



# Carl De La Cour

BRANCH MANAGER

## Barclays

### What does a typical working day involve for you?

Typical working day for me can vary a great deal. I could be completing 1-2-1's with my team, talking about their wellbeing, performance and development. Reviewing and signing off on risk checks for branch activity. Meeting our customers in the branch or interviewing potential new members of staff. It is a really varied role and no two days are the same.

### How did you get your job?

I used to work in retail following a successful Trident placement while I was a student at Grainville School. The work placement was with a local family-owned sports shop, Vowden Sports that I went on to manage when I was 20. As I approached mid 20's I started to think about career progression feeling I had gone as far as I could in the retail industry. My friends all worked in finance in some capacity so I applied for a cashier role at Barclays with a view to working my way up and just seeing where it would take me. It has turned out to be a fantastic decision. Barclays has given me so many opportunities and after gaining experience in five different roles across 12 years, I now manage the Branch at Library Place.

### What motivates you in this role?

I really enjoy the branch environment and helping our customers. This role is interesting as I get to lead a team and play a big part in how we service our customers moving forward. Learning about self-service and digital enhancements hopefully making the branch as efficient and accessible as possible for our customers.

### Are there any future skills you will need to learn for your role?

Absolutely, I think it is a role that will always continue to evolve and so my skill set will have to evolve as well. While the focus is currently on digital and self-service, the future will no doubt present new challenges and being adaptable to new processes or procedures will be key always seeking to find efficiencies in how we operate.

### What are the three most important skills required for your role?

I would say the most important are **communication**, **organisation** and **being able to problem solve**. Communication, so my team know what is expected of them from the business objectives and how that translates to serving our customers. Organisation, to manage my day and the various tasks that need attending to. Problem solving, to be ready for whatever the day throws at me and being able to support your team with difficult customer interactions or situations.

### What advice would you give someone interested in a career in your profession?

I would highly recommend a career in banking. There are so many different areas you can work in; branch-based roles, mortgages, corporate, investments and team leader roles and many more! The variation is great and you learn new skills all the time. Barclays operates in many jurisdictions so it is also possible to travel and experience living and working in other locations.

### Tell us a fun fact

Outside of work I'm a big football fan. I played for Rozel Rovers for over 20 years and have held a season ticket at Manchester United for 16 years.

