



JOB TITLE: Administrative/Member Services Officer

LOCATION: Teachers' Credit Union Limited, Belfast

HOURS: 22 hours per week (Monday – Thursday 10am-2pm Friday 10am-4pm)

PAY: £13.45 per hour (Real Living Wage)

CONTRACT: Permanent (subject to six-month probationary period)

REPORTING TO: Credit Union Manager

About the Role

Teachers' Credit Union Limited is a member-owned financial co-operative serving those employed within the Education & Training Sector in Northern Ireland. We are dedicated to promoting financial wellbeing, encouraging regular saving, and providing affordable and ethical loans to our members.

Teachers' Credit Union is inviting applications for a Part Time Administrative/Member Services Officer. The successful applicant will be responsible for carrying out a wide range of operational and administrative activities that contribute to the effective running of the credit union, whilst providing an excellent service to members and potential members.

This role would suit someone with some financial services experience who is keen to learn, has a flexible mindset regarding their work and would like to work within a small but dedicated team.

Main Duties:

- To deal with credit union members concerning lodgements, withdrawals, loan applications
- To handle incoming calls, emails and general queries
- Opening new member accounts, including collating and filing all relevant documentation
- Process, assess and authorise loans to members (subject to credit union lending policy)
- Maintaining an efficient and well-organised filing system
- Maintain credit union databases to ensure accuracy of information
- Back-office administration and other duties as required

Essential Criteria:

- Minimum of 5 GCSEs, achieving grades C or above, including English and Math
- Minimum of 2 years' experience (within the last 5 years) working within the financial services sector **OR** in an office environment with customer service experience
- Possess excellent communication and interpersonal skills
- Be well organised, efficient and work well as part of a team
- Strong IT skills including a good working knowledge of Microsoft Office

Desirable Criteria:

- Credit Union or retail banking experience
- Willing to progress and undertake training for additional qualifications

We Offer:

- 20 days annual leave plus statutory holidays (pro rata) increasing with length of service.
- Annual pay increases, in line with Real Living Wage
- Final Salary Pension Scheme with generous employer contributions
- Critical Illness Insurance
- Learning and development opportunities
- Free onsite parking

How To Apply

Applicants should submit:

- A CV, **with**
- Supporting application form (found on our website)

via email to cathy.craig@teacherscreditunion.co.uk or via post, marked for the attention of C Craig at Teachers Credit Union, 95 Finaghy Road South, Belfast, BT10 0BY.

Teachers' Credit Union reserve the right to enhance the shortlisting criteria in order to facilitate a manageable shortlist. Candidates will be shortlisted based on the information provided. Please note, CVs submitted without supporting application form will not be considered.

Closing date: Your CV and supporting application form must be received no later than close of business on Tuesday 7th July 2026.

Teachers' Credit Union Ltd is an equal opportunities employer. A full job description and candidate information, including our recruitment privacy notice explaining how we use applicant data can be found below and will apply to all applications.