

ELBA

A Day in the life of...



Renata Clarke Operation Resilience Officer, Standard Chartered

MY ALARM GOES OFF...

When I am working in the office my alarm goes off at 5:20am, but if I'm working from home, I wake up at 7am. I always start with breakfast as it is the most important meal of the day for me. After that I have a quick shower and get dressed. My working wardrobe is usually smart casual: skirt or trousers and a jacket. I always choose what I'm wearing the evening before to avoid delays. When working from home I choose less formal items and I usually have on a jumper and leggings that are not visible on video calls. When working in the office I walk to the station for the 7:11am train or at home I walk to my dining room! I begin work at 8am.

I'M RESPONSIBLE FOR...

I am the Operational Resilience Officer. My responsibilities include ensuring that the Business Continuity programme for the Bank is followed. I have to identify and highlight any risks and ensure that they are addressed and resolved appropriately.

I GOT MY JOB...

My education is not relevant to the role I am in currently. However, my previous career in the customer service industry paved the way to it. I always enjoy working with people and learning from all different business structure levels. My 'can-do' attitude has never let me down. During my front desk career, I was challenged and exposed to new ideas. I was also made responsible for the implementation of new projects. My enthusiasm and desire to do my job well has exposed me to a new opportunity with the Business Continuity team which I am now a part of.

AT SCHOOL I STUDIED...

For my A level I did Geography. Our organisation is very international and our daily interactions are with colleagues from different parts of the world. It is very helpful to know and be aware of their geographical

locations, culture and climate. I also studied languages including Russian.

MY TYPICAL DAY...

My working day starts at 8am. In my role I need to be aware of any situation that can potentially cause disruption to the business by checking security announcements, IT issues and even weather events. I also check my emails first thing in the morning and prioritise my responses and reply to those that require



Credit Rating



Operations
Resilience
Officer



immediate attention. For those that don't I advise that I will get back as soon as possible. My lunch typically starts at noon if possible. I like to eat different things every day so I may have a sandwich with salad or any protein with vegetables and a must is a cup of tea, usually green. In the afternoon I follow up on any outstanding questions, tasks and check on any issue that may cause disruption. If possible, I prepare for the next day.

THE KEY SKILLS I USE IN MY JOB...

Learning quickly and the ability to listen are essential in my role. The constantly changing environment and new procedure and processes require flexibility and the ability to learn fast to support our teams. In a situation where a task is not being completed on time, the abilities to listen, demonstrate empathy and at the same time explain implications are essential to create a friendly and less challenging environment. Reading and repeating a process is the best way to retain the information. Practising is the best advice I can give.

THE BEST PART OF MY JOB IS...

I like human interaction. All the little conversations are very interesting, make the working environment more casual and provide a base for closer and more effective working relationships. My job requires me to interact with every part of the Bank and this makes me feel very engaged. It's not often a role allows for such exposure.

THE WORST PART OF MY JOB IS...

There are always challenging times and the most difficult part in my role is to ensure that each task that my stakeholders are delivering is completed within the allocated time frame. I need to ensure that I stay in regular contact and update on a task completion progress. In case of difficulties I offer support and guidance, I never leave anything to chance.

MY ROLE MODEL GROWING UP WAS...

I didn't really have a role model. My family and parents were my life guidance. They allowed me to make decisions and offered directions and support if needed. I was allowed to make my own choices. Being curious, sensitive, compassionate and careful helped me in my life and my endeavours. I also surround myself with good people, a few really good friends who are always there for me for help, give advice or to talk to.

AFTER WORK...

Usually I try to finish at 5pm, but sometimes when a task is urgent I stay longer. While working from home I immediately start relaxing once I've closed the laptop and then I either go for a 3-5km run or start to prepare dinner. For dinner I like fish with vegetables and rice, pasta or baby potatoes.

After that I have a cup of tea, but not one that contains caffeine to ensure a good night's sleep! To relax I watch TV, usually a quiz or an interesting documentary. During the summer I like to spend time in the garden. At about 9:30-10pm it's my time to go to bed.



MY PLAN B...

If I didn't work in the Bank I would likely be a gardener. Being outside in all weather, looking after plants and observing how they thrive is very rewarding. Learning the needs and potential of different plants and experimenting with propagation is very exciting.