

London Capital Credit Union

Job Advertisement

'Make The World a Better Place'

Member Services & Support Officer

We are looking for people to join our friendly team. London Capital is one of the UK's largest credit unions, a not-for-profit savings and loans co-operative based near Archway tube station in north London. We encourage people to save rather than borrow, but we also provide low-cost loans at times of need. 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 growing membership and a real opportunity for career progression.

1/ Members Services & Support Officer – Job Description

Hours Thirty-eight hours per week (part time, flexible working options)

Period Permanent, 3-month probation period.

Pay

£30,094pa, - £15.23p per hour, plus staff bonus scheme and up to 6% contribution to pension scheme.

Reports to Deputy Manager (Operations)

Main purpose and scope of the Member Services Officer

To promote active membership whilst ensuring that administrative tasks are carried out in a timely, accurate and efficient manner.

Main duties & responsibilities

The main areas of the job will be to:

- To promote active membership, and take up of savings and loans products
- Ensure that members feel valued and welcome in dealings with the credit union
- Dealing with member enquiries by post, telephone, email, website & App
- Accurate inputting of data into various IT systems.

Person Specification – Member Services & Support Officer

Criterion	Priority
Experience	
Administrative or clerical experience	Essential
Customer service experience	Essential
Experience of using a range of ICT efficiently	Essential
Competencies	
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	Desirable
Works well in teams	Essential
Good verbal and written communications skills in English	Essential
Other	
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

To apply please send your CV and a covering letter that MUST evidence how you meet the main duties & responsibilities of this role.

Applications should be sent by email to depmanager2@credit-union.coop using the subject heading 'MSSO'.