

# Emily Robson:

## making a flying start at GB Liners



Emily Robson joined the GB Liners Graduate Scheme in 2019 and has made a flying start to her career at the BAR Member. Now managing a team of 24 men as an Operations Supervisor, she has gone from strength to strength while navigating the challenges of Covid-19 and Brexit.

### R&S: How did you get started in the industry?

**Emily Robson:** The hands-on training programme at GB Liners really stood out for me and I joined the GB Liners Graduate Scheme after completing university in July 2018. In my first few weeks, I worked alongside a removals crew assisting with moves all over London and learning about the daily challenges faced by removers. Next I attended the GB Liners training school and learned how to pack, wrap and move household items before spending time in the office with my colleagues. It was at this point that the whole removals process – from taking the initial call from a customer and booking in surveys to confirming bookings and taking payments – really started to make sense to me. The final stage involved spending time with our removal consultant who taught me how to ascertain the volume of each job, how to spot items that need extra care and whether there is anything that might make life harder for the crew on the day. Once I'd completed my training, I started working with the operations team.

### R&S: What does your current role as Operations Supervisor involve?

**ER:** After our removal consultant has surveyed a customer's property and given a quote, the customer is passed over to me. I write the job in the diary and ensure that the correct manpower, vehicle restrictions and individual requirements for the job are met. If a customer has any questions regarding their move, I'm their point of contact. Each morning I brief my crew on the day's jobs and make sure they have everything they need to work to the best of their ability.

### R&S: Are there many women working at your company?

**ER:** While I'm the only woman in an operations role within the company, there are more women in administration and corporate co-ordination roles. We have also just recruited our first removal lady which is extremely exciting and I'm told she's made a great start at the company.

### R&S: Have you faced any obstacles in progressing your career?

**ER:** Although working in a male-dominated industry and managing a team of 24 men – the majority of whom are older than me – certainly has its challenges, the biggest obstacle to-date has definitely been Covid-19 followed closely by Brexit. We ceased operating during the first lockdown and, after several months on furlough, we have been consistently fully booked since the market opened in June 2020. It's been a huge challenge as well as an opportunity for which I am grateful. I've learnt that no two members of a crew, no two customers and no two home removals are the same and that every day is different with its own unique challenges.

### R&S: What advice do you have for women entering the removals industry?

**ER:** I believe that we're at a stage now where, for the majority of people, gender doesn't determine your ability to succeed in your role. What is more important is your attitude, understanding and passion and so my advice is to ask questions, be committed and be interested. I can't begin to describe how beneficial the GB Liners graduate scheme was for me. Getting to spend time in each different department and gain an understanding of each aspect of the business was priceless. Be prepared to learn, get involved and be confident!



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