

- Title:** **Administrative Support Worker**
- Purpose:** To provide administrative and organisational support to Hull & East Yorkshire Credit Union's officers and employees and provide services to members of the credit union.
- Activities:** (some or all of these activities may apply to this role)
- o Assist the Manager and administrative staff in the day-to-day duties involved in operating the credit union
 - o Input data to the credit union computer systems
 - o Provide information to members regarding their accounts by telephone, post, e-mail and face-to-face
 - o Answer basic queries about the credit union and its products
 - o Assist in the production of posters, leaflets, newsletters and other written materials
 - o Promote the work of the credit union to individuals and groups within the common bond
 - o Represent Hull & East Yorkshire Credit Union in a professional manner at all times
- Times:** The credit union office is open during normal office hours, Monday to Friday 9.00 – 5.00. There may be occasions when it is possible to provide support outside these hours.
- Location:** The credit union office is at 38 Brook Street, Hull HU2 8LA. Occasionally, it may be possible to work at other locations within Hull and East Yorkshire.
- Reports to:** Each volunteer will be assigned a Support/Liaison Officer within the Credit Union
- Qualities:** Volunteers should be able to demonstrate some or all of the following attributes and skills. It is not a requirement of the role to possess all of these attributes.
- o Friendly and approachable manner
 - o Willingness and ability to learn new skills
 - o Administration/clerical skills
 - o Understanding of administrative systems
 - o Customer handling
 - o Good communication skills, written and verbal
 - o Support the goals and ethos of the credit union movement
 - o Experience in the use of computers, including Microsoft Office software
 - o Well organised
 - o Understanding of the financial services sector
 - o Ability to work under own initiative
 - o Ability to work flexibly and to attend occasional meetings outside office hours
 - o Ability to present a professional image of the credit union at all times