

ELBA

A Day in the life of...



Jonny George Cashier, HSBC

MY ALARM GOES OFF...

I usually start my day by getting up around 6am. The first thing I do when I get up is make a cup of coffee and have breakfast. Depending on how much time I have left I'll usually sit down for a bit and relax before getting ready for work. I always walk to work because it's a 5-minute walk away from my house and it would actually take me longer to drive!

I'M RESPONSIBLE FOR...

My main focus currently is learning all the key elements in my position. I have only been in this role for 6 months and have never worked in a bank before so everything is new to me. Alongside learning about my role and ways to improve, I spend most of my day at the counter ensuring that each customer I see receives the best possible service and leaves the branch in a positive mood.

As the day progresses I spend my time when it's quiet performing all the necessary checks that the bank has. Such as: testing the fire alarm, checking the machines and ensuring the till is balanced.

I am also responsible for scanning all of the cheques throughout the day.

I GOT MY JOB...

I never went to university but I did finish a 2 year HND in computing in 2019. Before that I achieved a level 3 BTEC in computing which allowed me to do my HND. This qualification wasn't relevant to getting my current role, however, it has proven useful when talking about the security that banks use to keep money secure.

My two previous positions were a sales assistant in CeX and an arcade attendant at a local arcade. At first when applying to my cashier role I didn't think that my previous two jobs would help me get my current role. However, now that I am part of HSBC my previous jobs are reflected in my day to day role. I notice this in the customer service and customer facing aspects of being professional and maintaining high standards.

AT SCHOOL I STUDIED...

The subjects that I chose for my GCSE's were German, Geography, Media and Business Studies. I picked German and Geography because I found them easy subjects at the time. I chose Media and Business Studies as they were relevant for the fields of work that I was interested in.

Out of those subjects, Business Studies has been the only one relevant to my current job. It has given me general knowledge of how businesses are ran and has helped me understand a bit of the jargon talk I hear from other colleagues.



Financial Services



Assistant Project Manager

MY TYPICAL DAY...

My work day begins at 8:30-8:45am when I arrive at the bank to get set up for a 9am start. Before the bank opens, the first thing is to check all the machines to make sure they are running and show the correct information. Then I get ready at my desk to see the first customers as soon as the door opens. This is the main part of my job. At around 12-1pm I'll have my lunch hour and collect any cheques and paying in slips to scan off. My lunch often varies from sandwiches from home or getting lunch out at somewhere like Greggs.

THE KEY SKILLS I USE IN MY JOB...

My customer service skills are the most useful skill set in my role. Anything else relevant to my position can be taught to me over time, but customer service skills are something that I have learnt myself throughout different customer facing roles. Another essential skill to my role is accuracy. If you aren't paying proper attention you could input something wrong and then have to spend a lot of time correcting it. I've made a few errors in my 6 months at HSBC but each time I've made an error I've always asked what went wrong

and how can I prevent it in the future. This has built up my accuracy in my role as I've always been learning from my mistakes.

THE BEST PART OF MY JOB IS...

The best part about my job is definitely my work colleagues, they've all been so welcoming, friendly and understanding when I've needed help. I was always quite shy and afraid to ask for help in fear of looking stupid. But I've learned that even the people in the bank that have been working there the longest are still always learning and asking for help from others.

Another great part of my job role is helping customers and seeing how grateful they are, especially when I can solve a problem for them. It feels very rewarding and makes coming into work every day amazing.

THE WORST PART OF MY JOB IS...

The worst or toughest part of my job is dealing with complaints. The majority of the time these complaints come with a form of constructive criticism or a suggestion of how to make the bank run smoother. These complaints are fine and I never have an issue with them. The difficult ones are the complaints with no construction that turn into rants. They often offer no suggestions of how to make things better so it becomes harder for me to take note and pass this on to colleagues higher up. I mainly find it tough as I like to be able to sort the customer's issue and if they give me nothing to work with then there's only so much I can do to help.

MY ROLE MODEL GROWING UP WAS...

My mum was always my role model growing up as she was so committed to making sure everything she needed to do was done to the highest standard and would always go the extra mile to help out those around her. To this day I still look up to her since she is still as kind hearted as she was back then. No matter what it is she will always put her all into it and make sure the task she is given is done to the best of her ability.

AFTER WORK...

After work I walk home, get dressed into more casual clothes and start getting dinner ready. It often varies what I cook but most of the time I make vegetarian food as my partner is vegetarian. To relax I often play video games or repair damaged technology to see what I can get working again.

I'll usually aim to be in bed by 9pm, but more often than not I end up staying awake later than that.



MY PLAN B...

If I didn't get into a banking career, my dream job would be an I.T technician or a graphics designer. Learning about all the job roles that HSBC have to offer, this may still be something that I can do. If not, then there are plenty of other roles that I've seen at HSBC that would be interesting including areas that I've recently taken an interest in, such as cybersecurity and business banking.

