

Role Profile Summary

We offer savings, loans and mortgages, but our offering is much wider and ranges from B2B employer partner programmes to our full-service mobile app. We aim to grow our business by delivering improvements to our members' financial wellbeing and believe that only the strongest product proposition and service delivery can achieve this ambition.

As we continue to transform our systems and processes to become a truly mobile first credit union, we want to place our members needs at the centre of our world by building a credit union service proposition that is best in class.

You will provide broad ranging support to our members across our full product and service lifecycle, enabling and encouraging self-service and supporting the wider business by completing front and back-office tasks as required.

The role will be permanent, full-time and office based at our Glasgow city site.

Role Specific Responsibilities

In this direct member facing role, you will be the voice of the credit union. The role will involve a broad range of tasks to deliver excellence for our members, ensuring all activities are operated appropriately within our policy framework. Your working day will require you to multi-task using our bespoke systems and processes to deliver a range of outcomes, including but not limited to:

- Providing support for and interacting with our members using a range of digital and traditional communication channels across our suite of products and services.
- Make judgement calls around customer need and business risk whilst providing an empathetic, knowledgeable, and professional service to our members.
- Delivering an excellent level of customer service to internal and external customers whilst ensuring a fair outcome for them.
- Supporting the business in meeting key performance indicators (service levels, quality standards, operational risk, etc.).
- Completing risk-based member transactions and decisions on company systems in efficient and secure manner.
- Dealing with all member activity promptly, in a customer focussed way and within company guidelines.
- Supporting the successful operation of the Credit Union by working flexibly and completing any other duties required.

Skills and Experience

To be successful in this role, you'll need to demonstrate:

- Previous experience of working in a customer facing role with strong administrative, communication and verbal reasoning skills together with a good standard of education in Maths and English.
- An ability to multi-task and work on a number of different tasks simultaneously.
- A passion for service and be excited to deliver mobile first solutions that drives new-business growth and retention through service excellence and member satisfaction.
- You can think logically and have an ability to explain complex situations in simple terms.
- You're resilient and able to be outwardly positive, motivated, energised and continue to inspire our members even when things don't go to plan.

Member Support Advisor



- You have the urge and resilience to challenge the status quo to make things better and are full of creative ideas on how to do things smarter.
- IT literacy with a strong ability to embrace system changes and know how to get the best from new technology.
- You're able to make good decisions in complex situations where there's often no "right answer".
- You're curious and a fast learner and enjoy sharing your knowledge and experience.