

Kingdom Community Bank

Administrative Officer

Job Description and Person Specification

Post Title:	Administrative Officer 35 hours per week
Salary:	£17,290 per annum
Duration:	Permanent
Location:	Glenrothes and Methilhill
Reporting to:	Office Manager

Main Purpose of Post

To perform varied administrative duties with an exceptional degree of accuracy, and to ensure that members are served in a supportive and professional manner. To support the broader 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 greet and welcome members and visitors to KCB in a courteous, professional and timely manner and to provide them with assistance and support in line with our values;
3. To ensure that member queries and requests are dealt with promptly and efficiently and that members are supported to use the tools and forms we provide for them;
4. To ensure that all loan applications have been properly completed, approved loans have been correctly paid out and electronically archived;
5. To be fully conversant with the credit union's policies, ensuring that they are properly implemented and to recommend changes where necessary;
6. To ensure that offices remain GDPR compliant, in line with our GDPR policies and prescribed requirements;
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. Conduct regular bank and cash reconciliations as requested;
9. To report to line management on defined metrics applicable to the role;
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 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.