

*“Always show passion and enthusiasm for your chosen career”*

## Introduction

TRAC is a consultancy business working with pharmaceutical and healthcare companies across the world to help them gain regulatory approval to test and market medicines.



Image: Sarah Trethowan, Company  
Director – TRAC

## How did you get started in your career?

I have a science degree but choose not to pursue a career in science after graduating. I joined The Post Office on a graduate training programme instead. This gave me great exposure to all aspects of running a business.

In 2001 my husband and I decided we wanted to return to Cornwall. We couldn't find suitable jobs so decided to set up our own business. My husband already worked in the pharmaceutical industry and we agreed he would offer his services as a freelance consultant and I would promote our new business and manage the administrative aspects of running a company.

## What do you enjoy most about your job?

I enjoy the fact we are able to offer other people a great job in a fantastic part of the country because we were brave enough to set up a business. I love to see new employees develop and progress within the company.

## Can you outline a typical work day?

We now have a team of almost 20 people so my role is very different to when we first started the business. For me a typical day will usually involve meeting with one or more of our managers to discuss progress against our objectives. I mainly focus on the HR, finance and marketing aspects rather than the service delivery. This means I'm often thinking about new marketing campaigns and reviewing ideas for these from the various marketing agencies we use. I also have to keep on top of my emails and make phone calls to customers and suppliers. My business is an active work place so some days we have a walking tea break too which is a great opportunity to get some fresh air and catch up with some of the team.

## What skills are important for anyone wishing to start in your profession?

Everyone we employ at TRAC needs to be a life science graduate. It is important they can understand and interpret complex scientific information. They need to be excellent communicators and great negotiators as we rely on others to provide the information we need to do our job.

## What main personal attributes do you think is important for your type of job?

We predominantly look for enthusiasm. Most of our team had no relevant experience when they joined us. We are confident we can teach them the technical skills but they have to want to learn. Everything we do at TRAC is driven by our values and so ensuring potential employees share these is very important.

## Do you have any tips or suggestions on how young people and adults can enter your industry?

You need to study for a life science degree as a minimum. Our [professional body](#) offers a student membership which is a great place to start. It's also important to develop the softer skills such as communication and negotiation and think about ways you can demonstrate you have these skills. Getting work experience is very difficult so perhaps look at other roles within the pharmaceutical industry for placements to help develop a general understanding of the industry.

## What career progression opportunities are available in your business/sector?

Career progression prospects are great. There are a number of roles to progress into as your experience grows. We have people who joined us with no relevant experience who are now managers and looking after newer team members.

## Why is it important for your sector to attract and train young people and new entrants?

Our location is not the norm for our type of business so we have to work hard to attract people. Given how hard it is to get a start in our industry offering training to people with little or no experience helps us persuade people to join TRAC. When someone is new to the industry we can train them to do things the way we like to do them and get the high quality ethos we strive for in place from the start. They are also great advocates for attracting other recruits and then supporting them.

## What trends do you predict for your industry within the next 10 years? E.g. is it a growing market requiring more young entrants

The pharmaceutical industry tends to lag behind other industries in terms of adopting new technology and ways of working. In particular, I think we will see an increase in the number of roles where the work is outsourced to smaller companies like TRAC.

## General words of advice

Always show passion and enthusiasm for your chosen career. Do your research on the company you want to work for, don't forget soft skills are just as important as your degree. Being able to demonstrate communication, time management, problem solving and similar skills will be vital in securing a great job.

## Further contact/information

Further information on TRAC can be found on the Company's website [www.tracservices.co.uk](http://www.tracservices.co.uk)

To get in touch with Sarah or one of her team at TRAC, please email [hello@tracservices.co.uk](mailto:hello@tracservices.co.uk)