



City of Plymouth Credit Union

## **Job Description**

### **Job title: Front of House Supervisor**

**Employed by:** City of Plymouth Credit Union Ltd.

*The City of Plymouth Credit Union is a not for profit, member-owned financial organisation dedicated to the economic development of the community of Plymouth, Devon, Cornwall, and the Isles of Scilly. We provide financial services to all our members including those who have been excluded from traditional services.*

**Job overview:** This is a key role in the customer-facing operation of the credit union, supervising and supporting team members (volunteers and paid employees).

### **Principle duties and responsibilities:**

#### ***Operational***

- Open and close the credit union counter-service in accordance with published opening times.
- Ensure that enough change is available at the beginning of each shift.
- Ensure clear and accurate communication with members and accurate handling of transactions.
- Count, check and package coins and currency at the end of each shift.
- Reconcile cash drawer and ensure that any discrepancies are resolved before closing time.
- Undertake teller/cashier role, as needed.
- Ensure mail and telephone enquiries are dealt with in a timely fashion, following documented procedures.
- Help any members who visit the office and require non-standard assistance.
- Deal with complaints according to guidelines.
- Ensure the office is kept tidy and complies with Health and Safety regulations.
- Undertake stocktaking and ordering of supplies.

#### ***Supervision and support of front of house team***

- Supervise and support team members.
- Delegate work to relevant team members.
- Develop and maintain staff and volunteer rotas, including at times of sickness and holidays.
- Ensure that policies and procedures are followed.
- Record and monitor team member absences and holidays.
- Evaluate training and development needs and ensure support and training is provided as needed.
- Assist in the recruitment of volunteers.
- Provide orientation and training to new team members.
- Report to management on an ongoing basis any concerns pertaining to team members or credit union members.

### **General**

- Ensure confidentiality, and process information with a high level of integrity and professionalism.
- Attend training programmes and workshops as required by the credit union.
- Maintain knowledge of credit union policies and procedures.
- Maintain knowledge of products and services offered by the credit union.
- Be aware of, and comply with, Health & Safety regulations as directed by the credit union.
- Use professional and non-judgemental language and practices in the course of all work.
- Deal calmly and professionally in stressful situations, requesting help where appropriate.
- Attend and contribute to meetings as required.
- Undertake additional duties as required by line manager or senior staff.

### **Terms and conditions:**

**Working hours:** 37.5 hours per week, flexible as required by the business, within the hours of 8am and 6pm Mondays to Fridays, and 8am and 1pm on Saturdays.

**Paid leave:** 32 days per year, including statutory holidays.

**Location:** This role is based in Plymouth.

**Salary:** Band of £14,000 – 18,000 per annum.

**Responsible to:** Operations Manager.

## **Person Specification**

### **Essential:**

- Excellent interpersonal, customer service, literacy, numeracy and organisational skills.
- Understanding of the values of the credit union, and how it operates.
- Able to work under pressure and with limited supervision.
- Able to work on own initiative and solve problems.
- Reliable and flexible.
- Honest, able to maintain confidentiality.
- Good knowledge and experience of operating computer systems.
- Good general understanding of personal finance, debt and benefits issues.
- Committed to working in a team of paid and volunteer team members.
- Experience of supporting colleagues/team members.

### **Desirable:**

- Knowledge of cash handling.
- Experience of working in a bank, credit union or in finances.
- Experience of bank or credit union work.
- Minimum of one year's proven supervisory experience in customer services.