



Saffron Building Society

Career case-study – Cristina Fonseca

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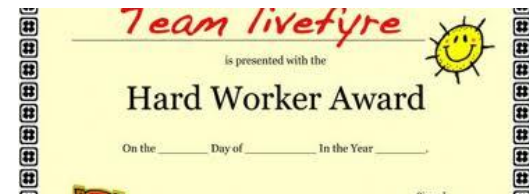


Profile - Cristina



Background:

- Studied law
- Previously worked for Amex and a Halifax agency before being spotted by our Branch Manager in Ware
- Interview revealed strong inter-personal skills and self-motivation
- Viewed SBS as a good first step; albeit not necessarily a long-term career move
- Offered a Customer Service Assistant role in Ware and joined in early 2003.
- Within a few months she was showing a strong work ethic and picked up things easily



Profile - Cristina

Progress:

- Later in 2003 asked to transfer to a branch which was struggling and although slightly apprehensive about what she was agreeing to she said yes.
- In April 2004 promoted to Senior Branch Assistant at Royston
- In June 2005 promoted to Branch Manager at Royston
- In 2010 took maternity leave, returning to work full time
- In 2012 moved to Bishops Stortford Branch and took on extra responsibility for Sawbridgeworth Branch in a dual branch role



Areas of development at SBS so far!

- Management development programme
- Risk management
- Structured products
- Sales management
- Branch and people management
- Compliance
- Insurance



Cristina - Secrets of success



What Cristina says:

“You need to learn how to stand out, to have a willingness to do more than you need to”

“Love a challenge and being thrown in the deep end”

“Need to know when you’ve done something wrong, acknowledge it and learn”

“Each time I have a success it boosts my confidence”



What Managers have said:

“Shows great passion for her work, is very conscientious and flexible”

“She creates a good impression both internally and externally and takes full ownership and responsibility”

And The Future.....

Dual branch role remains a challenge. On a steep learning curve, needing to monitor when not there, developing others to do things the way you want them done. Will know when its time for the next challenge but its still a way off.

