

## Chesterfield and North East Derbyshire Credit Union

### Job Description

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**Post:** Manager

**Salary:** £24,000 - £28,000 p.a. (depending on experience)

**Working Hours:** 35 hours per week. Monday to Friday (times to be agreed).  
Some evening work required.

**Responsible To:** Chair of Board (or their nominee)

**Responsible For:** Credit Union Staff and Volunteers

**Base:** CNEDCU, 4-6 Soresby Street, Chesterfield, S40 1JN and to attend meetings and work across the common bond area and beyond as required

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**Key functions:** This post is intended to develop the services of the credit union, managing the core functions, staff and volunteers, engaging with partner agencies and funders and working to meet the targets set by the Board and in the business plan.

Duties will include:

#### Strategic Leadership

- To develop and implement all policies, procedures and decisions of the Board of Directors and the achievement of agreed operational and strategic goals.
- To prepare, implement and review the Business / Strategic Action Plan and to provide input and advice to the Treasurer in the preparation of the annual operating and financial budgets and forecasts for the organisation.
- To assist and work with the Board in identifying and establishing future sources of funding for the continued growth and development of the credit union.
- To ensure that all statutory and board reports are accurately and promptly completed.
- To establish and implement a sound plan of organisation of the assigned functions and to upgrade existing operations/systems where necessary.

#### Operational Leadership

- To manage and co-ordinate the day-to-day operations of the main office and information points and to ensure the membership is provided with a prompt and reliable standard of service at all times.
- To develop, maintain and administer all operating policies and procedures for the credit union's activities and co-ordinate systems between collection points and main office.

- To effectively link and co-ordinate all operational activities including technical, computer, delinquency and credit, ensuring at all times the professional and proper application of financial controls.
- To ensure through the application of established systems and procedures as defined in the Operations Manual that all records and internal systems are properly maintained and all services delivered accurately and promptly.
- To effectively manage and ensure the security of the assets including premises and all its contents. Hold/secure keys and combination numbers and act as a custodian of keys and combination numbers in security procedures.
- To possess a thorough knowledge of all systems and procedures.

#### Personnel Management

- To manage and supervise paid staff, and where appropriate volunteers, including the enforcement of the organisations Human Resources Policies and Procedures.
- To select and maintain qualified personnel in all positions, whether paid staff or volunteers.
- To advise, assist and develop paid staff and volunteers in the fulfilment of their respective functions.

#### External Engagement

- To promote the credit union and to act on its behalf in its dealings with members, partner organisations and the general public.
  - To promote product and services in such a way that the credit union is seen as an effective and efficient organisation.
  - To actively recruit new members to achieve set targets.
  - To deliver presentations to organisations and groups.
  - To further develop a payroll deduction schemes with larger employers.
  - To generate media coverage of the credit union through press releases and other appropriate mediums.
- Any other duties that may from time to time arise in line with the purpose of the post and the aims of the credit union.

There will be a 3 month probationary period.

**Applications close on Friday 24<sup>th</sup> May 2019.**

**Interviews to be held on Friday 7<sup>th</sup> June.**

<b>Chesterfield &amp; North East Derbyshire Credit Union Manager Person Specification</b>	Evidence A = Application I = Interview P = Presentation
<b>Knowledge:</b>	
Credit Union ethos and operations	A I P
Community development practice and principles	A I P
Willingness to undertake credit union training as required	A
<b>Skills:</b>	
Excellent communication skills – verbal and written	A I P
Ability to use IT effectively and accurately	A P
Ability to prepare of Management Reports and Business Plans	A I
Ability to think and act creatively	A I P
Ability to work under pressure, prioritise and manage a diverse workload	A I
Ability to work flexibly – some evening and weekend work will be required	A I
Ability to work own initiative as well as part of a team	A I
Ability to implement and develop systems and planning at a strategic level	A I P
Ability to interpret and analyse financial reports and statements	A I
Ability to make presentations to a wide range of audiences	A
<b>Experience:</b>	
Experience of working in financial institutions would be desirable but not essential.	A I
Marketing and promotions	A I
Managing budgets	A I
Managing a team of both paid staff and volunteers.	A I P
Successful and effective partnership building internally and externally	A I P
Experience of sympathetic face to face contact with members of the general public from diverse social, educational, ethnic and cultural backgrounds	A I