

SPOTLIGHT

ON LYNNE ANDREW



Angela Wilkins shines a light on our very own Shawston squad via the Spotlight series, a series of informal chats with key members of staff talking candidly about their roles within the Shawston group and how they have developed. It's simple really, aim the light and watch them shine.

Known for its colourful character, industrial history and incredible art and music scene, Glasgow is Scotland's largest city.

It is also home to Lynne Andrew, another colourful character, and a valued member of the Shawston team for over 10 years. In a place where grit and glamour live side by side, I spoke to Lynne about her life at Shawston and what's kept her at Scotland's beating heart for over a decade.

Background

Finding herself looking for a new avenue, Lynne saw an advertisement searching for a sales and admin role at a newly opened Shawston branch in Glasgow. After looking online at what Shawston had to offer, Lynne soon became one of two employees responsible for establishing new horizons in Bonnie Scotland. Fast forward 10 years and Lynne is now a highly experienced salesperson at

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a branch that has more than doubled its operations since her arrival. Coincidence? Unlikely.

Lynne on Shawston

I didn't know anything about Shawston when I saw the job advert. After looking at the Shawston website I felt it looked like a good company, so I decided to apply even though I had no idea about the industry.

At that time there was only me and one other person who were responsible for establishing the branch in Glasgow and so we set about making connections and spreading the word. I had met Mark Dyer initially who had made me feel so comfortable and so I thought, yes I think this is the job for me.

Shawston is a really nice place, I thought it back then, 10 years ago, and I still think it now. It's not changed a bit. I feel so comfortable and safe in my role, we have many more people working here now, but the ethos has remained the same and my knowledge of the industry has just got better and better over the years.

Lynne on Share Ownership

Becoming a shareholder hasn't really changed me to be honest. It's all down to caring and for me I cared in the first place, although I suppose in some way perhaps, I now care more as a business owner. It definitely makes you think more about speaking up on issues that you see affecting the business or if you think someone isn't pulling their weight. I've never felt fearful of speaking up, especially if I think there is a money saving option that hasn't yet been considered or if someone's attitude or work ethic is impacting on the business. We are very much one team here at Glasgow and we like what we do, we wouldn't want to let another member of the team down. It's a real family feel here.

Lynne on Mentorship

I've never had a mentor as such, but Mark Dyer has taught me everything I know. He trained me when I first started and has always been on hand to come up to Glasgow and help me out or give me more training if and when I needed it. I've also really relied on Mandy Collins too; she was always my first port of call if I was ever stuck back when I first started at Shawston. Always at the end of the phone and never too busy to help me out – I appreciated that a lot from the both of them. I'm now in the position where I can use what I've been taught by Mark and Mandy and train up new recruits as and when they arrive in Glasgow, it's really good to be able to pass on my skills to the next generation.

It all goes back to what I said about being comfortable here, even though we are scattered across the country we are all a team, no matter where you are someone will always be on hand to help you out. It's a great feeling to know that we are all helping each other, and we have seen it pay off through the business and its growth over the years.

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Greatest Achievement

Being here for 10 years! It might not sound much to others, but it means so much to me. Over the past 10 years I have been, and I still am really happy here. I think that's a massive achievement to accomplish both. You don't hear of many people these days staying with a company for so long, it's proof of the company's values and its culture that people want to continue working here.

I am also so proud of how much the Glasgow branch has grown, it has more than doubled its operations over the past 10 years. I know we say it often, but we really do offer excellent customer service, we have great relationships with our customers, who are loyal and really appreciate what we do for them – we really do our very best to uphold our unrivalled customer service status.

No Barriers

We all have the power to make decisions based on our experience and knowledge, that's another bonus about working at Shawston. I like being based in the office and keeping an eye on proceedings, keeping check if you like.

I really enjoy what I do, and I like playing my part in making sure the office is kept efficient and runs

smoothly, I make sure everyone knows what they're doing and that they can find everything that they need. A tidy office makes for a tidy mind, and I definitely run a tight ship!

Lynne on the future

I am going to retire at Shawston, if they'll still have me then I'm not going anywhere, although I have to say that retirement for me is a while off yet! I love working at the Glasgow branch and I wouldn't dream of going anywhere else ♦



Shawston has so many more amazing examples of meritocracy – sponsorship of MBA's, graduate development schemes, and a strong record for internal promotion to name just a few. And the common theme is that all these people made a choice – the choice to improve, to be better, to progress, and to shine. And that's the essence of Employee Ownership. We encourage a freedom of expression rarely seen in business, we push people to be better versions of themselves, and we give them the space to make choices.

So, if you're interested in a career with Shawston, make the choice to email us your cv and a covering letter to hr@shawston.co.uk or [visit our website](#) to read more about choosing to hop on board to a new career.