



Beyond the binary: how my role as a Receptionist and Facilities Assistant impacts women in technology at Redgate



The image of a tech company often involves complex algorithms and lines of code. The role of a Receptionist and Facilities Assistant at Redgate might seem unrelated. However, that daily work, combined with my studies for a Level 3 in psychology counselling, is the heart of what makes technology successful: **the people who create it.**

My work is not just about managing the front desk or keeping it running. It's about understanding and supporting the human element behind every innovative idea in technology.

The power of proactive listening

As the first point of contact, the role of a receptionist is about more than welcoming visitors or being a telephonist dealing with difficult customers and keeping cold callers at bay. It involves observation and empathy.

My psychology training helps me to listen not only to what people say but also to what they don't say. Subtle cues can indicate if a team member is having a challenging day or if a candidate is nervous. A simple, empathetic conversation can make a surprising difference. For a developer working on a complex problem, that brief, positive human interaction can be more than just a pleasantry; it can be a mental reset.

The unseen support system: building the foundation

The role of the Facilities Assistant is also crucial. Tasks ranging from ensuring there are enough cups and glasses for the team, or loading and unloading the dishwasher, to dealing with tickets raised with Facilities, builds the stable foundation that allows developers to focus on what they do best.

- **Minimizing distractions:** a clean, well-stocked kitchen removes small, daily frustrations. When a team member knows they can grab a clean mug and a fresh cup of coffee or a glass of water without a second thought, it frees up mental energy. Psychology research suggests that minimizing these “cognitive loads” is vital for creative and technical work.

- **Fostering a positive environment:** maintaining order and cleanliness helps foster a respectful, collaborative workspace. This promotes a sense of community and shared responsibility, supporting a positive work culture.
- **The smooth operator:** keeping everything running smoothly – from managing the dishwasher to handling internal and external communications – prevents small issues from becoming bigger, more distracting problems. This allows the creative minds at Redgate to stay in their flow state, without being interrupted by a lack of basic resources.

Navigating the human operating system

Software development is often a high-pressure environment, and tech industry burnout is a real concern. Counselling skills offer a unique perspective. Stress, motivation, and collaboration all directly impact productivity.

Although I'm not a therapist for my colleagues, my training contributes to creating a supportive and empathetic environment. This helps handle sensitive situations with care and professionalism, whether dealing with a frustrated customer who complains about lack of support, a nervous interviewee, a visitor, or supporting a team member going through a stressful time. This ensures that the human part of the business runs as smoothly as the software part.

The future of tech is human-centred

Ultimately, my dual role is a daily reminder that people are at the heart of all technology. The wellbeing of the Redgate team directly impacts their ability to innovate.

By merging the practical support of a Receptionist and Facilities Assistant with the empathetic insights of my psychology studies, more happens in reception than just managing the front desk. My aim is to make an active contribution to a culture where people feel supported, respected and empowered.

In a world increasingly driven by automation, skills like communication, observation and empathy aren't just "soft skills" – they're a powerful asset, and something I'm proud to contribute to support Redgate's technology development.