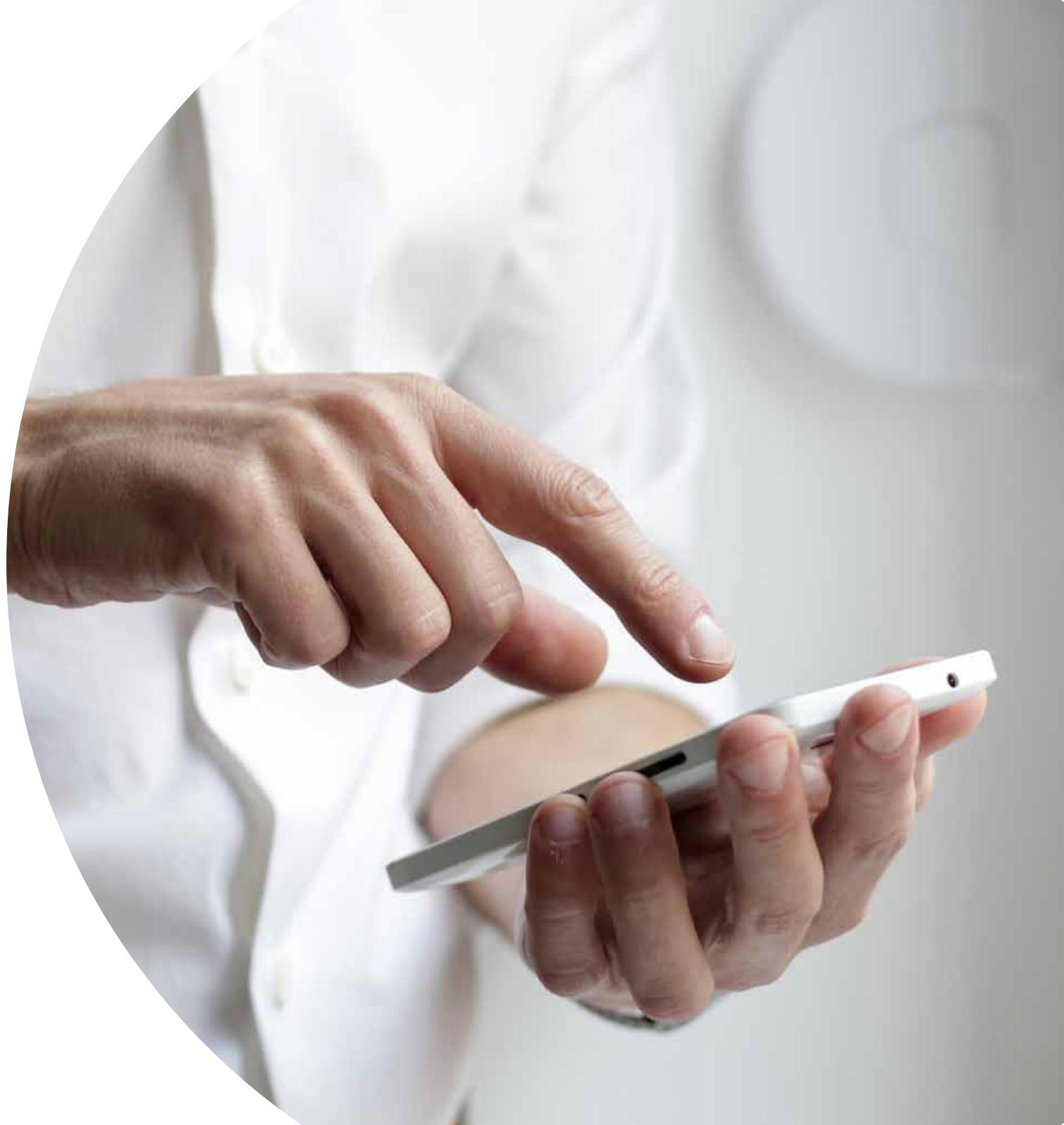




Chief Executive Officer

Candidate Information Pack
April 2021

BADENOCH
+ CLARK





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Welcome from **Bruce Devenport, Chair**

Thank you for your interest in leading 1st Class Credit Union as our next, and only second-ever, CEO. Our organisation has been built on solid foundations and has been making a difference since it was formed in 1992, originally to serve employees of the Royal Mail Group in Glasgow.

