**Job Description**

**Job Title**:Finance Administrator

**Salary**: £15,600 per year

**Hours**: 37.5 hours per week

**Term**: Permanent

**Based**: Newport, Wales

**Job Overview:** To process daily financial transactions and assist with loan applications and office administration for the credit union. The role will involve working closely as part of a small team to ensure successfully delivery of our financial services.

**Reports to**: General Manager

**Principal Duties & Responsibilities:**

1. Process daily member transactions and invoices.
2. Consult with Payroll Partner organisations, ensuring member payments are allocated.
3. Support the Finance Manager in their duties when required.
4. Interact and respond to member queries via phone, email, post, social media and in person.
5. Maintain the membership database, scanning and filing.
6. Assist with member loan applications and assessments.
7. Participating with the Credit Control team, ensuring loan repayments have been made and reviewing member accounts.
8. Ensure members experience smooth, friendly and effective service, suggesting service improvements where needed.
9. Undertake the functions of Customer Service Advisers when required.
10. Ensure that all work undertaken is compliant and in line with the policies of the credit union and that records are kept secure.

**Experience & Skills:**

*Required*

1. Good literacy, numeracy & problem-solving skills.
2. Confident in using IT and databases.
3. Can work and collaborate as part of a team.
4. Ability to communicate via social media.
5. Able to build good relationships at all levels.

*Desirable*

1. Previous experience in assessing loans (full training will be provided).
2. Understanding and experience in a credit control role.
3. Knowledge or experience with credit unions.

**Personal Qualities:**

1. To be committed to the values of the credit union and able to communicate the benefits of membership.
2. Willingness to ask for advice and support when necessary.
3. To be able to work under pressure with limited supervision.
4. Contributes to all aspects of the credit union.
5. To work independently and organise your own workload.
6. To be flexible, focused and resilient.
7. To be committed to professional development.
8. To have integrity, loyalty and sensitivity.
9. Works well as part of a team of staff and volunteers.