

## London Capital Credit Union

# Job Advertisement Member Services & Support Officer, 3 Full Time Permanent Vacancies

Due to internal promotions and continued business growth we are looking for 3 people to join our friendly team. London Capital is one of the UK's fastest growing credit unions, a not for profit savings and loans co-operative based near Archway tube station in north London. We are dedicated to encouraging people to save rather than borrowing, but we also provide low cost loans at times when needed. We offer a real alternative to high interest borrowers and loan sharks by offering a route out of debt. Operating in the fiercely competitive financial services market, the credit union provides high quality products to a rapidly growing membership.

### 1/ Members Services & Support Officer – Sample Job Description

**Hours** Thirty eight hours per week

**Period** Permanent, 3 month probation period.

**Pay** £11.30p per hour, plus up to 6% employers matching contribution to the employee's personal pension or employers pension scheme.

**Reports to** Deputy Manager (Operations)

#### **Main purpose and scope of the post**

To assist in ensuring that all administrative tasks are carried out in a timely, accurate and efficient manner to ensure maximum member/customer satisfaction.

#### **Main duties & responsibilities**

The main areas of the job will be to:

- Ensure that members feel valued and welcome in dealings with the credit union.
- Promote sales of membership, savings and loans products
- Data entry on Curtains (payroll transactions, changes to payroll payments, savings deposits, savings withdrawals, activating new loans on Curtains)
- Process new membership details on Curtains
- Dealing with member enquiries by post telephone, email, and from website
- Dealing with & processing share withdrawals

- Ensure that suitable ID requirements are adequately maintained
- Ensure effective record keeping by volunteers
- Provide support, and training to volunteers
- Assist supervisory committee in their monitoring duties
- Undertake training as required.

### **General**

- The postholder must work within the policies & procedures of the credit union at all times.
- You are required to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols about access to and use of members' personal and financial information. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are also procedures in place for employees to raise any matters of concern regarding issues of bad practice or mismanagement.
- The post holder will undertake such other duties as may be reasonably required, and will be expected to work effectively with others in order to make a positive contribution to the work of the organisation
- The post holder will be expected to keep under review his/her own training needs and attend training or other developmental activities from time to time as appropriate
- The organisation is committed to achieving equality of opportunities in both services to the community and in the employment of people. The post holder is expected to understand and promote this and all other policies of the organisation.

### **Job Review**

This is a description of the job as it is constituted at present. It is the practice of the Credit Union to examine periodically an employee's job description to ensure that the description accurately reflects the job being performed and/or that proposed developments are incorporated, as part of personal objective setting. It is the Board's aim to reach agreement on reasonable changes but, if such agreement is not possible, the Board reserves the right to make such changes after appropriate consultation with the post holder & the appropriate Trade Union, where applicable.

### Person Specification – Member Services & Support Officer

Criterion	Priority
<b>Experience</b>	
Administrative or clerical experience	Desirable
Customer service experience	Essential
Experience of using a range of ICT efficiently	Essential
<b>Competencies</b>	
A friendly and outgoing manner with an ability to make a good first impression	Essential
Proven skills in accurate record keeping & policy adherence	Essential
Good self organisational skills	Desireable
A commitment to undertaking training and development	Essential
Works well in teams	Essential
Friendly telephone manner	Essential
Good verbal and written communications skills in English	Essential
<b>Other</b>	
Flexible with respect to working hours and tasks	Essential
A knowledge and understanding of the credit union movement	Desirable
A commitment to the aims and objectives of the credit union movement	Desirable
An understanding of and commitment to equalities issues.	Essential

- Closing date for applications 12 noon Wednesday 17th July 2019
- Interviews scheduled for Wednesday 24th July 2019. May be flexible for the right candidates.

**To apply please send a cover letter MUST evidence how you meet the criteria of this role as set out in the person specification. You must also send a supporting CV but the cover letter is the most important.**

**Applications should be sent by email to [CEO@credit-union.coop](mailto:CEO@credit-union.coop) using the subject heading 'MSSO'**