



**Salary:** £25,000

**Contract Type:** Permanent

**Hours:** Full time – 37.5 hours

**Closing date:** Monday, 10<sup>th</sup> June 2019 - Close of day

**Location:** Ashington, Northumberland

**A unique opportunity has arisen for a professional and committed Operations Manager to develop and support the day to day running of a community bank. You will be at the heart of a small but ambitious team that is forward thinking and proud to work in the not for profit sector offering an ethical financial service.**

**Contract:** We welcome applicants looking for a full or part-time position (with a view to entering into a job-sharing arrangement)

**Location:** Ashington, some travel for activity delivery within the region may be required

#### **About Northumberland Community Bank**

Northumberland Community Bank provides financial products and services to people living or working in the county of Northumberland. As a co-operative, we are about people not profit and are a fully authorised and regulated, responsible lender.

We offer secure savings and loan facilities as a local, friendly alternative to High Street banks and high cost lenders, with face-to-face and on-line access available to people throughout Northumberland.

The community bank is also part of the Lifesavers Project, which helps to promote financial education in schools and to help children manage money wisely, as well as offering Payroll Deduction schemes to make saving easier for those in employment.

We are a 'not for profit' enterprise, which means any surplus made will be ploughed back into improving our services and the local community.

Interested? See below for a full Job Description and Person Specification.

**To apply:** Please send a CV with covering letter, detailing why this role appeals to you and what you would bring to the team, to:-

Lauren Langton, CEO at: [Lauren.langton@northumberlandcommunitybank.co.uk](mailto:Lauren.langton@northumberlandcommunitybank.co.uk) OR by post via Town Hall, Ashington, NE63 8RX **Applications close by Monday 10<sup>th</sup> June, 2019 with interviews scheduled for the same week.**

The anticipated start date is to be agreed but ideally would be Thursday 1<sup>st</sup> August, 2019. A period of training and handover will be provided.

For any further information about the role or if you would like an informal chat, get in touch.

## JOB DESCRIPTION and PERSON SPECIFICATION

**Job Title:** Operations Manager (OM)

**Relationships: Responsible to:** Chief Executive Officer (CEO) **Responsible for:** Finance Officer (FO) & Administration staff (AS), including volunteers (AV)

**Location:** Northumberland Main Office – 65 Station Road, Ashington, Northumberland, NE63 8RX

**Salary:** £25k - Permanent Position

**Hours of work:** Full Time – 37.5hrs per week Job Share considered

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### Main Purpose of Role

To ensure that the day to day operations of the Northumberland Community Bank (NCB) are maintained effectively and high levels of customer service are delivered.

Manage and ensure the smooth running of the NCB main office, with an efficient service in a welcoming environment, in line with NCB priorities and principles of our Equality and Inclusion Policies.

To advise on and execute the day-to-day support that enables the NCB to operate productively and successfully, and also allows other members of the leadership team to focus on relationship building and strategy implementation.

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### Key Duties and Responsibilities

#### Leadership and Strategy

- To provide and ensure a high level of customer service is delivered and to contribute to the maintenance of effective management and communication systems within the team
- To provide a first point of contact for areas of day to day office operations including Back Office (BO) functions, Northumberland County Council (NCC) Customer Information Centres (CIC) and Northumberland Money and ensure high levels of customer service
- To support the CEO and RIM in maintaining relationships with key partners and provide effective support for the CEO and RIM with Business Development, Continuous Improvement and Operational Activity as directed
- As a member of the leadership team attend all leadership team meetings and support preparation and report to the board where appropriate
- Take all decisions in line with the vision and values of the NCB and encourage others to do the same

#### Financial Management

- To undertake Credit Control functions in line with NCB policy and minimise risk to the Community Bank
- To support the Finance Officer with the organisation of invoicing and to undertake bank reconciliation as appropriate
- To liaise and consult with internal and external audit teams and work collaboratively with Supervisory Committee to implement recommendations as per CEO and Board instructions
- Review, adopt and maintain processes in-line with Stubbs Gazette
- Opening and managing of new and existing members accounts; adhering to all existing guidelines and processes
- Management and maintenance of new and existing loans; implementing policy for approval and adhering to current processes
- Monitoring account and loan performance for onward reporting via M.I. to CEO and Board

