

# Kathryn Milward

Head of HR

Urban&Civic HQ, London but hoping to go out to sites more post Covid

## What do you do?

I'm involved with the people part of company performance and cover the full range of the employment cycle – from attraction and recruitment, to onboarding, development and retention, and separation - supporting effective performance and positive employer/employee relationships, balancing the needs of both.

## How did you get into it?

I studied Sport and Exercise Science at University but, through part-time jobs, found I really enjoyed working with processes and people. I initially looked at training but having done further research into career options, HR was a better fit.

At University I learned to see things from different perspectives and many of my skills were transferable. I then went to night school/college and did a post graduate diploma in HR so I'd have the relevant industry qualifications.

## What do you love about your job?

I'm a HR generalist and love the variety this brings to my role in terms of what I can get involved with as I cover all parts of the employee lifecycle. I love being focused on the employee part of business performance, ensuring we have the right people in place to deliver their roles and putting the frameworks in place to support this and contributing to making U&C a great place to work. I have one of the few roles that gives the opportunity to work with everyone across the company and I really enjoy that.

## Top tips for anyone considering a career in the industry:

### For HR:

It's good to have a foundation of good administrative skills and general office experience. HR is a competitive industry and it can help to take on a role with an element of HR first and then use that experience to take the next step in your career.

There are also lots of different sectors and you need to decide what is the best fit for you. I started in the hospitality industry, which has a high turnover of staff, so gained lots of experience that has helped in a corporate environment.

### For construction industry:

Do homework on the company you want to work for. If your personal values align with the company's vision, purpose and direction, you will have the best experience.

Work experience is also important, especially if you are new to the industry. Never underestimate the value of a part time job, volunteer work or involvement with a sports club. These will all help demonstrate skills, commitment and experiences that will be beneficial to your new employer.



International  
Women's Day



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