

Job Role & Responsibilities – Member Services Officer

Role: Member Services Officer

Reports to: Member Operations Manager

Salary/Grade: £27,071

Hours: Full time

Location: Cheadle Royal Business Park / Hybrid /Agile Working

Key Relationships: Management Team, Colleagues and Members.

Who we are:

No1 CopperPot Credit Union is a not-for-profit organisation, exclusively for the Police community and owned by its members. No1 CopperPot makes it simple to save, provides affordable loans and can help a member buy or remortgage their home. Here's why you'll love working with us and what we need from you.

Role Overview:

Provide excellent customer service to our members. Responding to and fulfilling members needs that are requested over multiple communication channels (telephone, e-mails, face to face).

Your Key Responsibilities:

- Responsible for promoting and driving the values and ethics throughout the Credit Union and its service levels.
- Responsible for providing excellent customer service across several channels.
- Interacting with members face to face, over the telephone, via emails, inbox messages and webchat.
- Adhering to all applicable regulatory requirements e.g. Treating Customers Fairly.
- Completing administrative tasks including the updating of member details, issuing of paperwork, post, issuing of statements etc.
- Managing member complaints in line with agreed procedures.
- Assisting with the process for dealing with deceased and vulnerable members.
- Assisting with projects as and when required.

What we need from you:

Be member facing through emails, telephone and face to face. This role requires someone who likes people and likes helping people, someone who is comfortable with using technology and is keen to learn.

Key Competencies:

Consistently delivers outstanding member service in alignment with the Credit Union's values, mission, and purpose. Fosters an inclusive culture and provides clear evidence of ongoing support and impact for

Diversity, Equity, and Inclusion (DE&I). Ensures all members are treated fairly and reasonably, always upholding a high standard of service.

Member Focus

Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them. Is aware of issues of diversity, and understands and is sensitive to cultural and racial differences.

Effective Communication

Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Asks probing questions to check understanding

Collaboration

Collaborate effectively with cross-functional teams and with the membership.

Openness to change

Understands the need for change and is willing to adapt to it. Is flexible and prepared to try out new ideas.

Personal Responsibility

Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focussed on achieving results to required standards and developing skills and knowledge.

Problem Solving

Gathers information from a range of sources. Analyses data to identify problems and issues

Respect for Diversity

Understands other peoples views and takes them into account. Is tactful and diplomatic when dealing with people. Treats people with dignity and respect at all times, no matter what their background, status, circumstances or appearance.

Team Working

Develops strong working relationships within and outside own team to achieve common goals.