



## PERSON SPECIFICATION

### GENERAL MANAGER

#### JOB TITLE:

#### Qualifications:

- Degree level qualification or equivalent business experience.
- A relevant professional financial or managerial qualification.

#### Knowledge and understanding:

- Understanding and empathy towards the aims, principles and working ethos of credit unions and the desire to create a successful viable social business that serves the needs of the entire community.
- An understanding of the challenges and opportunities facing the credit union sector in the next few years.
- An understanding of credit union products, and the needs and attitudes of members and potential members from a range of socio-economic backgrounds.
- An understanding of the wider landscape of financial service provision and financial exclusion.
- An understanding of business management, including solvency and investments.

#### Experience:

##### Experience of customer-focused business management including:

- Developing quality service standards and monitoring service delivery against agreed targets.
- Managing effective back office systems and services with excellent ICT skills and understanding
- Introducing, monitoring and improving systems to manage financial and other risks.
- Project management including planning, organising, measuring and delivering goals and objectives.
- Developing and delivering a marketing and communications strategy.

##### Experience of staff management including:

## Person Specification

### GENERAL MANAGER SAVVEASY CREDIT UNION

- Management of a team of both paid and unpaid members, and line management of individuals.
- The ability to delegate, motivate, encourage and support staff.
- A proven ability to adapt to and manage change.

#### **Proven financial skills, including:**

- Experience of financial planning, forecasting, setting and managing budgets and maintaining solvency.
- Credit services provision specifically lending.
- Proven success in fundraising will be advantage.

#### **Experience of Board management including:**

- Reporting accurate key financial and performance information in a coherent and logical fashion.
- Governance and policy development.
- Prioritisation of competing time demands

#### **Skills and attributes:**

- A self-starter able to work on own initiative, identify objectives, handle pressure, judge when to consult and take decisions that may be of major significance.
- A resilient worker, able to prioritise competing demands and manage expectations.
- Good negotiation and communication skills, with ability to work authoritatively and respectfully with all levels in an organisation.
- Ability to market organisation effectively, boosting membership and seeking extension to service delivery in partnership with other organisations, local authorities and social housing providers.
- An understanding of equal opportunities policies and anti-discrimination policies, with experience of implementation of such policies in service delivery and in personnel procedures.

#### **Controlled functions:**

- Able to meet the Approved Person requirements for a Credit Union General Manager in respect of the Prudential Regulation Authority and Financial Conduct Authority.

#### **Other Requirements:**

- Physically able to undertake the work as set out in the Job Description
- Willing and able to work out of hours as required
- Ability to speak Welsh desirable but not essential
- A clean driving licence