

## **JOB VACANCY MARCH 2020 OFFICE MANAGER STIRLING CREDIT UNION**

### **Job description, person specification and conditions of service**

To apply for this position, please complete the application form, which is available for download from [our website](#) or by contacting Member Services on 01786 437090 or emailing [info@stirlingcreditunion.co.uk](mailto:info@stirlingcreditunion.co.uk). An up to date CV should be provided with the application form.

The deadline for applications is **5pm on Friday, 1<sup>st</sup> May 2020**. However, strong applicants will be followed up quickly. Due to the current restrictions, interviews will be by video conference call.

#### **OFFICE MANAGER**

- Do you want to be part of a growing and vibrant organisation?
- Do you enjoy managing, motivating and growing a team?
- Would you like a job whose working hours can be flexed around you?
- Would like a job that allows you to give something back to your community?

We have an exciting opportunity for an Office Manager to lead and develop a small team (currently six people). This follows significant investment in the transformation of our credit union. We've introduced new products and services, new processes and new technology, supported by a range of third-parties (e.g. providing IT Support). But there is still much to do!

We're looking for an Office Manager who is passionate about what they do, innovative and optimistic, and committed to delivering a great service.

We need an Office Manager who has previous experience leading a team, preferably in a leadership role in customer services operations. The Office Manager will be instrumental in helping us identify and implement improvements to improve service, reduce cycle times and control costs. The Office Manager will play a key role in the continued development and growth of the credit union.

As Office Manager, you will be responsible for all aspects of office operations and specifically will manage all staff and volunteers in our Member Services team. This team provides the full range of application processing and account administration services to members. You will also support the Board of Directors and will be invited to attend our monthly board meetings.

The Jobholder will have proven operations management experience, relevant customer service skills, will be competent in using IT (such as Microsoft Office), with an exemplary work record.

Stirling Credit Union will support training and attendance at meetings and conferences relevant to the work of the Credit Union.

#### **ABOUT US**

Stirling Credit Union is a financial cooperative. From our office in Stirling's city centre, with the aid of a sophisticated online and mobile capability, we serve a large geographical area across central Scotland.



We are experiencing rapid growth, stimulated by a recent and ambitious transformation covering our products, services and technology. That's why we're seeking an Office Manager with the passion, experience and vision to lead and grow our small team of paid part-time staff and volunteers.

As Office Manager, you will be supported by our highly capable and involved board of directors and a small, friendly, committed office team.

On behalf of members, our office fulfils membership and loan applications, manages savings accounts, makes loans and collects repayments on loans – supported by significant process automation.

**During the current COVID-19 emergency, our technology infrastructure (IT and telephones) is enabling full home-working for staff and volunteers.**

## **WHAT IS A CREDIT UNION?**

ABOUT US

## JOB DESCRIPTION

<b>Job Title:</b>	Office Manager
<b>Responsible to:</b>	Member Services Director
<b>Hours of Work:</b>	Minimum 20 hours per week (maximum 35 hours) over a minimum of 4 days, Monday to Friday. Hours and working pattern subject to discussion, with reduced hours during school holidays if necessary. Additional hours paid at agreed rate.
<b>Job Location:</b>	Stirling Town Centre: 10 Spittal Street, FK8 1DU. Remote/home working is also available – during the current COVID-19 emergency, all staff are home-based.
<b>Rate of pay:</b>	£23,500 - £27,500 pa, depending on experience and skills

### ROLE

- To ensure a **quality service** is delivered to members.
- To ensure the **effective and efficient operation** of the credit union.
- To have responsibility for the **management and development of the staff and volunteer team**.
- To **support the work of the Board** through participation in meetings and the provision of agreed management information.
- To contribute to the on-going **innovation and development** of the credit union.
- To ensure work complies **with policies and procedures**, as required by our regulators

### MAIN DUTIES

Ensure arrangements are in place for the effective and efficient operation of the credit union office, including:

#### Managing what's done, when and how it's done:

1. Ensuring the required quality of service is maintained, for members and non-members (e.g. for people enquiring about, or applying for membership).
2. Ensuring the smooth operation of payroll savings schemes (operated through local employers).
3. Ensuring the office is open to members and the public in accordance with published opening times.
4. Ensuring work conforms to documented policies and procedures.
5. Ensuring procedure documentation is maintained and captures agreed innovations and enhancements.
6. Managing work prioritisation and allocation within the office to ensure the required quality of service is maintained.
7. Maintaining the credit union physical files and information systems in accordance with office procedures and policies.
8. Ensuring the office environment is maintained for the benefit of staff and visitors (members and non-members) and complies with Health and Safety requirements.
9. Preparing and managing office budgets, with the assistance of the Finance Manager and relevant board members.

