

Job Title: Chief Operating Officer (COO) - Sheffield Credit Union

Overview:

Sheffield Credit Union is seeking an experienced and dynamic Chief Operating Officer (COO) to oversee the operational aspects of our financial institution. The ideal candidate will play a key role in optimizing efficiency, ensuring regulatory compliance, and driving implementation of our strategic initiatives to enhance the overall performance of the credit union.

Responsibilities:

Operational Leadership:

Provide operational direction and oversight for day-to-day running of the credit union operations, ensuring seamless delivery of financial services to our growing membership base. Ensure staff development and training is central and aligned to the strategic plan of the credit union.

Implement and refine operational processes to enhance member satisfaction and organizational efficiency together with an improving customer user experience.

Foster a culture of continuous improvement and innovation within the operational framework.

Oversee and implement processes around recently announced merger with Laser Credit Union.

Risk Management and Compliance:

Implement robust risk management processes to safeguard the credit union's assets and interests.

Ensure compliance with relevant regulatory requirements and industry standards.

Collaborate with internal teams to conduct regular audits and assessments.

Have a thorough understanding of Senior Managers Functions regime required by FCA & PRA.

Financial Performance:

Collaborate with the finance team to deliver and monitor budgets, ensuring financial sustainability and growth.

Implement strategic opportunities to optimize revenue streams and operational costs.

Strategic Planning:

Work closely with the CEO & Senior Management team to implement and execute strategic plans that align with the credit union's mission and vision.

Team Leadership and Development:

Lead and inspire a high-performing operational team, fostering a positive and collaborative work environment. Provide mentorship and professional development opportunities for team members.

Requirements:

Proven experience in a senior operational role within Financial services, Credit Unions and/or third sector. Strong understanding of risk management, and regulatory compliance. Exceptional operational planning and execution skills. Excellent interpersonal and communication abilities. Join Sheffield Credit Union and contribute to our mission of providing accessible and ethical financial services to the community while driving operational excellence and growth.