

## Member Services Adviser Role Profile

### Who are we?

Great Western Credit Union (GWCU) helps people become better off together by providing ethical financial services for people and organisations across a large part of the South West. We're owned and controlled by our customers who are members and we exist solely to provide services for them. We operate from two locations in central Bristol and a further location in central Dorchester.

As our lending to members grows, and people's circumstances continue to change, we are seeing an increasing need for our support to members where they are at risk of, or already, falling into financial difficulties.

### What's this job all about?

Your skills and experience will help us deliver excellent levels of Member Services to our members who may phone, email or secure message us. Understanding the products and services GWCU offer and being an expert in the process designed to deliver those services.

You'll need to develop an expertise in GWCU's Dynamics CRM system, and to be able to follow procedures, as well as being comfortable in a member facing role with a patient approach to member engagement particularly if members are struggling financially or simply having difficulties with the Member Portal. You won't be expected to do all of this straight away of course – you'll be learning from the experts within the team, and from colleagues across the credit union, as you develop in your role.

The most important requirement right now is being able to show genuine empathy with members to enable you to build strong relationships with them. This could come from lived experience of the same situations members might find themselves in, or from your generally empathetic nature – or both of course.

A real desire to help and support, to the extent that GWCU are able, is essential for this role.

**If you come and join us on our important mission to make our region better off you'll be responsible for:**

**Joining a Member Services team focussed on delivering excellent service to GWCU members, via all GWCU member communication channels.**

### Should you apply?

- If you're comfortable on the phone speaking to people, and would be happy to speak to our members in different ways ✓
- If you're accurate and have great attention to detail ✓
- You have well developed empathy skills, and can understand the circumstances facing members who are struggling to financially ✓
- Your communication skills, both written and spoken, are excellent ✓
- You can deal with pressure just fine ✓
- You are curious and want to improve things ✓

**We're even more keen to hear from you if...**

- You have current experience in financial services and want to use that experience to deliver a great engagement experience for our members and help us change financial services in our region.
- You're a specialist dealing directly with Members and using digital systems to answer member enquires

**In any case you'll definitely need:**

- A positive, can-do attitude and to be able to prioritise work
- The ability to put yourself in our members' shoes; empathy goes a long way here
- The ability to listen first and talk second, efficiently record all member contact points and remain focused until an outcome is achieved
- Excellent written and spoken communication skills
- The ability to work closely with colleagues in the Member Services team and with other teams in the credit union – communication is key
- To help identify and improve processes that impact members and GWCU
- A good level of IT skills, especially experience in using Microsoft Office

**What's on offer?**

We currently work from two offices, one in central Bristol and one in Dorchester, and you'd be expected to be based at one of those offices for an initial period whilst you're learning your role and developing and demonstrating your skills. Over time, once you are more experienced, then remote working may be an option. Initial training will be carried out within our central Bristol head office.

Once you are sufficiently experienced then we offer a hybrid working model, with an agreed minimum number of days per week in the office depending on roles. In the Member Services team that's currently 5 days each week, but we are flexible.

We have great, supportive family-friendly policies and we're very open to flexible working, again particularly once you're fully up-to-speed in your role.

We have a great benefits package including:

- 25 days holiday plus bank holidays, so 33 in total most years – plus a birthday holiday.
- Private medical insurance and cash plan.
- Income protection insurance that pays 75% of your salary for up to 2 years if you are unable to work through illness.
- Death-in-service benefits which pays 3x salary.
- Extra time off to travel in a climate-responsible way where you are holidaying further away.

And of course there's a £20,000 to £26,000 salary depending on experience, with the potential to develop salary through our capability framework once you're with us too.

Our working week is 37.5 hours, and our core hours are 8.30am to 4.30pm, but at times we are flexible to meet our members requirements. Overtime would always be agreed in advance.

We're open to part time, job share, and other flexible working arrangements where they make sense for you and your other commitments.

We are an equal opportunity employer and work hard to be wholly inclusive, reflecting our stance on serving our members whoever they may be and whatever their background.

If you need any adjustments made to the application process due to disability or neurodiversity then do please let us know so we can help.