

General Manager Vacancy

About Us

Newport Credit Union is a saving and loans co-operative, regulated by the Bank of England and the Financial Conduct Authority. We provide essential savings and lending services within the Newport area for over 3,000 members with assets of more than £1.5 million.

We help people access better rates of finance, move away from payday lenders and loan sharks. We are a member-owned co-operative, values-driven business. This is an opportunity to join a socially important organisation at a pivotal point in its development and influence ways of engaging with existing and potential members.

The Role

We are seeking an outstanding individual/person to lead our team, helping us prepare for and sharing in the next phase in our journey. Working with the operational team and Board of Directors, you will play a pivotal role in the organisation, inspiring the team to deliver quality customer service; securing member savings and delivering affordable lending.

You will have experience in a customer facing management role, leading, and developing a team. In addition to managing-day-to-day operations, you will have oversight of the credit union's budgets and assist the board in delivering on its regulatory responsibility.

You will also support the credit union in engaging with its local communities, organisations, including schools, helping to raise public awareness of the services we offer. You will need to be flexible, enthusiastic, and committed to helping improve financial education and the social wellbeing of our members.

Based

Newport, Wales

Reports to the Board of Directors

Key Activities & Responsibilities

The role includes (but is not limited to):

- Efficiently and effectively managing the resources and employees of Newport Credit Union; assisting a small team and enabling them to deliver on the organisations purpose.
- Helping develop and oversee the implementation of the credit union's Business Plan.
- Monitoring operations, budgets, and key performance indicators.
- Undertaking annual assessments of employees and volunteers, promoting professional development, and creating a positive work and learning environment where people can thrive.
- Implementing and developing policies & procedures in line with current legislation and regulation.
- Creating monthly reports and attending monthly meetings of the Board of Directors, including the Annual General Meeting.
- Liaising with and reporting to the regulatory authorities (FCA & PRA) and keeping the Board informed.
- Managing existing funding and identifying partnerships to deliver financial sustainability.
- Representing Newport Credit Union and promoting its activities to our membership, stakeholders, and the wider community.
- Working closely with employees, volunteers, and the Board of Directors, undertaking any other reasonable duties when required.

Experience and Skills that you will need

The successful candidate will be passionate about our core values and ethos of the credit union movement and ideally have:

- Proven experience of management within a customer/member facing/financial services environment.
- Strong management skills, and the ability to motivate and lead teams proactively.
- Passion and enthusiasm about credit union services and what the credit union stands for and with the capacity to promote and support this in the wider team.
- Proven experience of developing and managing business plans and budgets to a high standard.
- Strong problem solving and conflict management skills, confidently using initiative to identify appropriate solutions.

- Competency at using a range of IT systems and processes both in terms of presenting material, collecting & analysing data and using it to guide business operations.
- Good communication skills at all levels, both verbal and written.
- Strong interpersonal skills, including ability to influence and negotiate to manage all stakeholders effectively.
- Experience of maintaining effective relationships at a senior level, preferably with a Board of Directors.
- The ability to process information with a high level of detail and care.

Employment Package Details

This is a permanent contract, and the role is full time. There is scope for flexible working arrangements with a hybrid model of remote and office-based working realistic.

Annual leave begins at 20 days' per year, plus statutory bank holidays, with additional holiday entitlement linked to service length.

We provide a NEST workplace pension scheme and offer training opportunities for continual professional development and growth.

Salary

circa £30,000

37.5 hours per week

To Apply

To find out more or for an informal discussion, please send an email to Benjamin West b.west@newportcreditunion.co.uk

When you are ready to apply, please email b.west@newportcreditunion.co.uk and attach:

- Your CV
- Covering letter that sets out how you fit the job description and why you are right for the role.

Closing Date for Applications: No formal closing date; advertising will cease once the role is filled. Applicants are therefore encouraged to make early applications.