

Job Description and Person Specification



Advance Credit Union is committed to enabling Members to flourish in our community by providing savings and affordable loans for everyone living or working in 'B' postcodes including Birmingham and Solihull.

Post Title	Loans Officer
Salary	£24,000
Responsible to	Operations Manager
Location	City Centre Branch or any other location as determined (from time to time)
Special Conditions	Credit Check (Financial Probity)

Role Purpose

- To be responsible for the administration and delivery of the Credit Union Loans function
- Responsible for the Credit Union's loan applications received via online, paper form and postal, processing in accordance with the credit union's loan criteria from application through to approval, decline and signposting.
- Assessing Members financial situations using in-house systems and running of credit check reports

Role Responsibilities and Main Duties

1. To assess loan applications and make lending decisions in accordance with the credit union's lending criteria, personal loan authority and credit union policy and procedures.
2. To liaise with the credit union Loans Committee members on loans as necessary.
3. To rigorously maintain an agreed set of loan application and loan information for monitoring, data analysis and evaluation purposes.
4. To be conversant with Credit Union Loans policy and act as the main conduit within the organisation on borrowing requirements to Credit Union members.
5. To provide quality customer service by email, telephone, in person or by letter in a timely manner.
6. Monitoring account activity for money laundering and fraud
7. To provide reports to the credit union management and Board of Directors as directed.
8. Deal with general customer enquiries on the phone and as counter cashier as and when required.
9. To treat all Credit Union members, enquirers, staff, volunteers and board with respect and dignity at all times in compliance with our Treating Customers Fairly Policy.
10. To preserve client confidentiality at all times. To abide by the Data Protection Act 2018 as amended and other relevant regulations.
11. To undertake any other duties commensurate with the post as directed by the Operations Manager.

Other Conditions

Safeguarding

Advance Credit Union is committed to safeguard vulnerable people. The post holder is responsible for promoting and safeguarding the welfare of vulnerable people through the policies, procedures and operation of the credit union.

The post holder will ensure active promoting financial literacy, affordable loans and signposting to relevant agencies in relation to loan sharks and debt advice.

Information Management

The post holder will be responsible for ensuring that all information used by Advance Credit Union is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection legislation.

The post holder will ensure management of a system of record keeping in compliance with the legal requirements and ABCUL (Association of British Credit Unions Limited) guidance.

Health and Safety

Health and safety laws require all employees to help Advance Credit Union maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support Advance Credit Union in meeting their health and safety legal responsibilities.

All duties and responsibilities must be carried out in line with Advance Credit Union Health and Safety Policy and any local safety procedures.

Equal Opportunities

Advance Credit Union is committed to a wide range of diversity issues, including Equal Opportunities. The post holder is expected to demonstrate a commitment to a wide range of diversity issues, including Equal Opportunities.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the company therefore retains the right to amend job descriptions to reflect changing requirements.

Training and Development

Advance Credit Union is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	Good standard of general education in particular English Language and Mathematics	Qualification in personal lending or underwriting. Business or finance related qualification	Application Form and Certificates
Experience & Knowledge	1-2 years' experience in a loans position including underwriting	Sound computer skills, particularly experience in Microsoft Office Package	Application Form and Interview
	Experience of acting within and meeting regulatory framework expectations and working within a regulated environment, ideally FCA/PRA.	Sound overview of responsible finance and financial inclusion, including Credit Unions, assessing risk in unsecured lending	Application Form and Interview
	Experience of identifying and reporting risks effectively	Awareness of issues affecting individuals who find themselves financially excluded.	Application Form and Interview
	A clear understanding of ethical lending standards		Application Form and Interview
	A clear understanding of the expectations of regulatory bodies in relation to lending		Application Form and Interview
Skills & Abilities	The ability to work in a team and individually.	Data analysis understand impact of lending decisions on loan arrears and assisting development of lending criteria	Application Form and Interview
	The ability to work in a tidy and methodical manner demonstrating a high level of attention to detail.	The ability to work under pressure and to deadlines.	Application Form and Interview
	Sound decision making skills		Application Form and Interview

	Essential Criteria	Desirable Criteria	Measured By

Core Behaviours	Honesty and Trust – You are honest and trustworthy. You are aware of your impact on others including confidentiality. You actively work to foster an environment of mutual trust.	Interview and Reference
	Excellence - You work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview and Reference
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview and Reference
	Working Together and Respect - You respect and support colleagues to reach common goals, sharing information and expertise.	Interview and Reference
	Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.	Interview and Reference