

Role Profile



Job Title:	Vale Team Leader
Salary:	£16,216
Hours:	30 hours per week
Responsible to:	Operations Manager
Responsible for:	Vale Team
Location:	Holton Road Branch, Barry (and at our other branches and information points as required)

Job Purpose

To be responsible for growth, development and day-to-day running of an effective member focused Vale branch. This includes:

- A commitment to improving the financial wellbeing of our members.
- To promote the services of the credit union throughout the Vale of Glamorgan
- Demonstrating the credit union's Equal Opportunities, health & safety, and customer service standards in all activities.
- Ensuring the activities of the credit union are carried out to the highest standards of integrity and professionalism in accordance with all relevant legislation.

Key Responsibilities

1. To be responsible for the implementation of Cardiff & Vale Credit Union's policies and procedures, in compliance with relevant regulations and legislation.
2. To oversee day-to-day running of the branch and deliver branch targets across a range of objectives to develop Vale services.
3. To work in partnership with other relevant bodies and colleagues of the Credit Union to achieve organisational objectives, developing and maintaining effective referral systems with a range advice and support agencies, to assist members and promote financial capability and inclusion within the Vale.
4. To be responsible for data security and systems management within the base.
5. To develop services in the Vale in partnership with key stakeholders including employers, schools, housing associations and community groups.
6. To develop and maintain systems for monitoring the effectiveness of services and the achievement of service standards and performance targets from the Vale base.
7. To prepare and present reports and management information on the activities and performance of the Vale base as required.
8. To ensure that the premises is a safe working environment for the Vale team and customers using the base, and to manage any health and safety issues that arise.

10. To ensure that enquiries from members, visitors, staff and the general public, in person, by telephone, email or letter are dealt with promptly and effectively from the Vale base.
11. To carry out loan assessments, customer services and credit control tasks in accordance with policy and procedures.
12. To provide training, support and supervision to the Vale team, ensuring a quality service is provided from the base.
13. To oversee the maintenance, services and security of the base, and ensure any issues are addressed promptly.
14. To carry out any other duties as directed by your Line Manager in furtherance of the Credit Union and individual objectives and policies.

General Responsibilities:

1. To be responsible for your own Health and Safety and observe all regulations in relation to the Health and Safety at Work Act.
2. Act with fairness in dealing with all members, directors, staff and volunteers, complying with the Credit Unions Equal Opportunities Policy.
3. To be responsible in following the Data Protection Act and Money Laundering regulations in dealing with members' information.
4. As a term of your employment you will be a representative of the Credit Union and you may be required to undertake such other duties and/or times of work as may reasonably be required of you. This will be commensurate with your grade or general level of responsibility within the organisation, at your initial place of work or based at any other establishment.

<p>This job description sets out the main duties of the post, which may vary from time to time without changing the general character of the post or the level of responsibility entailed.</p>
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Person Specification

Knowledge / Skills / Experience	
Essential	<ul style="list-style-type: none"> • Relevant experience and knowledge within a credit union, banking or similar financial environment. • Relevant experience of working in a customer services role • Sound decision making skills and the ability to make judgements and decisions on often complex cases. • Ability to work on own initiative and problem solve. • Excellent communication skills. • A commitment to an inclusive service for all members, and the promotion of financial inclusion. • A good level of education, including strong numeracy skills • Understanding of Health & Safety regulations at work • Ability to work outside of normal working hours at peak times and/or to attend community events and meetings. • Evidence of following policy and procedures, and ability work to a high degree of accuracy • Be able to organise, co-ordinate and participate in any training arranged to support the post holder in carrying out the secondment. • Experience of staff and/or volunteer management • Experience of loan assessments, credit control, and/or business development
Desirable	<ul style="list-style-type: none"> • Experience of developing and maintaining effective customer focussed contact arrangements. • Experience of staff and/or volunteer management.

Competencies (Behaviours which the role holder must demonstrate to be successful in the role)	
Communication	<ul style="list-style-type: none"> • Ability to communicate at all levels, in a way that positively reflects the Credit Union, expressing ideas and decisions in an open, appropriate and confident manner. • Ability to remain calm and assertive in challenging situations. • Ability to lead by example in all aspects of communications and service delivery.
Ethical behaviour	<ul style="list-style-type: none"> • Deals sensitively and appropriately with members and applicants in an honest, supportive and ethical way. • Ensures high standards for self and the Vale team
Change Orientation	<ul style="list-style-type: none"> • Able to support, lead and implement cultural and operational change. Demonstrates a positive attitude,

	proposing and supporting change initiatives to improve services and support to our members.
Business Awareness	<ul style="list-style-type: none"> • Ensures consistency and accuracy, in accordance with policies and procedures • Appropriately challenges and questions the status quo in order to identify ways of improving services and performance.
Innovation	<ul style="list-style-type: none"> • Innovative and imaginative in approach; takes allowable and responsible risks.
Customer Focus	<ul style="list-style-type: none"> • Strong ability to demonstrate meeting the needs of members, achieving and sustaining customer satisfaction. • Manage effective working relationships with colleagues and partners.
Achievement Orientation	<ul style="list-style-type: none"> • Strives for excellence, managing workload and priorities to meet targets. • Able to work to targets set for growth of the Vale branch.

Values	
Member Focus	<ul style="list-style-type: none"> • Fair and consistent in dealings with colleagues and members.
Innovative	<ul style="list-style-type: none"> • Encourages new approaches and creative solutions to exceed standards and achieve service excellence.
Respectful	<ul style="list-style-type: none"> • Recognises and respects the needs and values of others; respectful and caring in dealings with members and colleagues. • Values diversity. • Upholds confidentiality standards at all times.
Ethical	<ul style="list-style-type: none"> • Passionate and committed to the aims and ethos of the Credit Union. • Promotes the values and principles of responsible savings and lending to members.
Trustworthy	<ul style="list-style-type: none"> • Builds trust by being open, honest and transparent.