



Rainbow Saver Anglia Credit Union Ltd

Volunteer Role Description

Title of role

Rainbow Saver Anglia Credit Union Admin support

Purpose of role

- To support credit union staff in the day to day running of the credit union at any of the offices.
- Help promote the credit union to existing and prospective members.
- Keep us informed about opportunities and events to promote credit union services.

Tasks

You would give your time and enthusiasm to supporting credit union staff in the day to day running of the credit union:

- serving existing and potential credit union members at the main office
- signing up new members including introductory interviews
- reception duties and customer enquiries including phone and personal reception
- general administration and clerical duties including filing , and photocopying and preparing standard reports
- supporting credit union staff or volunteers at local events to promote the credit union
- ensuring you keep up to date with developments in policies and processes
- keeping us informed about opportunities and events to promote credit union services
- using your local knowledge and experience to help us to connect with the community and keep in touch with what our members expect from us.

Location

This role will be based at the credit union's Head office (in Lowestoft) or in our Peterborough branch.

Support and supervision

There is ongoing day to day support from the staff at the offices and the manager will be available for questions and regular review.

Benefits of the role

You will be working as part of a team of committed people. You will be gaining knowledge and experience of working with customers and dealing with financial processes. You will be offered the opportunity to attend any in house training that is relevant to your role. After you have been with us for 3 months you will be able to request a reference should you need it.

We hope you are able to meet new friends, learn new skills, build confidence and make a difference in your community.



Rainbow Saver Anglia Credit Union Ltd

Personal qualities and requirements

We are looking for a range of skills for this role in particular someone who is outgoing and enjoys meeting people from a variety of backgrounds. The qualities we are looking for are as follows:

- effective face to face communications, one to one and one to group
- polite and courteous telephone manner
- selling and influencing skills
- empathetic, active listening
- thoroughness and attention to detail
- basic IT skills
- ability to speak confidently in informal and formal meetings and events
- work as part of a team with other volunteers and paid staff
- ability to work sensitively and with discretion on confidential issues
- a commitment to credit union values

Volunteers could have some of these skills and be willing to undertake training on other areas.

Experience in working in a financial services organisation would be helpful but is not a requirement.

All volunteers must become members of Rainbow Saver Anglia Credit Union (there is a membership fee).

Availability

A commitment of at least one half day per week is sought, with hours to be negotiated.

Selection

You will have to have an interview to check your suitability and your references will be taken up. If you are an un-discharged bankrupt you cannot become a volunteer with the credit union.

To apply, contact Head Office (in Lowestoft), our Peterborough branch or pop in to your local access point (details on '*Where We Are*').

Volunteering at local access points.

These roles offer similar experience and require the same personal qualities. Access points usually open for 1 or 2 days per week and for a couple of hours each session.