10. Attending and reporting at Board meetings as required.

**Managing people:**

1. Motivating team members, accepting feedback and recognising high performance.
2. Supervising and monitoring the performance of team members, including referrals to the Board as required.
3. Maintaining an adequate training programme for all using the ABCUL Academy and online seminars, as well as conducting SCU Induction programmes for new team members
4. Assisting the Board with appraisals of team members.
5. Assisting the Member Services Director in recruitment of volunteers

## PERSON SPECIFICATION – OFFICE MANAGER

	Essential	Desirable
<b>Education / Training</b>	<ul style="list-style-type: none"> <li>• Minimum of good Higher (SCQF 6 / SVQ 3) qualifications or equivalent (e.g. English A-S Level, A2 and A-level in applied subjects courses).</li> <li>• Broad knowledge of office management and administration practices gained from significant practical and related work experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualifications in banking or finance or accounting OR work experience in these disciplines</li> <li>• Relevant qualifications in business management.</li> <li>• Relevant qualifications in HR OR work experience in HR</li> <li>• Knowledge of business improvement methods (e.g. Lean, Six-Sigma)</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable track record of managing people in an office environment.</li> <li>• Operations experience in a customer services environment (e.g. back office operations, contact centre, retail).</li> </ul>	<ul style="list-style-type: none"> <li>• Working in financial services.</li> <li>• Working within the voluntary sector.</li> <li>• Working within a similar sized busy office (with up to 6 people).</li> <li>• Working as a member of a project team to deliver business change (e.g. redesigned processes)</li> </ul>
<b>Skills and Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills - confident and courteous manner.</li> <li>• Excellent organisational skills, with the ability to juggle priorities.</li> <li>• Proactive self-starter – able to manage own time and workload; reliable</li> <li>• Demonstrable problem-solving skills</li> <li>• Good IT skills, including experience using Microsoft Office, especially Outlook, Word and Excel.</li> <li>• A leader who is also a team player – manager and coach</li> </ul>	
<b>Values and Attitudes</b>	<ul style="list-style-type: none"> <li>• Committed to professional standards and delivering a quality service.</li> <li>• Committed to Equal Opportunities and Health &amp; Safety in the workplace.</li> <li>• Committed to the ethos and values of the credit union</li> </ul>	

## **CONDITIONS OF SERVICE**

### **PROBATIONARY PERIOD**

3 months from start date.

### **WORKING WEEK**

Under normal circumstances, our office is open to members and non-members, for visits and telephone calls, Tuesday to Friday, 9:30 - 16:00. During the current emergency, staff are working from home and our phone lines are open between noon and 2pm each working day.

In addition, staff may be scheduled to work outwith office hours: for example, working in our back office on Monday.

Core hours for the Office Manager are subject to negotiation (aiming to achieve a working pattern that is good for the credit union and good for the post-holder).

### **ANNUAL HOLIDAY ENTITLEMENT**

29 days plus Scottish statutory pro-rata.

### **SICK PAY**

Statutory Sick Pay only during the Probationary Period. Following successful completion of the Probationary Period, sick pay equivalent to 2 weeks basic pay in a rolling 12 month period will be paid, and Statutory Sick Pay thereafter

### **PENSION**

The credit union runs a qualifying workplace scheme with NEST, a workplace pension set up by UK's government.

The credit union complies with auto-enrolment legislation and will auto-enrol eligible new employees into the pension scheme on their start date with a 3-month postponement period. Full information, including opt-out rights, will be provided on starting with the credit union.