

Volunteering Vacancies – Member Services Advisor

Eden & South Lakeland Credit Union is a financial co-operative, owned and run by its members. We provide access to loans at a fair rate of interest, as well as a secure, ethical and local place for people to save.

If you are looking for a great opportunity to contribute to your local area, perhaps you want to boost your CV, or you are looking to pick up new skills in a supportive environment then please get in touch.

We currently have vacancies for Member Services Advisors at our service points in Penrith, Kendal and Alston.

This structured volunteering role requires a commitment from you of 1 morning per week, but you will be trained and supported to make a real difference to your community and become part of our successful team.

We want to make sure that our members get great service from their local Credit Union ... this is where you come in!

What will you be doing?

- You will handle general member enquiries: providing the first point of contact for existing and potential new members, and being able to explain and discuss basic product details.
- You will help members understand how the Credit Union works, assist them with queries on loan applications, process deposits and withdrawals, and handle applications from new Credit Union members.
- You will receive loan applications, ensuring that they are complete, and ensuring that full supporting documents are provided, as well as administering loan repayments.
- Working with other team members, you will collect feedback to ensure that we continuously improve our service to members.

What do we need from you?

- Most of all we want you to bring your passion and enthusiasm for your local community, to make a real difference to members' lives.
- We need you to be able to commit a minimum of 1 morning per week.
- You will need to enjoy communicating with our members face-to-face and on the telephone.
- This can be a busy environment so you will need to enjoy working at a fast pace to help our members.

What will you get out of it?

- You could learn new skills and proficiencies on a number of our systems, and you will be trained to use our core banking software.
- You will be provided with full training to support you in this key customer service role.
- You will know that through your work you are helping local people take control of their money - making a real difference to our members' lives.

Further information can be obtained, or applications can be made, by contacting us on:

Phone: 01768 890 065

Email: recruitment@edensouthlakeland.com

In Person: at our Penrith, Alston or Kendal service points. Details are provided on our website.

Website: www.edensouthlakeland.com