

A Week in the Life of a Bank Manager

8.00am

I start my working day early. After completing the security checks of the branch, my normal routine will involve viewing our sales figures for the outlet and discussing these with my management team. I always start the day with a branch huddle, which allows the staff to understand the priorities for the day.

10.00am

I have a weekly meeting with my management team covering issues we need to address for the week and ensuring an agenda is set for their own teams. We discuss topics such as staff development, coaching and risk management as well as any sales and service issues.

11.00am

I read our Intranet page, which includes daily company-wide announcements and information. I catch up on reading my e-mails, which tend to be from my boss and regional office. I try to prioritise these as best as possible and make sure I pass on any useful information to the staff.

12.00noon

I decide to carry out some training and development with my counter staff. We concentrate on their individual training needs allowing them to feel more confident in their role. This is an area I take great enjoyment from, as it is a time where I can use my experience to help my staff to develop themselves and progress in their own careers.

1.00pm

I have a regional conference call with about 10 other Branch Managers in our region. This call allows us to share best practices and ideas allowing each unit to work as successfully as possible.

2.00pm

The conference call lasted a bit longer than expected so I only have time to grab a quick bite to eat whilst chatting to my Assistant Manager about the morning's business results.

2.30pm

I have a meeting with a business customer to discuss opening a new account. Although not a major part of my role, I enjoy the customer interaction and always try to be available for customers if necessary.

3.15pm

I have to deal with a customer complaint and spend the next hour getting in contact with other areas of the business to make sure I can resolve the complaint within regulated timescales and to the customer's satisfaction.

4.15pm

I spend the remainder of my day preparing for a meeting I have in the morning with other managers in my area. I've been given a slot on Branch Service Expectations on which I have to deliver a presentation. It's something I enjoy doing and is a task I've had to do on a regular basis ever since my first role.

5.00pm

The bank's doors close to the public but I still have tasks to complete. I have a quick meeting with the team, celebrating successes from the day and making sure we're prepared to start it all again tomorrow. After the office cash is balanced and I send an update e-mail to my boss we carry out the end of night security checks.

6.00pm

I leave the office and it's off to football training which gives me time to release my stress from a tiring day.....

Career Progression

I graduated with a BCom (Hons) Business Studies Degree from Edinburgh University in 2002 and joined the HBOS Graduate Scheme in the same year. After completing my initial training I progressed to Assistant Manager of a branch in Durham, then on to Branch Manager in the Gateshead Metro Centre Branch and in April 2005 I became the Branch Manager of the High Street Branch in Falkirk.