

ELBA

A Day in the life of...



Financial
Services



Area
Director

Sally Owen, Area Director, HSBC

MY ALARM GOES OFF...

My alarm goes off around 5.45am. I definitely hit the snooze a bit before getting up and getting my children ready for the breakfast drop off at school at 7.30am. I usually wear a suit – it took a while to get used to this. On the weekends I hate dressing up smartly, as I do it every day for work!

I drive to a branch and meet with the manager and team. I spend the whole day there with the team and the customers.

I'M RESPONSIBLE FOR...

I ensure that the branch managers and their teams help their customers with all their financial needs. I also get involved in coaching and training individuals to improve in their job role and progress within their job or to a new role. I also get involved in recruitment, HR processes, audit checking and volunteering within the community.

I GOT MY JOB...

I did a degree in languages and applied to the graduate scheme

after searching online for graduate roles. This meant I had the opportunity to see a variety of different departments over three years. I was also able to complete a banking degree at the same time.

AT SCHOOL I STUDIED...

I did languages at school and wanted to be a teacher! Although sometimes my job is similar, as I coach and train people in new processes or techniques. For A Levels I took French, German and History – I still love history and think we can learn so much from it. These subjects have no relation to the job I do, but the reason I chose languages was because I love communication and I certainly do a lot of communication with lots of different people in my current role.

MY TYPICAL DAY...

I am normally at my desk at 8.30am before I join the branch team meeting, where we get to discuss any key topics or issues for the branch. I meet with the branch manager and discuss their development, their branch, any issues, any recruitment needs and anything else relating to the branch. I attend 2-3 video conference calls throughout the day with a variety of different departments, answer

emails and plan my next day. I meet with customers and people working in the branch to understand the branch – as each branch and its customers are different. I love a Greggs for lunch but normally I try to be healthy and eat a sandwich!.

THE KEY SKILLS I USE IN MY JOB...

Communication is key as I have to ensure everyone understands any key messages in the same way. Listening skills are also important to ensure I understand how the customer or my team is feeling. Problem solving when we have an issue, remaining calm, and finding a practical solution are also key skills in my role.

THE BEST PART OF MY JOB IS...

I love working with people. I enjoy seeing people improve their skills and learn new things, and the best thing is helping customers with whatever their needs or enquiries are.

THE WORST PART OF MY JOB IS...

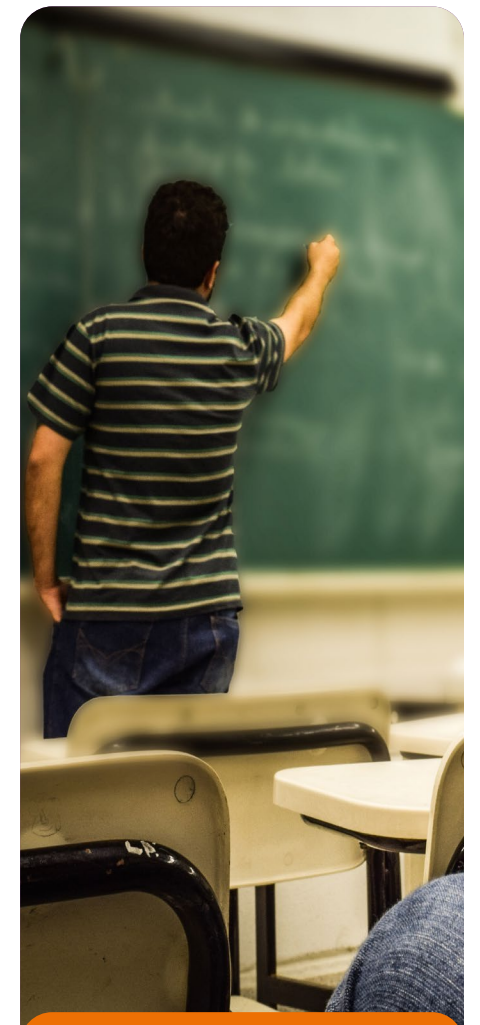
I am very lucky that I really enjoy my job, but the hardest part is probably that I can't be in 15 places at once, as I look after 15 branches. I also get frustrated sometimes with the travel and the traffic jams, but it is worth it to see my team!

MY ROLE MODEL GROWING UP WAS...

My role model was probably my dad – he was self-employed and worked incredibly hard but was always fair, empathetic and gave people an opportunity. My dad always said 'there is a way, you just have not found it yet', and that has meant that I am incredibly determined and like to think differently to find a solution to a problem. I have carried this forward to the role I do now.

AFTER WORK...

I get home around 6pm and I pick my children up from after school club, give them tea and then start mum's taxi – taking them to rugby, swimming and everything else they do. I sometimes swim or play tennis depending if I have any energy left!



MY PLAN B...

I think probably a teacher as I enjoy helping people to learn.