

# Bank or Building society manager



Bank or building society managers lead and motivate their staff to achieve sales targets under the general supervision of head office. They may manage a large branch or oversee several smaller ones.

# What does the job involve?

- · developing a business and sales plan for the branch
- · setting and monitoring sales targets, motivating staff to meet them
- promoting company products, such as mortgages, personal loans, home insurance or credit cards
- managing, recruiting and training staff
- making sure staff follow procedures to prevent fraud
- assessing and approving or rejecting loans for individual customers or businesses
- representing the branch in the local community
- monitoring customer care standards and dealing with customer complaints
- interviewing customers and discussing their financial needs.

# Routes and choices while at school:

You will need to try to get at least five GCSEs at grades 9 to 4 (A\* to C), or equivalent qualifications. These should include English and maths. Other relevant subjects include IT and economics.

# Skills You'll need:

- excellent verbal communication skills
- business management skills
- customer service skills
- the ability to sell products and services
- leadership skills
- knowledge of economics and accounting
- ambition and a desire to succeed
- to be thorough and pay attention to detail
- to be able to use a computer and the main software packages competently



### How to get into this role:

You can get into this job through:

- a university course
- a college course
- an apprenticeship
- working towards this role

#### College

You could do a course at college that may give you some of the skills and knowledge to apply for trainee bank manager positions.

For example, you could do a T Level in Finance.

#### **Entry requirements**

You'll usually need:

• 4 or 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths for a T level

#### **Apprenticeship**

You could join a bank as an apprentice and work your way up to management positions. Relevant apprenticeships include the:

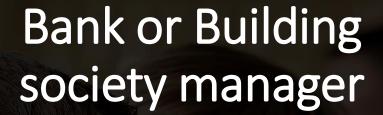
- financial services administrator advanced apprenticeship
- senior financial services customer adviser advanced apprenticeship
- financial services professional higher apprenticeship
- chartered manager degree apprenticeship

#### **Further information**

#### **Career tips**

You can find more advice about training and working in banking from the:

- •London Institute of Banking and Finance
- Chartered Banker Institute





# Career path and progression

You could work towards <u>chartered banker status</u> with the Chartered Banker Institute. This could help broaden your career options at senior management level.

With experience, you could take on responsibility for several branches in a local area. You could move into head office operations, or work with the bank's overseas division.

You could also work in corporate or investment banking.

# **Rates of Pay**

The starting salary for graduate trainees is around £25,000 a year. Assistant managers can earn between £25,500 and £36,700 a year. With experience, this rises to between £40,000 and £60,000 a year. Senior managers in regional positions can earn up to £80,000 or more.

There are also bonuses on top of pay, such as a pension scheme, private medical insurance, cheap mortgage offers, free shares and performance-related incentives.