

## Career Paths

***“Choose a job you love, and you will never have to work a day in your life” -Confucius***

We are redefining our roles, the way we work. This will take the talent and commitment of our colleagues, and we are committed to supporting everyone that works here to develop and enjoy a rewarding experience and build a truly rewarding career with Barclays. Below are some short bios of some of our employees and their career paths so far, all of whom started their journey within our call centre.

### Sian

I am from North West England, I Worked in the Retail sector from age of 16, I applied for Barclays after moving to Jersey in 2016. I applied for a customer service agent within the call centre with no previous banking experience and was fortunate enough to be accepted. It was within the call centre I developed an interest in fraud prevention, as we would have the occasional fraudsters call the service centre. I started to spend my development time with the fraud team to watch and observe what the job entailed, when a position became available; I applied for the role and was successful at securing the position. I am now a fraud and scam prevention analyst for Barclays Crown Dependencies.

### Claire

My name is Claire I worked for NatWest until 2000, then left to raise my daughter. I worked part time work in a shop until then did full time in a pharmacy for a year before deciding in early 2017 to see if I could get back into banking. As I was in my 40s I didn't think I would be able to but I secured a positioning Barclays who have a diverse culture contact centre on the 03/07/2017 which I had to upskill and the people were amazing in building my confidence. I then did the KYC project based in the branch that I really enjoyed and wanted to get back to face-to-face client interaction. A position became available so I interviewed and started in Branch on 22/10/2018 as a moment Banker which entails, new to bank appointments, over draft/loan appointments, Hot desk which is on the spot queries , Mortgage queries and Relationship manager referrals or queries, Plus meeting and greeting. I get job satisfaction being able to use my interpersonal skills with clients because I am personable and care to find the best solution for our clients.

### Robert

I am Originally from Stevenson, a seaside town on the west coast of Scotland, prior to Barclays I studied at University for four years to get an Honors Degree in Marketing and Human Resource Management from 2005 until 2009. I had a few years of various different customer-facing rolls such as flight attendant, car rental agent and restaurant supervisor as well as going travelling twice before commencing my employment with Barclays in July 2013. I started as a temp. within the then International contact centre at Tay House in Glasgow as part of the 'twilight' team working four days on, four days off 10am-10pm. From there I progressed into moment banking and took on the secondment as Training Specialist that took me to Jersey on a 6-month stint ultimately leading me to the Team Leader role in the contact centre here and subsequently my move into Service Team Leader within the Fiduciaries team.

### Monica

I am originally from Romania and came over to the island 13 years ago. I did not have a finance/banking background before joining the bank. I have joined Barclays in January 2017 in the Contact centre as an Essential Banker after a 3-year work break (stayed at home to look after my daughter during this time).

For me the change was massive, very challenging, brand new experience, a new start in developing a completely new career. Previously I have been working in the hospitality sector, working on cruise

ships and the hotel industry for several years, and after joined a small alteration shop business where I have worked before having my daughter.

As I have always been working in customer service and looked very well after my clients, I felt that I was capable to grow professionally and develop new skills, therefore have decided to try joining the financial sector and completely change my career.

Therefore, I started the change by completing a business administration course and an introduction to bookkeeping course before I have had my interview to join Barclays and the contact centre team back in 2017. I have to admit that it really was a challenge for me to be able to adapt and learn everything from scratch especially because I have returned to work after a very long break. I had never worked in an office environment before, However I was very determined to learn as much as I could and provide the best service to our clients.

As the time passed, I have adapted well, learned a lot, developed new skills, improved my banking knowledge and grew bit by bit every day.

After 1 year and a half in the role of essential banker I have felt ready to take on a new challenge and learn even more, therefore I have joined the Investment operations department and the settlements team where I have been for the last 2 and a half years. Looking back before I have joined, when I was still trying to decide which career path to follow I know that I have taken the right decision and I am very proud for being able to completely change my career and for what I have achieved since I have joined.