

ELBA

A Day in the life of...



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MY ALARM GOES OFF...

My alarm goes off at around 6:30am and I am usually up by about 6:45 - 7:00am. I am not a morning person at all, so I try to sort out as much as possible the night before. This includes my outfit for the next day, my work bag and any other bits that I'll need for my commute. As I work in a bank, the dress code is generally quite formal. We are not as client facing as the bankers for example, so my dress code is more 'business casual' as opposed to a full suit, and our team have dress down Fridays too. I would typically wear a smart dress and tights, or trousers and a blouse - with flat shoes. Always flat shoes! I drive to work, which is lovely on the days it is cold and raining! It also means I get to listen to music or a podcast on the way. Although, I do miss reading a good book or newspaper on my commutes on the train and not having to concentrate on anything other than that.

I'M RESPONSIBLE FOR...

I work in the events team within the bank and our projects can be anything from senior private dinners for 10 people, to confer-

ences for 800+ and everything inbetween. We work with all departments within the bank so it's always very varied and keeps us on our toes! We are responsible for all elements of the events e.g. venue sourcing, AV and production, catering, entertainment, logistics, travel, registrations, website and graphics and much more. As a project manager, I could be working on up to 10 live events at once. Our key priority is to provide the best client experience possible within budget and schedule.

I GOT MY JOB...

My first job after school was as a service coordinator for a large serviced office provider in Mayfair. My tasks were very varied and included reception work, switchboard management, post room duties, sales show rounds and much more. One part of the job was to manage the meeting space we had on one of the floors. Whilst it would just be facilitating small meetings, I think this is where my love for events came from. As I didn't go to university and didn't want to leave my job to study, I decided on a post graduate

diploma in event management. This meant I would work from 9.00am - 6.00pm, and then go to Kings College to study from 6.30pm - 9.30pm, 3 days a week for 3 months. At the end of the course I received a distinction, and certificate in hand, decided I would start looking for a new job. I knew I had no real experience, so decided to look for roles where I could 'get my foot in the door' within an events company and progress once I was in. I found a job as a client services executive for a small family run business, which meant I was generating invoices, chasing payments and dealing with client queries. I made it clear from the start I wanted to move to the events department, and made sure I helped out wherever I could in all of the different departments to gain experience. After about a year, I moved to events and remained there for 6 years. After 6 years I decided to look for a new opportunity and interviewed for Citibank, and the rest is history!



Financial
Services



Event
Marketing

AT SCHOOL I STUDIED...

For GCSE's I studied all of the core subjects, plus Drama, Media Studies, Spanish and Food Tech. For A-Levels I studied English Literature & Language, Media Studies and Drama & Theatre Studies, although I dropped out after 1 year of college. These do not directly relate to my job.

MY TYPICAL DAY...

My set hours are 9-5, however I am usually in the office by around 8ish. I always grab a coffee on my way in so I can start my day right! I usually start with checking my emails and trying to clear out my inbox. As we work with all different teams across the globe, we often come in to a lot of emails in the morning from the US. Once I have sorted my emails, I will look at my to-do list and see what deadlines or tasks I have for that day. Sometimes it's hard to keep on track as our time is often dictated by meetings, and there are some days where meetings take up all of our time. As we work on lots of different projects at once, we are always kept busy and there's always lots of things on the to-do list! I find that most days I work better in the afternoon, so I will tend to save the bigger tasks until then.

THE KEY SKILLS I USE IN MY JOB...

Organisation is key. With so many projects, all in different stages, all happening at the same time - it's very important to have all of them in order. Also, prioritisation and knowing which ones need to be actioned first, and flexibility to be able to adapt to change if something urgent comes in. Communication is another key skill, as often you will need to pass feedback from the client to the supplier. The way you communicate, managing the tone and frequency, is something that is developed over time. I

have developed my skills by putting my hand up as much as possible and saying yes to opportunities outside of my core role wherever I can. Learning from successes and mistakes is also a big part of the job.

THE BEST PART OF MY JOB IS...

The feeling of accomplishment you get when a project has successfully been completed! I also have a great rapport with my colleagues and consider many of them personal friends. It's great to be challenged and have a job where for the most part, no two days are the same. As we all have different projects, we pretty much manage our own workload and time too, which I think is great.

THE WORST PART OF MY JOB IS...

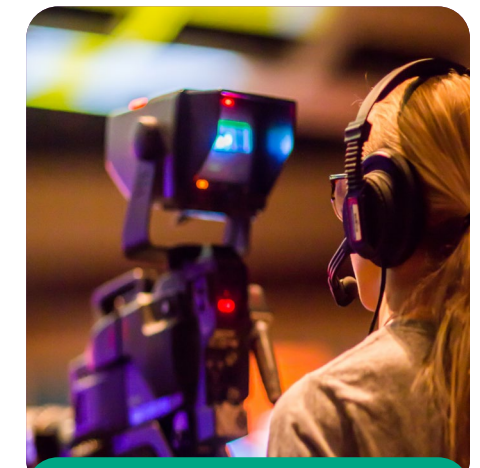
One of the toughest parts of my job is having so many things to juggle at once. For me, it helps to ask as many questions as I need to in the early stages of a new project, so that I can really understand what the desired outcome needs to be. I also create detailed project plans which become my bible, and make sure I tidy my to-do list and set a new one out for the following day at the end of each day. It helps me start with a clear head and focus on what really needs to be done that day.

MY ROLE MODEL GROWING UP WAS...

My mum! It sounds cliché, but she is most certainly where I get my work ethic from. My parents separated when I was younger, and my mum didn't have much money but we never went without! She worked extremely hard, always made time for us and made sure we had good manners, values and morals.

AFTER WORK...

I try to leave on time as much as possible to ensure I get time to switch-off and have an evening to myself. I usually drive home and get home by about 6:30pm. If I have had a busy day, there's nothing I enjoy more than relaxing in front of the TV! I also like to see friends and family as much as possible and exercise a few times a week. For dinner, my husband and I have been doing food delivery boxes for a couple of years now. They are great as we are always having something different for dinner and making it from scratch, which means our cooking skills have developed over time too! I typically go to bed somewhere between 10:30 - 11:30pm.



MY PLAN B...

I think it would have been something within the media industry, as I studied it at both school and college and really enjoyed it. I liked that there were so many different paths to choose from and the work seemed so varied and creative. Either that, or maybe a PA as I love to organise! I didn't really know what I wanted to do until after school, which used to worry me at times, but by saying yes to opportunities and trying different things, I soon found my passion for events.