



Advance Credit Union: General Manager

Full time (35 hours a week): start date as soon as possible

Salary dependent on experience: circa £50k p.a.

Location: Advance Credit Union office is located in Erdington.

To apply please provide your CV and a cover letter explaining your suitability for the role to va@advancecu.org.uk

Application deadline: 5pm Sunday September 15th 2024

We are a community-centred financial institution, serving communities who live and work across the Birmingham postcode region. We are currently looking for a General Manager who will be the senior leader of Advance Credit Union and reports directly to the Board. Responsible for both strategic and operational leadership, the GM drives the implementation of our strategic/business plan, sets the organisational culture, and upholds our values.

Key responsibilities:

- Lead operational and strategic efforts to achieve our credit union's goals through development and execution of the strategic/business plan.
- Ensure successful growth and development of the credit union while adhering to regulatory and financial controls.
- Foster member-focused business plans, products, and services to improve member experiences and maintain high service quality.
- Ensure continuous operational improvements across all areas of the Credit Union
- Provide strategic, operational, and financial management, emphasising business development and aligned marketing operations, appropriate technology infrastructure, financial accounting, credit control, resource management, and personnel.
- Oversee the recruitment, training, and retention of staff and credit union volunteers.
- Cultivate strong relationships with the board, stakeholders, and other credit unions, offering support as needed.
- Cultivate positive relationships with all members, treating them as integral members of our cooperative.

Essential experience:

- Relevant degree or equivalent education plus two years' experience in a like



organisation or five years' experience in a similar organisation

- Management experience in credit unions, social enterprises, or financial institutions either voluntary or paid
- Track record of strategic/business plan development and budget management.

Competencies:

- Execution Excellence - Plans, executes and improves work processes to ensure achievement of business goals
- Drive for Results - Demonstrates and fosters a sense of urgency and strong commitment to achieving goals
- Business Acumen - Applies appropriate strategic logic to decisions and initiatives
- Teamwork & Collaboration - Fosters a sense of teamwork, leverages differences, and facilitates the effective interaction and contribution of others to achieve goals
- Developing & Managing Relationships - Develops and maintains constructive, open and honest relationships with others

Note: The role is subject to:

- receipt of satisfactory criminal records check
- an appropriate fitness and propriety check being conducted by the Credit Union.
- pre-approval by the PRA and FCA

About Advance Credit Union

As a financial not-for-profit co-operative, Advance Credit Union is 'owned' by the 5,000 members who save and borrow with the credit union. Unlike a conventional bank, a Credit Union is run by the people who use it. All of our adult members can vote on key decisions at our Annual General Meeting or volunteer for one of our committees or board. Anyone who lives or works within a 'B' postcode including Birmingham and Solihull Borough can join.

The board of directors are unpaid volunteers and bring their skills and experience to the running of the credit union and ensure compliance with our statutory duties.

For informal discussions about this role please contact: va@advancecu.org.uk