**JOB DESCRIPTION**

JOB TITLE:  Administration Officer

**Reporting to Line Manager**

**SALARY:  £24,750 per annum pro rata – 25 hours per week (9am to 2pm) £17,550 p.a plus pension contributions**

**MAIN PURPOSE OF POST:**

* To undertake time critical payments in respect of special product offerings to the membership base
* To deliver quality services to members and develop new services based on their needs
* To promote Hillingdon Credit Union and raise awareness of financial exclusion issues in the credit union movement and with external partners
* To operate the Credit Union computerised accounting system and manual records in accordance with procedures.
* To deliver quality services to the Membership of the Credit Union.
* To work closely with and cover the other members in the office
* To undertake other reasonable activities as required by the Board of Directors

**Duties**

**1 Overall Administration Function**

* To develop, implement, maintain and administer operating policies and procedures for the credit union activities and co-ordinate systems at the main office and with the branch/information points (when established)
* To maintain security at the main office premises, meet insurance requirements and ensure health and safety of all staff and volunteers
* To ensure all existing and new members receive a high quality service, that is prompt, friendly, reliable and courteous
* To implement and maintain financial controls for the organisation, in line with the approved procedures
* To maintain the ICT system that meets Hillingdon needs
* Ensure filing and scanning is up to date
* Undertake banking duties including payments
* To ensure the ethos of the Credit Union movement is practiced throughout the organisation

**2 To deliver quality services to members and develop new services based on their needs**

* To ensure Hillingdon is responsive and accountable to members
* Undertake activities to obtain views of members about existing services and also about potential new services
* Identify target groups of potential members and undertake an appropriate activities to maximise membership
* To implement new products or services once agreed by the Board

**3 To undertake other reasonable activities as required by the Board of Directors:**

* To ensure the organisation complies with all legal and regulatory requirements
* To maintain personal knowledge of all compliance issues relating to the operation of the Credit Union
* To abide by the Hillingdon Policies and Procedures Manual
* To undertake other reasonable duties that may be required from time to time
* To observe and uphold the principles of ‘good practice’ in discharging the duties of this post and achieving the Credit Union aims and objectives in delivering high standards of service to members
* To uphold the Credit Union’s equal opportunities policy
* To attend training relevant to the duties and responsibilities of the post
* To demonstrate a commitment to Hillingdon Credit Union’s expansion and growth.

Location: The Civic Centre Uxbridge and other locations as required

The post-holder will be expected to complete a six-month probationary period, prior to being offered a potential permanent post.

**Person Specification**

**Job Title: Administrative Officer**

**Skill** - **Operational /Planning**

* Able to demonstrate practical experience of office working - Essential
* Able to demonstrate practical experience of financial management, preferably working in a bank, Credit Union or similar financial institution - Essential
* Experience of preparing and implementing systems and procedures to support service delivery - Essential

**Skill** - **Quality Service**

* Experience of ensuring the provision of high quality service to the public - Essential
* Experience of dealing personally with members of the general public from diverse social, ethnic and cultural backgrounds - Essential

**Skill** - **Other**

* An understanding of and commitment to the social and commercial objectives of a Credit Union - Essential
* Awareness of Credit Union legal and regulatory framework -Desirable
* Awareness of financial exclusion and poverty issues - Desirable
* Ability to use computer software packages including word processing, spreadsheets and databases - Essential
* Good oral and written communication skills and the ability to communicate well with people from a variety of backgrounds - Essential
* A self-starter who is able to work on own initiative - Essential
* Good organisational skills and ability to work under pressure and meet deadlines - Essential

Understanding of and commitment to Equal Opportunities - Essential