

- Title:** **Workplace or Community Representative (HEY Leader)**
- Purpose:** To promote and provide information about Hull & East Yorkshire Credit Union and its services to individuals and groups.
- Activities:** (some or all of these activities may apply to this role)
- o Act as point of contact for enquiries about the Credit Union in the workplace, group, club, society, church or other community organisation.
 - o Provide information about the services provided by the credit union.
 - o Answer enquiries about the Credit Union and its products.
 - o Distribute posters, leaflets, newsletters and other written materials.
 - o Assist in the recruitment of new members.
 - o Help to promote the Credit Union by running stalls etc. at community events.
 - o Represent the Credit Union at meetings and give talks and presentations.
- Times:** Times will depend on the location and nature of activities. Opportunities exist for activities to take place during and outside normal office hours.
- Location:** To be agreed with the volunteer.
- 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 Ability to represent Hull & East Yorkshire Credit Union in a professional manner at all times.
 - o Support the values and ethos of the credit union movement.
 - o Friendly and approachable manner.
 - o Good communication skills.
 - o Excellent customer care.
 - o Wide network of contacts.
 - o Well organised.
 - o Understanding of the financial services industry and credit union difference.
 - o Reliable and trustworthy.
 - o Willingness and ability to learn new skills.
 - o Ability to assist flexibly, during and outside office hours.