Today, we welcome and serve members across the UK and Northern Ireland whose workplace is represented by either The Public and Commercial Services Union (PCS) or The Communication Workers Union (CWU), and their families.

It is a privilege to serve as Chair and lead our Volunteer Board of Directors. I am immensely proud of my Board, colleagues, members and our partners, particularly over what has been an unprecedented year. As we learn from the past twelve months and adapt to a new way of working, you will join at an exceptionally exciting and critical time as our new CEO, building on and further developing the exceptional achievements of our retiring inaugural CEO, Andy Wright.

The challenges facing our members remain significant and we know the difference that we make to our members when they join our financial family. More important than your specific industry background or career journey, is your passion for making a difference to the lives of our members and our colleagues every day, sharing our strong commitment to co-operative values and principles and your ambition to expand our reach and impact in a socially responsible manner.

You will work closely with me and the Board of Directors to develop and implement both the Business and Strategic Plans and inspire your team to be the best they can, whilst collaborating and working closely with partners across the credit union movement.

We want to continue to develop our offering and provide a wider range of products and services to meet our members' needs. Alongside your strong analytical skills, and commercial and financial acumen, I am seeking someone with vision, creativity, and the ability to influence at the highest level as we develop for the future in a fast-paced, digital, and competitive landscape.

I hope you find the information in this recruitment pack helpful to support your decision to join us and I look forward to welcoming your application.

Bruce Devenport
Chair



Message from **Andy Wright, CEO**

I will be deeply saddened to leave my post as CEO of 1st Class Credit Union, a position I have held for over 21 years and one which has brought me great joy and satisfaction.

1st Class Credit Union is a highly respected Credit Union throughout the Credit Union Movement. It has shared the lead in digital engagement of members with faster services and is currently embarking on an IT infrastructure change.

Since we began in 1992, 1st Class Credit Union has been on a continued journey of change. This has been driven by the commitment of our Board of Directors and staff, enabling us to provide a modern, efficient, member-engaging service.

We are a leading supporter of the regulatory requirements to run a modern Credit Union. Along with our trade body ABCUL, and together with other like-minded Credit Unions, we consistently lobby and put forward the case for proportional regulatory processes.

Our members are always at the forefront of our decisions. They own the Credit Union and are the reason we exist. Together we have enabled our members to make significant changes in their lives, while effectively managing their personal financial situation.

This is an exciting time for the right candidate to step up and together with the Board of Directors, and a committed team of staff, to take the Credit Union forward to meet the exciting challenges that lie ahead for our movement.

I wish the successful candidate every success for them and the Credit Union.

Andy Wright
Chief Executive Officer

Advertisement

Chief Executive Officer

Can you make a 1st class difference?

Salary: up to £62,000

Location: Glasgow

1st Class Credit Union, formed in 1992, was originally set up to serve employees of The Royal Mail Group in Glasgow and over the years we have expanded our membership-base covering the whole of the UK and Northern Ireland. We are open to members whose workplace is represented by either The Public and Commercial Services Union (PCS) or The Communication Workers Union (CWU), and their families.

We are a not-for-profit financial co-operative, owned and run by our members. We serve our members by providing a safe and secure place to save their hard-earned money while providing access to affordable loans.

Following the announcement of our inaugural CEO's planned retirement later this year, we believe that this is an outstanding opportunity to join one of the UK's largest and highest performing credit unions to lead our organisation in the next phase of our development.

Our loan portfolio is in a healthy state: during our financial year 19/20 we processed 7274 new loans totalling £7.2million, bringing our loan portfolio to £13.5million; our capital is above the regulatory requirements; and with our membership growing, you will be joining at an exciting time to shape and develop our plans for the future.

You will work with the board to develop and implement our Business and Strategic plans and ensure that our vision, mission and values are translated into delivery. We know the difference we make to our members when they join our financial family, often at some of the most difficult, exciting or significant times of their lives. More important than your specific industry background or career journey, is your passion for making a difference to the lives of our members and our colleagues every day, sharing our strong commitment to co-operative values and principles and making things happen.

