



The Credit Union for The Communication Workers Union
and The Public and Commercial Services Union.

Job Description

Job Title: Loan Officer.

Reports to: Operations Manager.

Banding: Loan Officer.

Location: 1st Class Credit Union Offices, Glasgow City Centre (flexibility for other locations and some home-based working).

Hours: Full-time 36 hours per week, Monday-Friday (occasional out-of-hours work may be required).

Key Roles & Responsibilities:

- Working with existing Loan Team to administrate, underwrite and process members loans. Including developing and implementing loan procedures and new products.
- Monitoring loan processing and working with Compliance Officer to ensure compliance with 1st Class Credit Union's lending policies.
- Implementation of quality standards across all areas of lending.
- Identify and assist in training and updating staff on new loan procedures.

Person Specification:

- Committed to the values of 1st Class Credit Union.
- Ability to work under pressure to tight deadlines with minimal supervision.
- Good interpersonal skills.
- Good organisational skills, ability to prioritise and work on own initiative.
- Ability to work well as part of the team.
- Flexibility.
- Remain Confidential.
- Willingness to participate in training.

Experience and competencies:

- Good literacy and numeracy skills.
- Knowledge of the regulatory framework for consumer finance.
- Good working knowledge of lending platforms.

- Good working knowledge of typical Credit Union systems.
- Appreciation of the importance of deadlines that impact the business.
- Ability to problem solve, plan, and prioritise workloads, work on own initiative, under pressure, with minimal supervision and work to consistently high-quality standards, meeting deadlines.
- Ability to communicate effectively and empathetically with members.
- Commitment to the overall aims and purpose of the credit union movement.

1st Class Credit Union is a long-established credit union, serving the employees and families of the Communication Workers Union and the Public and Commercial Services Union.

Salary – Circa £19,500-£21,000 (dependant on experience).

Please submit your CV and personal statement to:

reception@1stclasscu.co.uk

Closing Date: 8th November