

A Day in the life of...



Rachel Hill Retail Branch Manager, HSBC

MY ALARM GOES OFF...

My alarm goes off at 6:15am, I get up, throw on some joggers and take the dog for a walk before getting home for the morning rush! I live with my husband and 4 year old so they are often up when I get back. I run upstairs, have a quick shower and get ready for work. I usually wear a smart dress with a colourful suit jacket. I head downstairs, grab some breakfast, encourage my son to eat up and head out the door for 7:30am before getting in the car and driving to work. My commute is normally 45 minutes to 1 hour.

I'M RESPONSIBLE FOR...

I manage a medium sized HSBC Branch and have 9 line reports and 3 full time specialists in my branch (premier managers and a mortgage advisor) I ensure that I have an engaged team (people really come first to me) and that they feel supported to help customers. I spend a lot of time coaching my team and making sure that I also get the chance to serve customers and get a feel for

what customers are saying. As a business we need to 'grow', however it's all about understanding what a customer has planned so we can then talk through options with them to help them achieve their plans and ultimately save or make money in the process.

I GOT MY JOB...

I left college aged 18 and was meant to go to university to study Sports Development, then decided in the August it wasn't for me. I deferred my place and started looking for jobs in a bank or estate agents. I secured a job in an estate agent but in the midst of the credit crisis, so was let go after 6 months. I then started to work at Northern Rock for a few years and it was then I knew I wanted to be a bank manager. They did not have many branches so I took a step backwards and applied to HSBC as a customer advisor, I made it known when I started that my dream job was to be a manager and worked my way up from there. I secured my first manager

role 3 years later, and worked my way up to manage larger branches and bigger teams, last receiving a promotion in October 2018.

AT SCHOOL I STUDIED...

School was a difficult one, I was fortunate to have a sports scholarship at a private school but in January of Year 11 they went bankrupt and closed overnight before my GCSE's. Therefore, I did my exams at a local school. I only took 8 GCSE's as we had more time for sports that way. I



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studied Double Science, English Language & Literature, Maths, Photography, Sport, Psychology, I ranged from A-C grades and went to college to study BTEC Sports, so not relating to work by any means!

MY TYPICAL DAY...

I get to the branch at 8:30am, complete morning entry (checking it's safe to go in) and get logged on ready for our team meeting at 8:50am where we set the day up and I cascade any messages. We open at 9am and I understand what appointments we have coming in for the day. I get LOTS of emails, check our branches performance and look at customers comments to see how we are doing. I generally cover the counter at lunchtime and try to coach an appointment in the afternoon. We close at 5pm and I am always keen we pack away and get out, I have a long drive home but it is super important my team get home to their families too.

THE KEY SKILLS I USE IN MY JOB...

People Management is the number 1 skill – if your team are happy they work effectively and give the best customer

experience. I have developed all these skills since being a manager and can look back and see my progression. I have learnt you cannot please everyone but that is ok. Follow your gut instinct, be hands on, and be fair, if you are all of these things you will get your team's buy in, it is far easier as a manager to not need to actually manage your team but lead it!

THE BEST PART OF MY JOB IS...

I love being challenged and it is so diverse, I get to see customers, help staff, work with businesses and other managers, I can never get bored. We are a really close team and the other managers in our area are really supportive. I love feeling that I am making a difference to my team and customers. I run all the 'people' initiatives in the area and the focus is on career development. My aim is for others to be inspired and get similar opportunities to the ones I have had.

THE WORST PART OF MY JOB IS...

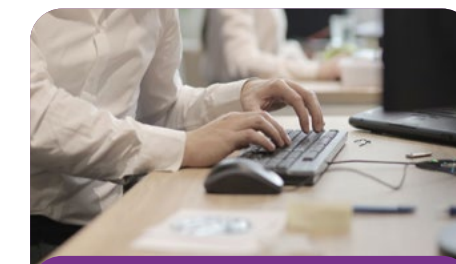
It was hard applying for a job where I knew I would have less time at home, however, it was a natural progression for my career and financially for us as a family, but 2 hours travelling a day is hard. I feel I have proved myself now to my team and after 2 years am going to ask to work flexibly so 4 days in the branch and a short admin day from home. I have coached my team so they no longer need me every day and ultimately it is time for me to be a mum at the school gates (even if just 1 day a week). I would say I have only realised in the last couple of months to have the courage to say you want both and a work life balance is worth fighting for!

MY ROLE MODEL GROWING UP WAS...

I think I am the perfect mix of my Mum & Dad. When I was younger they always made me feel as though I could do anything and be one of the best at it so (as much as I doubt myself sometimes) they really have made me reach for the stars. I first became a bank manager at 23/24 years old, and I am a woman – I love proving stereotypes are just that. So I think I looked up to any strong female with a career and family – you really can have both!

AFTER WORK...

I normally get home at 6.15pm and play with my son then get him ready for bed. My husband cooks dinner for us, we manage to watch a series on Netflix and head to bed around 10pm. Sundays are our family day so that's when we see our friends and family and have fun days out. I'm trying to get back into exercise so the odd night I will complete a home workout too!



MY PLAN B...

I am super organised and like to be in control so I would have needed to be a manager of some description, either a project manager or sales manager in an estate agents! I really enjoy working for a bank though, they look after you well and it is so varied, for me I think it is actually the perfect job – I just never planned to be a bank manager but life works out in funny ways!