If you're passionate about joining our organisation and developing your career in the credit union movement, we'd love to hear from you. To have a confidential conversation please contact Badenoch + Clark Executive on +44 (0)141 220 6460 or e-mail

scotlandexecutive@badenochandclark.com

Applications in the form of a tailored CV and covering letter, highlighting your skills and experience pertinent to the role, should arrive no later than **midnight Sunday 9 May 2021**. Please e-mail your applications to scotlandexecutive@badenochandclark.com



About us

1st Class Credit Union Common Bond

To become a member of 1st Class Credit Union, you need to meet at least one of the following criteria:

- ◆ I am an employee of the Royal Mail Group
- ◆ I am an employee within the Communications Industry
- ◆ I am an employee within the Public and Commercial Services Industry
- ◆ I am a member or retired member of the Communication Workers Union (CWU)
- ◆ I am a member or retired member of the Public and Commercial Services Union (PCS)
- ◆ I am a family relation to a current member of 1st Class Credit Union

Being a member of our credit union comes with a host of benefits, such as:

- ◆ Access to loans up to £20,000
- ◆ Free Life Cover and Loan Protection
- ◆ Account covered by the Financial Services Compensation Scheme
- ◆ Annual Dividend paid on savings (subject to surplus)
- ◆ The right to vote on decisions which affect your Credit Union at our AGM
- ◆ Joining more than 10,000 members who are currently helping one and other
- ◆ Access to your account 24/7 online and through our Mobile App
- ◆ Save specifically for Christmas with our Christmas Club Account

To learn more please visit:

1stclasscu.co.uk

findyourcreditunion.co.uk

abc.ul.coop



The Role

Role: Chief Executive Officer

Reports to: The Board of Directors

Based: Glasgow

Salary: up to £62,000



Role Summary

- ♦ Guide and shape 1st Class Credit Union into success and deliver the aims of the strategic plan in-line with agreed performance measures and regulatory controls set by the Credit Union Board.
- ♦ Be ethical, approachable, collaborative, and authentic. Drive a positive business culture, set the tone and lead by example.
- ♦ Ensure that the business has the right resources and structure to deliver against its vision and plans. Ensure that the products we offer and the level of service to our members is of a high quality and fits with our members' needs.
- ♦ Develop and implement practice plans and risk strategies to ensure our business is protected. Maintain and develop your own awareness of regulatory and legal expectations of the business and proactively share this knowledge to the team.

- ♦ Empower the team to deliver successfully in their roles. Put our members and our staff first. Take a collaborative approach and promote a culture of collective responsibility. Lead with strong stakeholder management, and utilise support networks, both internal and external of the credit union sector, to put 1st Class Credit Union in the best position possible.

Key Accountabilities

- ♦ Provide strategic leadership of the credit union and inform and deliver the strategic plan agreed by the Board.
- ♦ Have responsibility for the successful operation and development of the credit union and to ensure that all performance targets are met.
- ♦ Have overall responsibility for compliance with all the regulatory and financial controls reporting to the Board of Directors.
- ♦ Work with the Board of Directors to develop and implement the credit union's business and strategic plans.
- ♦ Ensure ongoing improvements to member services.
- ♦ Provide strategic, operational and financial management of the business focusing on business development, financial accounting, credit control and people management.
- ♦ Have responsibility of the management and development of the people working for the credit union.
- ♦ Maintain effective working relationships with the Board of Directors and provide support to enable them to fulfill their duties.
- ♦ Oversee and co-ordinate the day-to-day operations of the credit union and ensure the membership is always provided with an efficient and high standard of service.
- ♦ Manage resources effectively to ensure that all deadlines are met, achieving changes in working practice in line with organisational change.
- ♦ Manage the credit union systems ensuring they are both reliable, and deliver the aims and objectives of the organisation.
- ♦ Ensure that operational expenditure remains within the allocated budget.

The Role



Additional Accountabilities

Strategic Leadership:

- ◆ Maintain awareness of relevant economic and competitor developments.
- ◆ Represent the Credit Union externally and with all stakeholders.

Business Leadership:

- ◆ Ensure effective performance reporting to the Board of Directors
- ◆ Ensure all internal and external communications are regular and fully understood.
- ◆ Oversee and ensure overall operational efficiency for the Credit Union.

