

# How I got here

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**Lucy Caruso** Head of Client Services at Guidant Global talks to us about her new leadership role and how she got here.

## Tell us about your new leadership role?

As a Head of Client Services I am responsible for leading a division of customer programs for our business, which includes managing very talented, driven teams, along with managing the customer relationship, ensuring excellent service and providing strategic direction.

## And your career journey that led you here?

I left University with a Business Studies degree, and just began working in recruitment, after several years of working within managed services, I joined Guidant in 2005, as an Account Manager. As Guidant grew, along with our customers and market conditions, I was promoted to an Account Director in 2011, responsible for a portfolio of customers. In 2012, I became a mum, and had Henry, and began a new and exciting chapter in my life as a mummy. In 2016, I had my little girl Lily, and since having both my children, I have worked part time, 3 days per week and balanced work and home. I returned from maternity leave after Lily in 2017, as a Client Services Director, responsible for a large region of customers within Guidant, across the UK and ROI, and I have continued to work part time, as the flexibility I have with Guidant has made this possible. I have recently been promoted to the role of Head of Client Services, part of the UK Senior Leadership and for now will continue to work part time until Henry and Lily are a little older.

## Are there any career defining moments or people that helped shape your career in recruitment?

Over the last 20 years I have worked with and for some really inspirational people, and leaders, which make and shape a business. I have also seen the impact of some less impressive leadership during my career and witnessed the detrimental impact poor management can have on a business. These experiences have taught me a great deal over the years. Leadership and good managers are absolutely vital to a business' success.

## What advice would you give to your younger self?

Your career is shaped over a very long time. Don't feel that you need to do it all and know everything right now. Enjoy the journey and don't put too much pressure on yourself too soon. Equally, don't be afraid to ask for help from more experienced managers and colleagues, that's how everyone learns and it's what they are there for. I ask for help now all the time!

## What drives / inspires you?

I am really driven by the Guidant Global culture, and the value we place on having good people in the business and the importance of wellbeing. It inspires me every day to be my best, and my colleagues and fabulous teams keep me happy, motivated and driven.

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