadland and I am the HR & FM Director for Shoosmiths. I think everybody knows that HR stands for Human Resources but FM covers Facilities Management and we have merged those two areas together within the firm because both are about keeping our people as happy as we possibly can on a day to day basis, whether that is looking after your personal career; thinking about the sorts of development you need; or just trying to fit your car into the car park. Our aim is to keep our internal clients happy.

### Working in HR

Within the HR department we've got all the usual sorts of areas such as recruitment, learning and development, pay and benefits and general HR support. I think the story I would like to draw out for you is that we have lots of people holding down those roles very competently. But there are people who have decided that they want to change and have seen that change through. We've got an example of somebody who started off as a payroll clerk and they have now moved on to become a recruitment advisor and our learning and development manager decided that it was time in her career to move to generalist HR, so she is now a general HR Manager for our Northampton office. These are great stories. These are people who have been determined to actually get up and do something differently. And it means that the opportunity is there. If you have the drive, you've got all the support and help that you need, whether that's qualifications or just general support from your colleagues and friends.

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### Working in FM

There is huge opportunity within our facilities department whether you want to specialise in health and safety or you would like to manage our building portfolio, of which we have some 15 buildings in our property portfolio. Whether you are interested in building maintenance and décor or front of house where it all goes on from security to switchboard to reception the opportunities are endless. It's a huge area often overlooked but it is an exciting area and of course the firm is growing. We've had, in the last 12 months, some 6 very major office moves and taking on new property. It's a very exciting time. It's great to see our staff settle in to a new area. We've got office moves down to an overnight situation now and it's very rewarding to be within the FM department and to go from an empty shell of an office to a thriving, working, busy environment on the Monday morning. It feels very special. Loads of opportunity, loads of different kinds of jobs and again, within the context of being an employee at Shoosmiths, if you start in one area and you take a fancy to another, then we'll try and get you there.

### What do we look for?

I'd like to think that while there is no such thing as a perfect Shoosmiths person, because let's face it, the reason we are successful and the reason that we have done so well is mainly due to the fact that we have such a diverse population and that we allow that diverse population the headroom to follow their strengths which, together, builds a fantastic synergy for the firm. But when we are looking for qualities we have to take for granted superb legal expertise, intelligence and brightness of personality. Those things tend to come in a fantastic package. It's one of the joys and benefits of working within a law firm. But we're looking for that little bit of something else. We're looking that little bit of edginess. Somebody who is prepared to just take it a little bit further - to take one step without fear of failure. We need people who are prepared to step up to the mark and try new things and not be frightened to fail. I find that everyone will find the support that they need to take that idea and just let it go.”

**Louise Hadland**  
HR & FM director

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