



Working in a Building Society

On 9th November 2011, Claire Roper and her colleague Hazel visited us to tell us about working in a building society. Claire explained that she has worked for the Nationwide Building Society for 24 years and is now the branch manager. She described it as a sort of bank, where people deposit money and then it is lent out so that people can buy houses or for other reasons. In her job as manager she oversees everything that happens and makes sure everyone does a correct job. A bit like a headteacher!

Hazel is assistant manager and she manages 14 members of staff. She has to get a bit 'bossy' at times. She helps customers and works with staff to develop their skills. There are about 20 members of staff, but they are not all in every day.

What skills do you need?

- Knowledge of multiplication tables
- Be able to greet and talk to customers
- Have a smile on your face

What equipment do they use?

- Computers and printers
- Cashpoint/ATM
- Calculator

What do staff do?

- Staff have to pick up the phone within 5 rings and speak to customers
- They start the day at 8am and join together at 8.45am for a team meeting and to sort the jobs out for the day
- They take turns doing different jobs. If they are working on the till they have to put all the figures in and be responsible for the money balancing at the end of the day
- They service the cash machines every morning, with enough of each denomination of notes

If you are interested in working in a building society you need to have a GCSE in maths. You don't need to go to University but you do need to have good manners and speak clearly. When Claire is interviewing people for jobs she is interested what they are like as people and what they can bring to everyone else in their team.