

The Role

CroydonPlus Credit Union is seeking a Member Solutions Officer to join the team. Working hours to be agreed.

Location: Croydon, Merton and Sutton

Accountability: The Member Solutions Officer reports directly to Team Leader or the Operations Manager.

Currently, the work is office based in Croydon or Sutton and after the probationary period, is likely to be a mix of home and office working. You may be asked to support the business outside of the general hours, including attending outreach and outdoor events on some weekends.

Main areas of responsibility:

- Carry out general reception and office duties and provide a service for members.
- Provide support and assistance to the Credit Union team.

Specific responsibilities:

- Process membership applications, share withdrawals, share deposits, share to loan transfers and other transactions.
- Respond to personal, telephone, written and email enquiries from members.
- Maintain members' records on the computer database and manual filing system.
- Carry out online ID checks and credit reports.
- Assist members to complete loan and membership applications and other forms.
- Carry out general admin duties including photocopying, dealing with mail, and filing.
- Assist with the preparation and mailing of member statements, newsletters and other information.
- Assist in the collection of data for reports.
- Assist with AGM preparations (this may include attending the annual AGM)
- Liaise with external organisations as requested.
- Provide training, support and guidance to temporary staff, trainees and volunteers.
- Provide members with a high level of customer care as set out in the Credit Union's Customer Care Policy.
- Carry out all duties in accordance with Credit Union's policies and procedures, and within the framework of the legislation, regulations and guidance set out by the Prudential Regulation Authority, Financial Conduct Authority and other agencies.
- Maintain good practice concerning health and safety, data protection and equal opportunities.
- Carry out any other duties appropriate to the level and general nature of the post as requested by the Manager.



The Candidate

Skills, abilities, and experience required:

- Minimum of 1 years' experience of telephone, email communication or working within a suitable busy customer service environment.
- Excellent communication and language skills.
- Excellent level of numeracy.
- Ability to respond effectively and sympathetically to enquiries.
- Ability to learn new skills quickly.
- Ability to work under pressure.
- Ability to work to a high level of accuracy.
- Ability to work well with other team members.
- IT skills for updating our members' database, word processing (MS Word), and maintaining spreadsheets (MS Excel).

The Company

CroydonPlus was originally established in 1999 as Croydon Savers Credit Union Ltd (Croydon Employees Credit Union); a credit union for Croydon Council staff.

In 2004 we expanded our membership, savings and loans services to anyone living or working in Croydon and in 2010 changed our name to Croydon Merton & Sutton Credit Union to reflect our expansion into Merton and Sutton. In February 2016 we changed our name to CroydonPlus to mark the beginning of a sustained process of modernisation for current and new members, as we respond to the opportunities and challenges of financial services in the digital age.

As we have grown, our purpose has remained the same: to provide local people with an accessible, secure and ethical way of saving and borrowing money.

While our new name is CroydonPlus, we continue to trade as Croydon Merton & Sutton Credit Union and we are authorised by the Bank of England's Prudential Regulation Authority (Firm number 213603. Registration Number 569C) and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Members savings are protected through the Financial Services Compensation Scheme (FSCS).

Our office team based in Croydon look after daily transactions and operations. The team includes paid staff and volunteers, with both providing support to customers at additional locations in Merton and Sutton.





Croydon Merton & Sutton Credit Union Ltd Vacancy for a Member Solutions Officer

The Credit Union is managed by a Board of Directors. A Loan Panel and Supervisory Committee assists the Board and office team.

Today, we still have the same goals as when we were formed but we are moving with the times and responding to our members changing needs.

We continue providing a safe, ethical and affordable way of helping our members manage their money.

Interested? We'd love to hear from you!

If you would like to apply for the role, please forward a copy of your CV and a covering letter detailing your working availability to peter.robinson@croydonplus.co.uk

