

ELBA

A Day in the life of...



Angie Holland
Personal Assistant /
Team Administrator,
Standard Chartered

MY ALARM GOES OFF...

My alarm normally goes off around 6am and after snoozing it once or twice I am normally up and in the bathroom by about 6:30/7am aiming to be ready to log on for around 8am. Due to Covid-19 and lockdown, I am currently working full time from home so my work attire consists of a nice top and denim jeans (and slippers!) If I know I have an important video call, then I will make an effort to make sure my top half is more formal, but most of the time I just make sure I am appropriately dressed in smart/casual wear.

I'M RESPONSIBLE FOR...

The main focus of my job is to look after the diary of my boss. I need to arrange his meetings for the day, plan and know what his week ahead looks like to ensure he has no diary clashes and prioritise his meetings. I am also responsible for any travel requirements, the submitting of expenses, office management, greeting

guests, setting up meetings, organising team events and organising volunteering days. On top of that I support the rest of the team with all of their daily needs such as meeting room requests, ordering of equipment, raising tickets and collecting guests.

I GOT MY JOB...

I never went to university but did study a secretary course at college years before I landed my current role. I got my current role by working my way up from front of house reception. I had worked on the reception at Standard Chartered Bank for seven years before having the courage to apply for my PA/Team Assistant role that was being advertised internally. I had the advantage of knowing the bank and its systems well and I believe that, along with lots of backing and encouragement from my friends, helped me get the job. Two years later and I couldn't be happier.

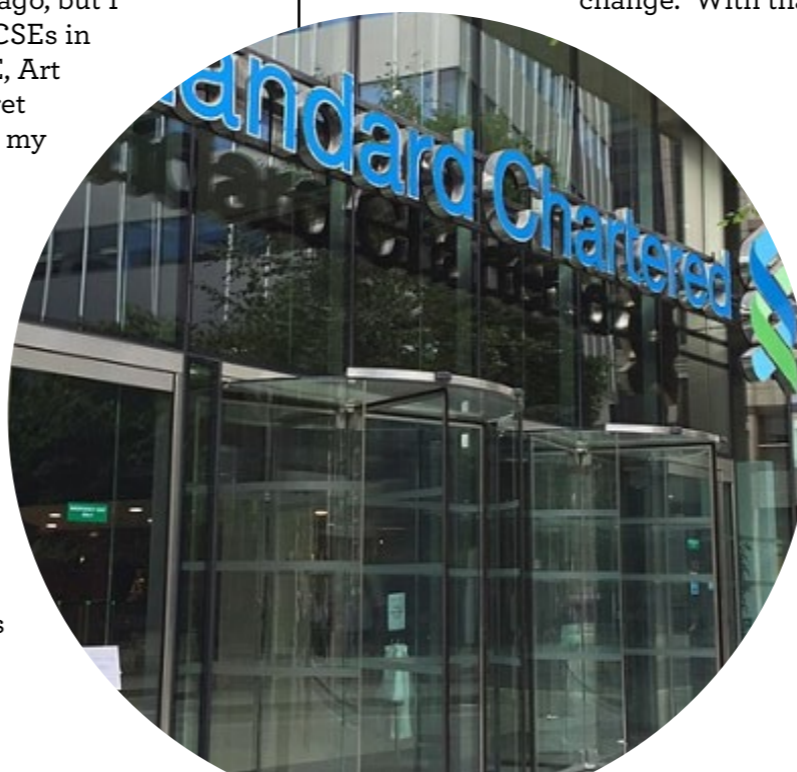


Financial Services

Personal Assistant

AT SCHOOL I STUDIED...

It was a long time ago, but I left school with GCSEs in Maths, English, RE, Art and Science. I regret not going on to do my A levels, choosing instead to go to college as I was desperate to start working. I didn't really have the appreciation for education back then that I should've had. I would do it so differently if I had my time over. Knowledge is power.



MY TYPICAL DAY...

My typical workday now is very different to what it used to look like back in January due to us now all working from home due to Covid-19. I aim to be ready and dressed by 8am as I normally have a video call with my boss and his management team around 8:30am and my job on these calls is to mainly listen in and gain knowledge of what is happening in my boss's world. I am sometimes asked to pull actions from these meetings as well. I then need to go through my emails and list the actions for the day. I normally break for lunch around 1pm.

THE KEY SKILLS I USE IN MY JOB...

For my role you definitely need to be able to multitask; there is always lots going on and you very rarely have time to concentrate on the one task. You need to be very organised and have good time management as well. On top of that, experience with Outlook, bank systems, good email etiquette and good communication skills are all required skills. Confidence is also a bonus but can be worked on. I have been in my role for over two years and feel that I am still learning every day as things change. With that

you need to be able to be flexible, so another good trait is to be willing to grow and adapt. Never settle.

THE BEST PART OF MY JOB IS...

By far the best part of my job is my boss and my team. I am very fortunate to have a very supportive boss who is approachable and fair; he is good at encouraging and pushing me to do my personal best but at the same time will listen if I ever find anything too difficult or too much of a challenge. And he is also a great teacher and is always willing to share his knowledge. My team are also incredibly supportive. Another perk is my continuous learning. Every day is different and most days I learn something new.

THE WORST PART OF MY JOB IS...

The toughest part of my job is sometimes having far too much going on. You could have a thousand things going on in your head at one time: meetings to schedule, guests to greet, meetings to prepare for, a volunteering day to organise, expenses to submit, travel to book, communications to send out, actions to write up, performance review to prepare for etc, etc.....and it can, at times be overwhelming. But not every day is like that, which makes it manageable.

MY ROLE MODEL GROWING UP WAS...

Hard working people have always inspired me regardless of whether they are well educated or skilled, just good, hard working people and people that freely share their knowledge as well in hope that they can help others.

AFTER WORK...

So, a typical evening for me now consists of me logging off from my laptop around 5:30/6pm and

standing up from my desk in my lounge to walk to my kitchen and start cooking my evening meal for myself, my partner and my son. I will then wash up with the help of my partner, pour myself a nice glass of red wine and collapse on my sofa to watch some reality tv before taking myself to bed around 11pm, by which time I can barely keep my eyes open.



MY PLAN B...

As a child I had always wanted to work with children and for 11 years I worked as a teaching assistant for children with speech and language difficulties and at first I loved it and thought I was in my dream job. But after 11 years I realised that it wasn't for me and by luck I landed my role on reception at Standard Chartered Bank and have never looked back. My plan b if this role doesn't work out is to own my own ice-cream van! Watch this space!