

ELBA

A Day in the life of...



Financial Services



Retail Branch Manager

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MY ALARM GOES OFF...

At 7am, but I hit snooze three times to prepare myself to get out of bed! First thing is a shower to wake me up and get me energised for the day ahead, followed by a great bowl of coco pops. I wear a suit which I have prepared the night before, so I don't have to waste time in the morning. Suited up and well fed I jump in the car and drive 30 minutes to work blasting a bit of Abba.

I'M RESPONSIBLE FOR...

As a Branch Manager there are many different things that need to be concentrated on. As a bank, the key focus will always be the customer. We receive surveys from our customers that give us feedback to improve the branch. My other most important priority is my team. I look after five members of staff and I carry out coaching observations to develop their skills, as well as meet with them individually to discuss their wellbeing and how they are performing. This covers different areas including conver-

sations they are having with our customers, any feedback received from customers, as well as what they are doing both in the local community and to develop themselves.

I GOT MY JOB...

Banking was not a career path I originally thought about. I left school half way through my A-Levels to join the Military as this was what I really wanted to pursue, but unfortunately due to injury I had to leave this. I came home and applied for a role in HSBC as a Cashier as this was where my Mum started her career. I found my feet really quickly and was a natural in talking to customers. I managed to progress quickly and became a Branch Manager in just under four years.

AT SCHOOL I STUDIED...

For GCSE's I studied: English, Maths, Double Science, Music, Spanish, Geography and Home Economics. For A levels I chose

to study Music, Law and Spanish because, knowing that I wanted to join the military, these subjects could really have helped me through my career. A second language is really helpful and there is the possibility of gaining a Law degree through the military. I left my A levels three months before the last exams, because the military offered me a place to join at that time. As this was what I really wanted to do, it was the right thing for me to take the opportunity.

MY TYPICAL DAY...

I arrive at work at 8:45am ready to deliver the team meeting at

9am. This will always be a bit of fun whilst reviewing what our focus areas for the week are. After this I sit down with members of the team individually, to discuss what they are doing during the day and what customer appointments they have scheduled. This will allow me to book time with them to observe their customer interactions. I also often have a video call where I talk to all the other managers in my area. In the afternoon I carry out coaching observations or meetings with staff, as well as catching up with my paperwork. My lunch is typically a meal deal from Tesco which I eat at my desk whilst working.

THE KEY SKILLS I USE IN MY JOB...

The biggest skill that I use in my job is to just listen. I have to listen to what my team are saying to make sure they are always engaged, as this is what will make an effective and efficient team. I have to listen to what my customers are saying so I can continuously improve what we are doing in the branch, to make the best experience for our customers and to have the confidence to lead the team

through different ideas and projects. The best (yet hardest) way I learnt this skill was from military training because if I didn't listen, I would be running 10 miles as a punishment and doing 100 press ups. No one wants that...

THE BEST PART OF MY JOB IS...

The best part about my job is the team that I work with! I work with five ladies that mother me every day and check that I am eating enough and tell me off for sometimes eating a pot noodle for lunch! The other great part about my job is the opportunity to get involved in so many things - I get involved in days out volunteering in the local area and I can spend time up in London learning what other people do. However, the best part is the amount of opportunity there is to get involved with things that aren't part of my usual job.

THE WORST PART OF MY JOB IS...

The toughest part of my job is time management. Beyond managing my branch, I also assist with running projects for the whole area. This consists of a range of activities from launching new systems into the branches to organising activities for team building. As the role consists of so many different elements, it's important that my diary reflects this accurately so I know what I need to do every day, and everyone else can see if I am free or will be locked away for the day.

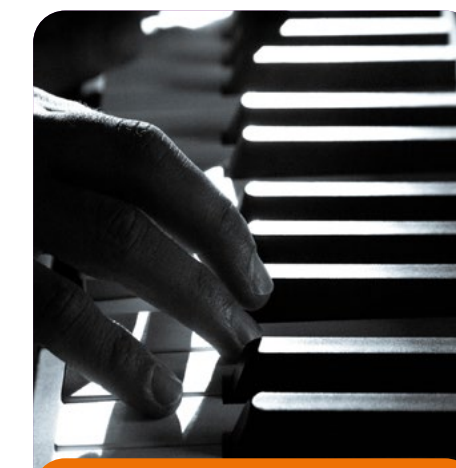
MY ROLE MODEL GROWING UP WAS...

The thing that really got me motivated and inspired was having three brothers

all close in age which really made things competitive. Being the youngest and seeing them all move into successful working industries has pushed me to be motivated and do the best that I can.

AFTER WORK...

The branch closes at 4:30pm and we will be out by 4:50pm if we are speedy. I don't often have to work at home in the evenings, but occasionally I will. But usually I drive straight home and get changed into my gym stuff. If I sit down, I won't get back up! I head down there for an hour with a couple of friends who also work for the bank, and grab a quick beer after, which makes it a waste really! I catch up with a bit of TV and then get to sleep at about 11pm, ready for another day.



MY PLAN B...

As the banking industry was not the first route I was going to take with my career, this essentially was a plan B for me. However, I was also interested in Law and becoming a barrister (as this is what my mum does), or joining a symphony orchestra in which they pay you to perform! I have played the piano since the age of 7, so this was also another avenue I explored when I was younger..

