



# NORWICH CREDIT UNION

## Operations Manager

### **Job Description**

This role reports to a nominated member of the Board of Norwich Credit Union and is to ensure the smooth running of the day-to-day operation of the Norwich Credit Union Office. Making sure that all member transactions and queries are dealt with promptly and consistently, and developing the systems, processes and staff to achieve this. The person in this role will work collaboratively with others and within the ethos of Norwich Credit Union.

### Role

1. Act as the bridge between the Norwich Credit Union Board and staff members.

### Systems and processes

2. Continuously improve office systems and processes.
3. Implement updates to IT systems.
4. Oversee the implementation of new systems.
5. Identify and take the action needed to resolve systems failures.
6. Ensure that Norwich Credit Union complies with legal requirements.

### Staffing and resources

7. Recruit and appoint and staff in conjunction with the Board
8. Manage, train, develop, motivate staff and devise a supportive review system.

9. Deal with staff and members in line with the policies and practices of Norwich Credit Union.
10. Maintain a safe working environment.
11. Stand in for staff during peak periods or staff absences.

#### Finances

12. Operate the banking systems and be responsible for the day-to-day probity in the office banking systems
13. Be a member of the Norwich Credit Union Credit Committee and authorise applications for loans, as appropriate.
14. Ensure the arrangements for dealing with cash in the office are safe and secure.

Working hours – Monday to Friday, 25 hours/week, during office hours.

Salary - £33,000, pro rata.