Risk Management:

- ◆ Ensure the effective maintenance of full regulatory compliance and all staff are on board with the requirements and controls.
- ◆ Act as the key contact and interface with all regulatory bodies.

Governance:

- ◆ Engage and participate in all Board discussions.
 - ◆ Ensure effective development of member relations and services.
- Undertake such other duties and responsibilities as are commensurate with the post and as directed by the Board.

About You

- ◆ Strong commitment to co-operative values and principles
- ◆ Proven track-record in service delivery to a high standard
- ◆ Experience of influencing and driving change.
- ◆ Experience of working with high profile individuals to influence positive change benefiting the Credit Union.
- ◆ Evidence of successfully working with partners and forging strategic links to influence positive outcomes.
- ◆ Demonstrable evidence of excellent business acumen and proven ability to deliver successfully within a competing financial environment.
- ◆ Significant and proven leadership and management skills.
- ◆ Understanding of relevant regulations governing Credit Unions.
- ◆ Excellent problem solving and conflict management skills.
- ◆ Evidence of strong negotiating skills.
- ◆ A good understanding of current and emerging financial markets, opportunities and their influences.

The Role



Key Behaviours

Communication – Outstanding communication and influencing skills. Solid grasp of new technologies and understanding of Social Media.

Team Working – An authentic team player. Develop effective supporting relationships with fellow team members by showing consideration and creating a culture of team spirit.

Community Spirited – Be community spirited. Understand the importance of working with Trade Unions.

Initiative – Initiative means you can take advantage of opportunities, anticipate situations and problems, and find the right solution.

Flexibility – Having flexibility means you are willing to adapt your thinking and behaviour to suit different situations. You recognise the value of alternative views to issues and are enthusiastic and supportive of change which will benefit our members, colleagues, and the credit union. You are prepared to listen to other people's views and take on board their comments, even if sometimes it means changing your current plans or way of working.

Compliance Focused – Showing genuine regard for compliance is not about helping to create a 'yes' culture but is about understanding and recognising the importance of why procedures and policies are in place, following them, and if you feel something is wrong having the confidence to speak up. Having a good and honest relationship with our Regulators is paramount.

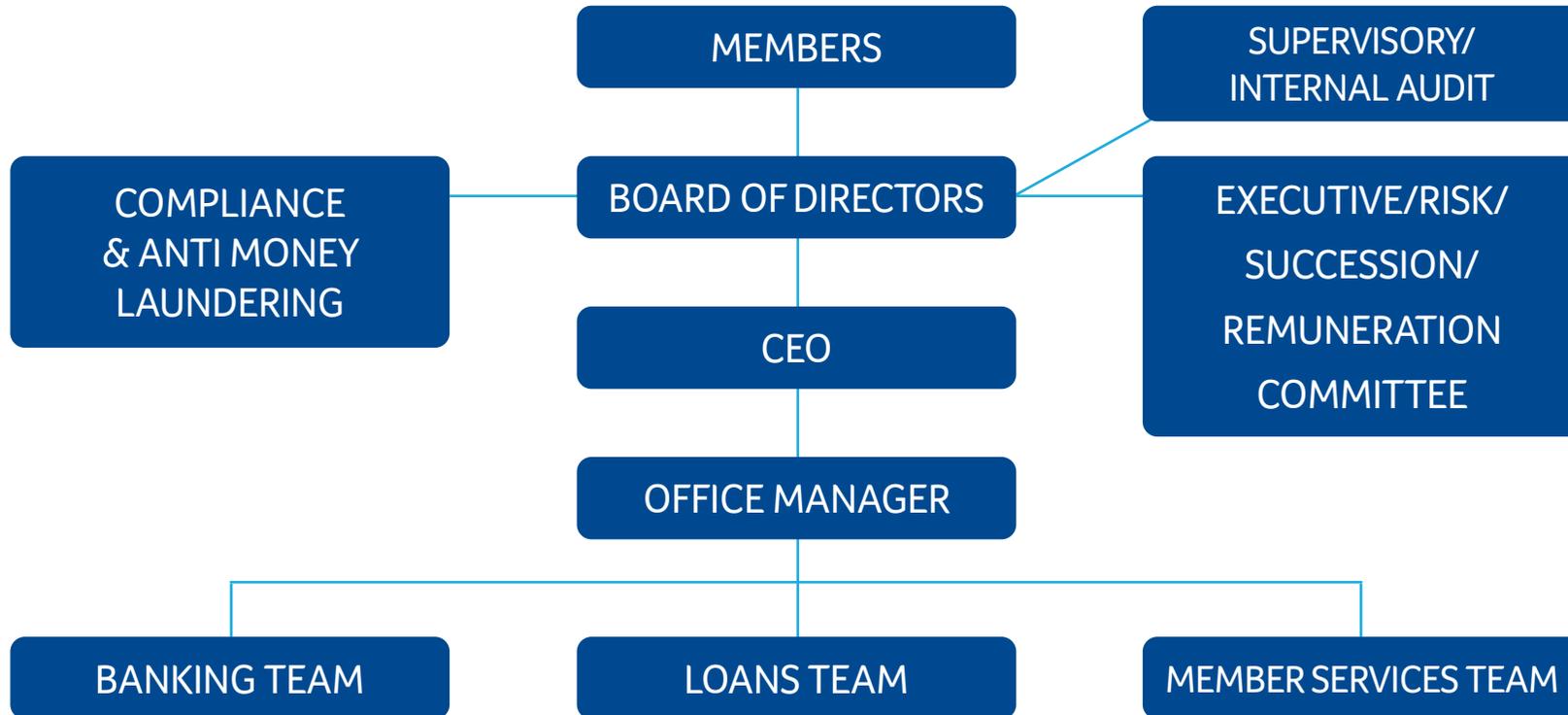
Delivery Focused – Setting yourself high standards of work and striving to exceed your performance objectives to achieve quality, efficiency, accuracy, and excellence in all aspects of your work. You take personal responsibility for your own time management and your focus is on getting work right first time and on time, continually checking for accuracy. You demonstrate a willingness to finalise loose ends, ordering activities that need to be undertaken to ensure a task is fully completed on time.

