

Clockwise Credit Union

safe savings & affordable loans

1. IDENTIFICATION OF JOB

JOB TITLE	Operations Manager
WORKING BASE	1 St Nicholas Place, Leicester, LE1 5LB
TEAM	Operations Team
HOURS OF WORK	35 Hours a week (fulltime).
RESPONSIBLE TO	General Manager

2. OVERALL PURPOSE OF JOB

The Operations Manager is responsible for the effective and efficient running of all operations and processing of the Credit Union and all back office functions including members, loans, credit controls, etc.

3. MAIN RESPONSIBILITIES

The primary responsibilities are:

- a) Ensure high level of product awareness
- b) Ensure members and potential members receive a high level of service
- c) Contribute to the development and implementation of new products and services to bring improvements and cost efficiencies
- d) Manage the Operations Team in accordance with the policies and procedures of Clockwise Credit Union
- e) Ensure high level of training and monitoring. Oversee recruitment and training of all operational staff
- f) Oversee/undertake appraisals, mentoring. Support General Manager in performance management and pay review process
- g) Support the General Manager in the professional development of Operational staff
- h) Manage and review Operational Procedures Manual
- i) Ensure all operational activities are compliant with current regulation and guidelines, including Money Laundering, Data Security, Fraud Awareness, Complaints, Treating Customers Fairly, etc.
- j) Ensure all operational control checks are carried out and opportunities for improvement acted upon
- k) Managing reviewing and updating company's health and safety policy and arranging checks
- l) Oversee all aspects of lending operations and quality decisions. Ensure lending policies and procedures are regularly reviewed and kept up to date
- m) Review all aspects of arrears management/credit control processes to monitor quality and effectiveness
- n) Maintain operational procedures manual, ensuring all amendments are authorised, dated and properly communicated

4. CONDITIONS

This post is permanent

JOB SPECIFICATION

1. Management and Leadership

This role has clear responsibility for managing and supervising staff and volunteers

2. Accountability and Resources

This role has primary responsibility for management of cash and all other resources related to the delivery of quality products and services for members and potential members.

3. Job Impact

The role may have a significant impact both internally and externally through the delivery of services. Failure to deliver high standards through the direct provision of services may have a substantial impact on the reputation of the credit union.

4. Independence and Judgement

This role requires both judgement and independence as situations arise which require instant response

5. Creativity and Innovation

Creative thinking and work of an innovative nature is required to find solutions to problems and to continue to improve quality of service by provision of new and improved products and processes. The role requires ability to self-motivate and self-manage

6. People and Contacts

The role will have daily contact with staff and volunteers that will require tact and discretion both in receiving personal and sensitive information or in dealing with complaints or with inappropriate and unacceptable behaviour from members and potential members.

7. Working conditions

The main place of work is head office in Leicester, but on occasion the post holder may be required to visit other branches and outposts. This is a full time post (35 hours) and some weekend and evenings may be required.

PERSON SPECIFICATION

Area A EXPERIENCE

- At least two years' experience of office management
 - At least one year's experience of supervising staff/volunteers and leading a team
 - Some experience of in recruitment, appraisal and performance management
 - Some experience of working under own initiative
-

Area B KNOWLEDGE

- Excellent knowledge and understanding of what makes effective and well run office and its importance in protecting reputation and image
 - Average level of understanding of interpersonal skills and methods for managing people
 - Basic knowledge and understanding of credit unions and their objectives
 - Adequate understanding of what make communications effective
-

Area C SKILLS

- Use a range of IT tools effectively including Microsoft Outlook, Excel and Word and excellent keyboard skills
 - Communicate issues confidently, effectively, verbally and in writing to a range of membership types
 - Organise and prioritise own workload and that of others
 - Work co-operatively as part of a team
-

Area D PERSONAL QUALITIES

- Ability to deal with pressure and keep calm in times of stress
- Ability to give each task the right attention to detail
- Ability to think creatively with regard to new or improved products and services
- Ability to be innovative with regard to improvements in working practices
- A friendly, polite and courteous manner is essential to this role at all times
- Excellent time keeping and reliability

