



St. Canice's Credit Union is now inviting applications for the following position

Piltown Branch Supervisor

3 Day week

St. Canice's Kilkenny Credit Union Ltd, a large community credit union with assets in excess of €450 million, wishes to appoint a Supervisor for the Piltown Branch. St. Canice's Kilkenny Credit Union Ltd is delighted to offer this exciting role to an ambitious, driven team player, who will help drive the future the Pitlow Branch. If you are seeking your next challenge as a branch supervisor this is the role for you.

Principal responsibilities of the Role:

The Branch Supervisor will report to the Regional Branch Co-Ordinator (RBC) and will be responsible for providing an efficient and effective front line member services experience to members. In addition, the Branch Supervisor will also provide assistance in the overall Operations function under the guidance and direction of the RBC.

Responsibilities:

- Overseeing the delivery of an excellent member experience by providing an efficient front line service to members.
- Supervising the operational requirements of the counter process.
- Taking and processing loan application in accordance with policy and procedures.
- Responsible for the Business Development and lending book growth
- Development of a branch business development plan specifically targeting areas of growth within the locality.
- Working with Business development and data analytics to identify opportunities for growth.
- Prepare a business development plan in conjunction with RBC to target areas of growth and increase lending in the locality.
- Management and Development of staff by carrying out performance appraisal for all staff .
- Undertake administrative and operational instructions within the Operations function.
- In conjunction with the RBC ensure that all staff are continuously trained and developed in all areas in order to provide the highest levels of service to members
- Effectively resolving counter incidents and member complaints.
- Responsible for effectively managing the administration facilities, including building maintenance, Branch tidiness/cleaning and the procurement and control of stationery etc.
- Responsible for coin/ teller machines etc. in conjunction with accounts department
- Adhering to the Credit Union's End of Day Balancing system in accordance with procedures
- In conjunction with the Cash Branch order cash in line with agreed procedures
- Complying with the operational requirements of the credit assessment
- Completing weekly and monthly compliance checks.
- Preparing daily lodgments of cash, coin and cheques (which have been scanned) for the appropriate bank accounts

The successful candidate should have the following:

- Must have APA Lending qualification or equivalent qualification or is working towards completing.
- Excellent interpersonal, communication skills both verbal and written
- Knowledge of Scion operating system or equivalent desirable.
- Must have excellent multitasking skills with a personality that thrives in a vibrant, energetic work environment
- Previous supervisory experience is desirable
- Good knowledge of financial compliance regulations
- Good leadership skills and decision making.
- A customer centric focus ensuring that a first class service is delivered to members

This position will be advertised both internally and externally. Applications including CV by email only addressed to:

recruitment@stcanicescu.ie Closing Date for receipt of applications is **18th May 2022**

Short listing may apply and assessment will be done on the basis of the information provided in the application.

St. Canice's Kilkenny Credit Union Ltd is an Equal Opportunities Employer