

- Title:** **Community Savings Point Worker**
- Purpose:** To provide services to members of Hull & East Yorkshire Credit Union at its Community Savings Points and to be the public face of the credit union.
- Activities:** (some or all of these activities may apply to this role)
- o Collect member savings and loan repayments
 - o Keep a record of collections made and provide receipts
 - o Provide member account balances using laptop computer
 - o Provide member loan illustrations using laptop computer
 - o Provide information and forms for existing members and potential new members
 - o Assist members who require help completing credit union forms
 - o Answer basic queries about the credit union and its products
 - 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:** Community Savings Points are open at regular hours each week, generally for two hours at a time. Actual requirements will depend upon the location.
- Location:** Various community locations around Hull and East Yorkshire. (Note: Volunteers never work alone at Community Savings Points).
- 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 Understanding of administrative systems
 - o Available during some normal working hours
 - o Support the goals and ethos of the credit union movement
 - o Experience in the use of computers
 - o Well organised
 - o Cash handling experience
 - o Understanding of the financial services sector
 - o Good communication skills
 - 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