

**HULL AND EAST YORKSHIRE CREDIT UNION
PERSON SPECIFICATION**

Post name: Branch Development Staff

<i>Attribute</i>	<i>Essential</i>	<i>Desirable</i>
Qualifications	Good standard of general education	Computer qualification such as CLAIT, ECDL
Experience	Previous experience in a busy office environment, especially customer-facing in financial services sector	Experience in banking / credit related/ loan processing/ /cash handling Experience / knowledge of credit unions
Key competencies	Proven customer care skills Work to defined policies and procedures Communication and inter-personal skills Familiar with computer databases, spreadsheets, word processing Numeracy Time management	Cash handling and balancing Point of sale display and in branch presentation
Personal qualities	Responsible / reliable / trustworthy Respect confidentiality Ability to focus on finding solutions and results Good team worker Accuracy, eye for detail Adaptable to change Strong desire/ability to learn	Committed to the ethics and values of the credit union movement (or similar) Committed to promoting financial and social inclusion and supporting vulnerable consumers

Updated Sep 2021