



DERRY CREDIT UNION LIMITED

Member Service Personnel

Derry Credit Union Limited are seeking to appoint the following:

2 x Permanent positions **(35 hours per week)**

1 x Permanent position **(30 hours per week)**

Salary Scale: £24,037 - £26,937 (pro rata based on 37 hour contract) under review

A reserve list will also be created for any vacancies that arise in the next year.

The successful candidates will be highly motivated, committed and self-driven individuals with strong numerical ability and a passion for the Credit Union movement. While experience in a credit union is not essential as training will be given, you should be able to display a knowledge of the Credit Union as well as the ability to work as part of a progressive and dynamic team.

Applicants must have:

- 5 GCSEs to include Maths and English at grade C or above;
 - Level 3 Qualification on the NQF Framework*;
 - With a minimum of 2 years work experience in a similar organisation/position.
- OR**
- 5 GCSEs to include Maths and English at grade C or above;
 - Be qualified **by experience** having worked for a minimum of 5 years in a similar organisation/position.

And demonstrate the following key skills:

- Experience in delivering high-quality service across face-to-face, telephone, and online interactions.
- Adept at explaining complex information clearly and ensuring a positive member experience.
- Proficient in Microsoft applications with strong ICT literacy, numeracy, and analytical skills.
- Comfortable adapting to new systems and processes.
- Accuracy-focused with a strong understanding of confidentiality and data protection regulations.
- Empathetic, patient, and skilled in resolving member issues professionally, even under pressure.
- Excellent ability to prioritise tasks, meet deadlines, and work efficiently in dynamic environments.
- A flexible team player who can also work independently, take direction, and proactively manage responsibilities.

Application packs are available by emailing recruitment@derrycu.com.

In the event that applications are oversubscribed, Derry Credit Union Ltd will apply desirable criteria which is detailed on page 4 in the job description.

Derry Credit Union Limited is an equal opportunities employer.

Closing date for applications is **Saturday 15th March 2025 at 12 noon.**

***Full breakdown of qualifications or equivalent are included in application pack on pages 4 & 5.**