



Job Description: Junior Office Clerk

Employed by: City of Plymouth Credit Union Ltd.

The City of Plymouth Credit Union is a not for profit, member-owned financial organisation dedicated to the economic development of the community of Plymouth, Devon, Cornwall, and the Isles of Scilly. We provide financial services to all our members including those who have been excluded from traditional services.

Job overview: This is a key back-office support role that is vital to ensure the smooth day-to-day running of the organisation that allows us to deliver important services to our members.

Principle duties and responsibilities:

Operational

- Work with other office staff in dealing with member queries and requests
- Ensure clear and accurate communication with members and accurate handling of transactions.
- Assist in the processing and review of member applications
- Assist in the processing and review of member loan applications, including obtaining supporting documents
- Ensure that filing and records are well kept and maintained
- Undertake teller/cashier role, as needed
- Assist with credit control reviews and functions, as required
- Ensure mail and telephone enquiries are dealt with in a timely fashion, following documented procedures.
- Ensure the office is kept tidy and complies with Health and Safety regulations.

General

- Ensure confidentiality, and process information with a high level of integrity and professionalism.
- Attend training programmes and workshops as required by the credit union.
- Maintain knowledge of credit union policies and procedures.
- Maintain knowledge of products and services offered by the credit union.
- Be aware of, and comply with, Health & Safety regulations as directed by the credit union.
- Use professional and non-judgemental language and practices in the course of all work.
- Deal calmly and professionally in stressful situations, requesting help where appropriate.
- Attend and contribute to meetings as required.
- Undertake additional duties as required by line manager or senior staff.

Terms and conditions:

Working hours: 30 hours per week, flexible as required by the business, within the hours of 8am and 6pm Mondays to Fridays, and 8am and 1pm on Saturdays.

Paid leave: 28 days per year pro rata, including statutory holidays.

Location: This role is based at our Plymouth head office.

Salary: Minimum wage.

Responsible to: Assistant Manager.

Person Specification: Junior Office Clerk

Essential:

- Excellent interpersonal skills (telephone, face-to-face and in writing)
- Excellent customer service, literacy, numeracy and organisational skills.
- Understanding of the role of credit unions and commitment to its values
- Able to work under pressure and with supervision.
- Able to work on own initiative and solve problems.
- Reliable, well organised and flexible.
- Honest, able to maintain confidentiality.
- Good knowledge and experience of operating computer systems.
- Committed to working in a team of paid and volunteer team members.

Desirable:

- Good general understanding of personal finance, debt and benefits issues.
- Knowledge of cash handling.
- Experience of working in a bank, credit union or in finances.
- Experience of bank or credit union work.