

**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:** £12.60 per hour, rising to £13.45 per hour from 1<sup>st</sup> April 2026

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

**REPORTING TO:** Credit Union Manager

### **SUMMARY OF 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.

### **Key Duties & Responsibilities**

- To deal with credit union members concerning lodgements, withdrawals and loan applications
- To handle incoming calls and general queries
- Opening new member accounts and to advise and assist new members in all aspects of the credit union's operation, services and policies
- Process, assess and authorise loans to members (subject to credit union lending policy)
- To ensure that all loan forms are correctly completed to enable effective assessment by the Credit Committee/Loan Officer
- To maintain accurate, concise records in line with relevant data policies/procedures aligned to regulatory and legislative requirements.
- To process insurance claims in an effective manner.
- To attend and contribute to meetings of committees as may be directed by the Manager and the Board of Directors
- To assist with the organising and carrying out of promotional activities approved by the Manager and the Board of Directors.
- To prepare reports for the Manager/Board of Directors as required.

- Back-office administration and other duties as required
- To be aware of and comply with all Health & Safety regulations, as directed by the credit union.
- To attend training programs and workshops as required by the credit union.
- To undertake such other reasonable and lawful duties as may be directed from time to time by the Manager.

***Essential Criteria:***

- Minimum of 5 GCSEs, achieving grades C or above, including English and Mathematics
- Minimum of 3 years' experience 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

**Standards and Expectations**

All staff are expected to:

- Act with professionalism, integrity, and a strong member-first mindset.
- Maintain confidentiality and handle data in line with GDPR and data protection requirements.
- Comply with all internal policies and procedures, including those relating to health & safety, safeguarding, and equality of opportunity.
- Complete mandatory training.
- Represent Teachers' Credit Union in a positive, respectful, and professional manner at all times.

**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