

HEY CREDIT UNION IS COMING TO GRIMSBY

Could you be the person we are looking for?

Are you:

- looking for a fresh challenge?
- passionate about your local community?
- interested in making a real difference to people's lives?

HEY Credit Union is a member-owned co-operative that provides **fair and affordable financial services** for local people. Established in 1999, we help our members to become better off by providing safe savings and sensible credit options that improve their financial well-being.

We're about to open our latest community branch in **Grimsby town centre**. Would you like to join our friendly and helpful team, who thrive on making a difference for people by treating them as individuals and supporting them to manage money wisely?

One of the UK's leading credit unions, we are an accredited **Living Wage Employer** and offer an attractive package of colleague benefits.

The Roles

We are looking for a **Branch Leader** and a **Branch Assistant** to help us build our membership and business in North East Lincolnshire. These are part-time roles, initially for 4 days per week (£9.66 to £10.57 per hour).

Reporting to our Branch Co-ordinator, you'll be a valued member of our team and the face of HEY Credit Union for our local members. You'll be supported and trained to develop your skills and knowledge and deliver outstanding service to members visiting in person, by phone and online:

- Dealing with member enquiries and transactions;
- Enrolling new members, and identifying their needs;
- Assisting with members' loan applications and issuing loans;
- Progressing opportunities to develop branch business and work with our community partners.

About You

You'll be a reliable, well-organised person with:

- Proven customer service experience
- Superb communication and interpersonal skills
- A focus on solutions and results, working collaboratively with colleagues
- Computer literacy with accuracy and attention to detail
- Enthusiasm and a pro-active approach to work
- Strong desire and ability to learn new things

Although not essential, experience within a financial services organisation would be an advantage.

The Rewards

We offer a competitive salary, pension scheme, enhanced holidays and sick pay subject to qualifying criteria, Employee Assistance Programme (independent support and health cashback benefits) and save-as-you-earn scheme.

To apply, please send a CV (2 pages max) and covering letter explaining why you are the right person to jobs@hullandeycu.co.uk

Closing date for applications – 30 September 2021