

## HSBC's Future Skills Strategy – Let's make a career together

### Are you just what we're looking for?

Are you someone who loves a challenge? A person with an enquiring mind? Do you love talking to people, asking questions and generally being curious? If yes, then HSBC could be the perfect place for you. As when it comes to recruitment, HSBC wants people who enjoy interacting with others. People who, when faced with a challenge and the solution isn't obvious, will go the extra mile for their customers.

We're not just looking for people with a background in finance. In fact, HSBC has lots of very successful people who joined the Bank from entirely different sectors, or straight from college and university, and they've thrived.

So, while your focus is on the Bank's customers, the Bank is focusing on you. While you're supporting people save for a car or house, their child's education or retirement. Perhaps helping them start or grow their own business, or relocate abroad, HSBC will be pouring just as much attention into supporting you and developing your career.

How does HSBC do this? In a number of ways, such as our continued learning support packages and bespoke programmes, industry specific qualifications and learning opportunities via HSBC University. Whether you want to live and work in the Channel Islands or take advantage of the Bank's global opportunities, HSBC will support you in every step of your growth journey, a journey that you're in control of and one that ensures you have developed your skills for the future of work.

The Future of Work is a key area for the Bank and last year HSBC launched Future Skills, a group-wide movement of skill-building activities that brought together new learning, new technologies and new communities across the Bank globally. As part of the programme, HSBC identified critical skills needed for the future of work, ranging from technical skills like digital and big data alongside professional skills, and enabling skills such as problem-solving, curiosity, creativity, resilience and adopting a growth mindset.

Ask yourself, which of the enabling skills could you develop further to help reframe your own career journey, particularly during these times of change? Could becoming more curious



about what's ahead open up new ideas and opportunities for your career? HSBC thinks so.

So, why is this important to the Bank? Well, our lives are being transformed by digital technologies. Economies and industries are being reshaped and more sustainable practices embraced. We know that new and different skills are needed for the future of work and that we need to build our own expertise and skills to deliver the Bank's strategy: focus on our strengths, digitise at scale, energise for growth and transition to net-zero.

If we can support our customers and people in this way, then we can also continue to support our communities. HSBC thrives on helping the communities where it's based and despite the global pandemic the Bank found ways to digitally volunteer and keep that essential community support alive. A desire to help others is certainly an attribute HSBC looks for in its people.

Supporting communities, customers and its people are all equally important to HSBC, and just as important is having fun. HSBC has an active Sports and Social scene and is proud of its diverse culture that's enabled and enhanced through a range of Employee Resource Groups, such as, Diversity and Inclusion, Balance, Faith, Nurture for Parents and ExtraOrdinary People Awards.

So the question is, are you curious about a career with HSBC?

[Meet our people](#)

[Daisy King, International Mortgage Arranger](#)

Daisy joined HSBC four years ago, straight from college. She's currently working as an International Mortgage Advisor, helping HSBC customers around the world secure lending for their homes. Her first job with the Bank was as a Junior Relationship Manager, helping clients manage their funds with investments, foreign exchange and savings opportunities. Daisy's excellent service, commitment to helping customers manage their wealth and a mindset of getting things done, meant she was a natural fit for a more senior position. Transitioning, Daisy then worked as a Premier Relationship Manager for six months before moving into her current role within the International Mortgages team.



Daisy works with customers in places such as the UK, UAE and US. Her exposure and connection with so many different cultures around the world have inspired her desire to take advantage of the Bank's international connectivity and work in one of HSBC's 64 locations around the world.

Recently Daisy completed HSBC's bespoke Channel Island Engaging People Course, a training programme designed to develop interpersonal, communication and wellbeing skills that will enhance the excellent service she provides for her clients and colleagues.

Daisy embodies HSBC's Purpose of opening up a world of opportunity for her clients and herself.

#### Joshua Chamberlain, Premier Wealth Manager, Jersey.

Joshua joined HSBC in 2012. As a Premier Wealth Manager, Joshua helps customers grow their wealth through investment and saving opportunities within the Bank. Initially, he joined HSBC as a Customer Service Officer, supporting customers with their day-to-day banking needs.

Since joining HSBC, Joshua has been supported both financially and with time off to study for exams, such as CeMAP, RO1, RO5, CF6 and the Level 4 Diploma in Regulated Financial Advice. He now supports customers in areas such as protection, mortgage, pension, tax and investment advice.

Joshua is planning to complete the level 6 Diploma in Regulated Financial Advice, in order to support his own career ambitions for more senior positions within the Bank and a move to work within HSBC's Global Private Banking network.

Speaking about the Bank's support of his own career development, Joshua said: "I'd definitely recommend HSBC as a place to work. They show a genuine interest in developing their people. Plus, there's an extensive range of opportunities that come with working for a global organisation. Initially, I saw the Bank from a simple branch perspective, it's so much more than that and they really do live and breathe their Value of Succeeding Together."