### **Human Resources**

- Support the leadership team by ensuring all stakeholders have a clear understanding of the policies and procedures and the importance of adopting them into practice
- To support recruitment of staff and volunteers, organise office cover, undertake appraisals and developments reviews
- Ensure staff training is organised and maintained, and that all policies are clearly communicated to staff within the NCB
- Organise staff payroll as required within HMRC guidelines

### **Health and Safety**

- Ensure there is effective maintenance of the NCB office through monitoring and timely reporting to the NCC premises team
- Ensure systems are in place for effective monitoring, measuring and reporting of health and safety issues to the leadership team and board of directors
- Ensure first aid policies and procedures are compliant, robust and reflect the latest legislation

### **Compliance**

- Support the NCB's compliance with statutory obligations, and advise others on the relevant legal, regulatory and ethical requirements
- Ensure compliance with current Data Protection legislation (DPA 2018) for the security, accuracy and significance of personal data held on the organisations systems

### **Management Information Systems (MIS) & Information & Communications Technology (ICT)**

- Manage and have a good working knowledge of the software systems and digital applications
- Consider approaches for existing use and future plans to introduce or discard technology in the NCB

- Consult the relevant people and other partners to introduce new technology or improve existing technology for different purposes
- Ensure contingency plans are in place in case of technology failure

### **Facility and Property Management**

- Follow best practice in property management and in accordance with NCC building use
- Ensure the safe maintenance and security operation of all NCB premises to provide a secure environment in which financial processes can be provided

### **General Duties**

- To take responsibility, appropriate to the post for tackling unlawful discrimination amongst all groups in line with the Equalities Act 2010 and develop respect for all
- In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and others. This implies taking positive steps to monitor and maintain a safe and secure working environment
- To undertake other duties appropriate to the nature, level and grade of the post

## **Person Specification**

### **Operations Manager (OM)**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience &amp; Qualifications</b>		
A minimum of 3 years' experience in a similar role	x	
Professional qualification in accountancy or business management		x
Proven experience of working in a public user, financial and customer service setting	x	
Experience of using and developing IT systems and applications (Word, Excel, Power-Point) including website and social media	x	
Relevant experience of leading and managing teams	x	
An understanding of regulatory and statutory obligations e.g. FCA, PRA, H&S, DPA, GDPR etc		x
Experience of coaching, mentoring and mediation		x
Experience and understanding of secure arrangements for the effective facilities management and Human Resources provision at the NCB		x
<b>Knowledge Skills &amp; Abilities</b>		
Knowledge of using and developing management information and data management systems	x	
Financial awareness, budget management, analytical and performance reporting skills	x	
Ability to adopt strong business partnering relationships with internal and external stakeholders	x	
Understanding of best practice in respect of learning and people development	x	
Understanding of the context of County, Town and local council integrated work		x
Track record of successful project management		x
Knowledge of and a commitment to the aims and principles of Association of British Credit Unions Limited (ABCUL)		x
Ability to communicate with a wide range of people with proven presentation and facilitation skills	x	
Strong verbal and written communication skills including	x	

Ability to plan and organise workload while working collaboratively in a team	x	
Ability to work under pressure and deal with uncertainty and ambiguity in times of change	x	
<b>Values &amp; Attitude</b>		
Self -motivated, entrepreneurial, enthusiastic, flexible and adaptable	x	
Team player, resourceful and highly motivated	x	
Proven commitment to diversity, quality and inclusion for all; including emotional intelligence	x	
Commitment and evidence of working in a voluntary, not-for-profit or third sector		x
Evidence of commitment to your own personal and professional development	x	
Commitment to promotion of the continuous development of NCB business growth and workforce	x	
<b>Other Considerations</b>		
Any other duties of a reasonable nature as directed by the Chief Executive Officer	x	
Ability to meet the travel requirements of the post	x	
Clean drivers' licence	x	

### Benefits:

- 5 Weeks Holiday plus bank holidays
- Membership of Community bank
- Pension options
- Ample parking available nearby
- Flexible working maybe considered
- Modern, well equipped, friendly and clean working office environment
- A period of orientation will be built in together with training and handover