

## Rudolf Heaf



His first job was as a bank clerk at NatWest, progressing through a number of junior roles in his four years there.

### 1983-1987

Rudolf became the Head of Integrated Customer Relations Management, working through the millennium period when many were worried about the effect of the Year 2000 'bug' on computer systems.



### 1999-2003

Rudolf landed his dream job as the Managing Director of the Nationwide Trust and was tasked with 'turning the business around', which he did by reducing their losses by 45%.

### 2006-2008

#### Dream Job

Rudolf is a huge fan of Sheffield Wednesday Football Club and goes to matches when he is not at the office.



Rudolf knew from an early age that he wanted to be a bank manager, leaving school with three A-levels and heading straight into work.

### Education

After seeing a trainee manager's role advertised at Nationwide Building Society he joined the team and worked in various roles within the retail division, finally becoming a Network Support Manager.



### 1987-1999



Wanting to improve his commercial knowledge he became the Head of Structured Property Finance where he learnt a lot - dealing with business loans of between £30 and 200 million!

### 2003-2006

Known as a problem solver he became Interim Head of Fraud, Interim MD of Dunfermline and finally Head of Integration and Operations delivering the strategy for incorporating the businesses Nationwide bought during the credit crunch.



### 2008

He is currently Head of Banking Operations, responsible for Nationwide's five million current accounts. He loves being involved in a part of the business that is growing, and attributes his career success to:

being willing to take on challenges with a positive attitude!



### Today