



# PROGRESSIVE



## John Boyle

Senior Manager  
Support Services  
Mortgages and Savings

### What does your job entail?

I oversee the operational administrative functions of both Mortgages and Savings within head office. These teams support the branch network and are key for the overall success of the business, therefore maintaining high service levels and standards is crucial. Process review and development plays a large part of my job, ensuring that they remain efficient and effective but also relevant to the needs of our Members.

### How did you get into this line of work?

I joined Progressive after University in a savings administrative role before transferring to the IT department where I remained for eight years in a number of development roles. I then moved into management within the Society as Business Change Manager and then became a Senior Manager before moving into my current role last year.

### Tell us about your qualifications and training

Before joining Progressive in 2002, I graduated from Queens University Belfast with a degree (BA) in History and Politics. More recently, I completed a Master's degree (MSc) in Leadership and Management in Loughborough University, something which Progressive fully supported. As well as making a financial contribution they allowed me extra days for study leave which I was really grateful for. The Society is passionate about encouraging the further learning and development of its employees and wants to make sure all staff reach their full potential.

### Whats the best thing about your job?

Honestly working with a team of people that you genuinely gel with is the best thing about working at Progressive. I obviously like what I do but working with a group of people who are pulling together for the overall success of the company is very rewarding. There are also great perks including flexible working patterns, work from home days, a health and wellbeing programme and internal management training which is provided every six months. Progressive firmly believes in encouraging employees to achieve the right balance between work and their personal lives which is win, win for me!

### What qualities are required for your job – personal and professional?

Good communication, interpersonal and leadership skills are key to my role. I think the ability to be self-aware, take a step back and critique oneself is vital as it allows you to continually develop and improve as a manager. I also have strong work values and personal integrity, which stands me in good stead within the organisation.

### What do you like to do in your spare time?

I enjoy socialising with friends and spending time with my family. I find keeping fit is a good way to unwind so try and get to the gym as much as possible. I find running really helps me de-stress but not as much as a pint of Guinness!

### Any advice for someone considering a career in your profession?

When considering a career or career path it's so important to do something you both enjoy and have a passion for. You work for a large part of your lifetime so finding the right career can have great significance. At school we weren't given many options on what career path we wanted to choose so I think its important for young people to know the options that are available to them. At Progressive there are a range of careers available for both school leavers and graduates and I would encourage anyone thinking about a job in the financial sector to get in touch to see what's available – it's just may be something that you would never have thought about before.

### What did you want to be when you were at school?

In primary school I was obsessed with all things space related and had my heart set on being an astronaut! When I reached secondary school, my focus shifted to the football pitch and I was sure I was going to make it as a professional footballer! Both were pretty unachievable, but I suppose it is good to have dreams when you're younger.