

Job Description

Financial Inclusion Officer

Location:	Based from one of our shop units in either Kirkcaldy, Dunfermline, Falkirk or Bathgate
Hours:	Negotiable (various contracts available from 16 to 37 hours per week). Flexible hours (evenings and weekend working may be required)
Responsible to:	Contract Manager
Salary Scale:	SCP 10 – 12 (£15,231 - £16,509)
Job Purpose:	An exciting opportunity has arisen to be part of Five Lamps financial inclusion services within Scotland, initially focussed within Fife, West Lothian and Falkirk
Contract Period:	Permanent

Duties & Responsibilities

- To be the first point of contact for customers via face to face and telephone
 - To respond to customer queries via telephone and face to face in a consistent, polite, professional and efficient manner
 - To complete loan applications with customers over the telephone and in person, inputting personal data into an online Customer Relationship Management (CRM) portal
 - To keep customers advised of expected deadlines, processes and requirements
 - To provide a range of administrative duties including: creating contract documentation; sending out standard letters to customers; dealing with the post; establishing and maintaining electronic customer records; providing administrative support and assistance to colleagues as part of a multi-disciplinary team
 - To ensure that all administrative processes comply with current legislation and are completed within the timescales required
 - To interface with Five Lamps head office functions, including underwriting, call centre, credit control and finance to ensure a consistency of service is provided across Five Lamps' responsible lending functions
- To provide a signposting service to customers and refer them to appropriate external organisations for additional support
 - Contribute to raising awareness of financial inclusion issues in Fife, Falkirk and West Lothian
 - To work with a network of Trusted Partners to support and signpost customers to

- To support the delivery of promotional activities
 - To be involved in innovative 'pop-up' presence, ensuring efficient delivery of financial inclusion services to a wide range of customers
 - To attend community events to promote Conduit Scotland
 - To support the establishment of Conduit Scotland and ensure the brand is promoted to a wide range of stakeholders and customers
 - To support the Head of Business Development in all marketing activities relating to the service
- To maintain the highest standards of customer confidentiality at all times
- To demonstrate a commitment towards your own continuous personal development
- To implement Five Lamps' policies on Health and Safety and Equal Opportunities at all times
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post