Leadership – Being a leader means that you can set a positive example to your team, work colleagues, members, and stakeholders. You can recognise that the development of our people ensures business success. You create an open and supportive environment for people to feel comfortable to learn within and feel encouraged to try out new things, and know you are there when things don't always go according to plan.

Our Values

Financial services to our members will be:

- Honest
- Personal
- Ethical



How to Apply

To apply please send a tailored CV and covering letter to scotlandexecutive@badenochandclark.com

Please note that the covering letter should be no more than 2 pages of A4 and should summarise your relevant skills and experience and motivations for applying and leading 1st Class Credit Union. It is therefore an important part of the application and will be used as part of our selection process. Please also complete the Equal Opportunities Monitoring Form provided.

If you would like a confidential, informal discussion about the role then please contact Badenoch + Clark directly on **+44 (0)141 220 6460** or e-mail the above-mentioned e-mail address.

Timescales

Closing date for applications
midnight Sunday 9 May 2021

Interviews with 1st Class Board w/c
Monday 7 June 2021

Conditions and Remuneration

Salary up to: £62,000

Benefits: Death in service insurance

Pension: Employer Contribution to staff Pension 6%

Based: Glasgow

Badenoch + Clark has been helping clients and candidates make the right connections since 1978. Our executive search, permanent, temporary, interim, contract and RPO recruitment solutions unite professional talent with top employers across a vast range of sectors and functions, from procurement & supply chain, project management, accountancy, legal and business change, to banking, marketing and communications fundraising and HR.

Our Scottish team delivers these services from our Glasgow and Edinburgh offices and we pride ourselves on the ability to give our clients and candidates a competitive edge. Whether you're taking the next step up the career ladder or building a bespoke recruitment strategy to meet your wider business goals, we help professionals make the valuable connections that are crucial for success. We focus on delivering a first-class recruitment service time after time. Our long-term relationships, our industry-specific expertise and our unrivalled reach set us apart.

Badenoch + Clark is the Professional Services and Executive Search arm of Adecco, a Fortune 500 business headquartered in Zurich and the world's largest human resource consulting and Recruitment Company. Badenoch + Clark operates from 16 locations in the UK and nine countries across Europe. Using our national and international networks help clients and candidates make the right connections.

For further information, please contact our Executive Search team in our Glasgow office:

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www.badenochandclark.com





www.1stclasscu.co.uk