



## Thinking of a career in banking?

Banking can offer a rewarding career - it is a modern and diverse business and encompasses many specialist functions. Think of 'banking' as a wrapper, with a perhaps surprisingly wide range of careers inside it. As well as the more obvious, such as accountancy, law and taxation, your career could develop into areas such as public relations, marketing, languages, security, hospitality or catering. And, of course, with the plethora of electronic services that banks use both internally and externally, there are many opportunities relating to information technology.

More than a million people work in financial services across the UK. Most of these roles are people-facing, so you'll need to be confident, like working with people and have good communication skills. You'll also need to be accurate, conscientious and hard-working.

In this leaflet you can find out about different types of banking jobs, entry requirements and training opportunities, and where you can find further information.

# Types of banking jobs

## **Customer relations:**

Front line customer-facing roles can be based either in a branch, a specialist business area or at a call centre. You could be working at a branch counter as a customer services representative or, after suitable training of course, a specialist adviser on the bank's products and services, helping customers make crucial decisions on financial planning, investments or taking out a mortgage.

## **'Head office' roles:**

Head office roles cover the specialist areas of banking such as human resources, legal and audit and inspection. Decisions made at this level can have a wide-ranging impact on the whole of the bank and the role would suit someone who gives a high level of attention to detail, is tenacious and is able to work on their own as well as part of a team. Some of these roles will involve a degree of travel.

## **International roles:**

London is one of the three major international financial centres in the world and handles one-third of the total world foreign exchange. There are more than 300 banks in London and many of these have their head offices in other countries. There are many opportunities to become involved in the global money markets and for international travel but the work pressures in this round-the-clock environment won't suit everybody.

# Entry requirements and training opportunities

## Entry requirements:

Banks generally recruit staff at a variety of levels but as a guide, five GCSEs in academic subjects will usually be required. Recruitment for senior management roles is normally – but not exclusively – through the graduate route and at least a 2:1 degree will usually be required. Most subjects are accepted, but finance and business based degrees will be advantageous. For specialist roles, a suitable relevant degree or equivalent qualification would be appropriate.

## Placements, internships and work experience:

Most banks have at least some opportunities for placements and internships, ranging from work experience to fixed-term placements as part of a graduate training programme. A growing number of banks are offering modern apprenticeships.

## Training:

Banks will provide all the training you need for the job and for developing specialist skills that you need for your work. The training can be face-to-face, IT-based or 'on the job'. Some of the more specialist training is provided externally.

## Outside activities:

Your leisure activities can help with your job application as well as your academic achievements so it's important that you share these with the bank when you apply for a job. If you are good at sport it shows that you are competitive; if you've been a team captain or held a similar key position then it demonstrates responsibility and leadership skills.

Perhaps you like solving puzzles or crosswords – this demonstrates your problem solving skills. Being a member of Scouts or Guides or other similar organisation helps to develop team building and a Queen’s Award or Duke of Edinburgh’s Award further demonstrates your organisational, leadership and problem solving abilities. Some work experience, either paid or unpaid, is a useful background too, because it shows commitment.

### **Opportunities:**

Whether or not you are a graduate, there are great opportunities in banking for progressing along your chosen career path. Banks will provide appropriate training and in some cases meet tuition fees for professional qualifications, too. Banking is a 24 hour, non-stop industry and if you are prepared to be flexible in your role, in your working hours and your location, even more opportunities are there for you.

### **More information:**

Individual banks will provide information on their own vacancies and schemes on their websites. The main High Street banks’ web addresses are provided below but the list is by no means exhaustive.

- ▶ [www.jobs.hsbc.co.uk](http://www.jobs.hsbc.co.uk)
- ▶ [www.barclays.co.uk/careers](http://www.barclays.co.uk/careers)
- ▶ [www.lloydstsbjobs.co.uk](http://www.lloydstsbjobs.co.uk)
- ▶ [www.rbs.com/careers](http://www.rbs.com/careers)
- ▶ [www.santanderjobs.co.uk](http://www.santanderjobs.co.uk)

More information on careers in finance, accountancy and financial services is available from the Financial Skills Partnership’s Directions service – [www.directions.org.uk/careers](http://www.directions.org.uk/careers). Explore opportunities to join the industry, from work experience, apprenticeships, internships and graduate programmes at [www.directions.org.uk/getting-in](http://www.directions.org.uk/getting-in).

A full list of British Bankers’ Association member banks can be found at: [www.bba.org.uk/about-us/member-list](http://www.bba.org.uk/about-us/member-list)