



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



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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 chartered banker status 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.