



Kingdom Community Bank

# Administrative Officer

## Job Description and Person Specification

<b>Post Title:</b>	Administrative Officer 35 hours per week
<b>Salary:</b>	£16,380 per annum
<b>Duration:</b>	Permanent
<b>Location:</b>	Glenrothes and Methilhill
<b>Reporting to:</b>	Operations Manager

### Main Purpose of Post

To perform varied administrative duties and to ensure that members are served in a professional manner and in a way that meets their needs. To support the work of Kingdom Community Bank (KCB) and to promote its ethos.

### Main Duties

1. To ensure that accurate and up to date transactional and administration records are maintained in accordance with the credit union's policies and procedures;
2. To ensure that all loan applications have been properly completed, approved loans have been correctly paid out and electronically archived;
3. To ensure that member phone queries and requests are dealt with promptly and efficiently and that members are directed online if necessary;
4. To ensure that offices remain GDPR compliant, in line with its GDPR policies and prescribed requirements;
5. To report to line management on defined metrics applicable to the role;
6. To be fully conversant with the credit union's policies, ensuring that they are properly implemented and to recommend changes where necessary;
7. To maintain an up-to date and comprehensive knowledge on all KCB products and services and to promote these in line with members' needs;
8. To greet and welcome members to KCB in a courteous, professional and timely manner and to assist them to complete documentation relevant to their membership;
9. Conduct daily bank and cash reconciliations;
10. To monitor and evaluate service provision to members who have been referred to partner organisations;
11. To undertake other suitable duties as directed by line management to assist the credit union achieve its goals.

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

The organisation also reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business.

There is a requirement to work Saturdays as necessary in order to ensure appropriate fulfilment of duties. Time off in lieu arrangements will be put in place to ensure flexible working practices that benefit both the organisation and the employee.

### **Person Specification**

Essential requirements:

- Relevant professional qualification and/or proven relevant work experience;
- Experience in a cash handling environment;
- Experience in delivering high quality customer service;
- Willingness to learn; work as part of a team and to help others;
- Excellent interpersonal, oral, written, numeracy and ICT skills,
- Efficient, self-motivated, and proactive, with good organisational skills;
- Displays honesty, integrity and a strong sense of ethics in all actions and decisions.

Desirable requirements:

- Qualification in Principles and Practices of Credit Union or willingness to study towards;
- Experience of working within the third sector;
- Experience of banking or financial services;
- Driving Licence and access to a car.