



JOB DESCRIPTION

Role Name	Community Development Officer
Key Focus/ Role Purpose	<p>You will assist our Head of Community and Development to deliver a portfolio of projects, including frontline work within our communities.</p> <p>You will need to be:</p> <ul style="list-style-type: none">• Experienced in community engagement• Brilliant at communicating, facilitating meetings and training events• A great organiser and self-starter• A capable IT user
Reports To;	Community Development Manager
Salary Banding	£19,000 - £23,000
Person Profile	<p>You are a champion for the business and can establish and build great relationships with our stakeholders. You have the drive, energy, and determination to reach as many people as possible with Enterprise Credit Union's products and services.</p> <p>You are creative in your approach and demonstrate tenacity in connecting with the right people. You have great verbal and written communication skills along with a confident and engaging presentation style.</p>

Key Activities

1. To undertake any business development activities.
2. Represent the credit union at both community and business wide forums, undertake formal presentation or speaker opportunities as required. Ensuring the interests of the credit union are effectively represented and to keep aware of all relevant developments.
3. To support the delivery of 'Pop-Up' branches across the common bond area.
4. Distribution of marketing materials as required, using a variety of forums and channels such as social media, to support the business development objectives.
5. To take the lead on any local community initiatives to secure increased membership.
6. To engage with any potential Community Partners to ensure they are committed and buy into the service provided by Enterprise Credit Union.
7. To engage with the marketing and communication team in Enterprise Credit Union and ensure any relevant posts are actioned.
8. To provide excellent customer service and assist new and existing members with any assistance as required.
9. To undertake any other duties as may be required by the Head of Community and Business Development Manager.

Enterprise Credit Union expects all its employees to embrace the principle of living the values. This means that you are able to understand the purpose of the credit union, what it aims to achieve, and you ensure the behaviours you demonstrate reflect this culture

Key Knowledge, Skills, and Experience

- Strong communication skills
- Strong attention to detail
- Able to deliver to deadlines
- Experience of influencing, positive to change and new opportunities
- Knowledge of IT systems and how they operate within the credit union
- Highly developed planning and organisation skills
- Extensive knowledge of the credit union, its operations, goals, and developments
- Able to represent the credit union externally and act as a company ambassador

- Understands the credit union policies and standards

Desirable Attributes

- Understanding of the credit union development opportunities in the local area
- Understanding of relevant regulatory issues and constraints
- Excellent problem-solving skills
- Clean driving license
- A financial understanding of how a business operates

Key Behaviours

Communication - Good spoken communication means you speak confidently, and fluent, in a way which holds others' attention through the use of an appropriate pace and level of voice. If you have good written communication, you are fluent, clear, concise and can adapt the style of your written communication to suit the audience and the circumstances to which the communication is aimed.

Team Working - A good team player fits in with the team, developing effective supporting relationships with their fellow team members by showing them consideration and creating a sense of team spirit.

Community Spirited - Being community spirited is about being part of the community you work in and you recognise the importance of your local community, the value that the credit union can add and the importance of working with your colleagues in a manner that supports the community spirit.

Understanding Our Members - Understanding our members means that you have a thorough understanding of the needs of our members and you are able to use this knowledge to promote excellent customer service to maximise opportunities for the credit union. However, you achieve this by managing expectations and avoid over promising which can disappoint and impact on our service delivery and our reputation.

Initiative - Initiative means you are able to take advantage of opportunities, anticipate situations and problems, and find the right solution. It's about not waiting around to be told what to do but taking personal responsibility to respond to an opportunity or resolve an issue. It's about going the extra mile even if it is not technically part of your job in order to deliver good customer outcomes for our members and being resourceful in identifying relevant information from a variety of sources to get to the heart of an issue. You have the ability to investigate issues and delve into a situation in order to deliver the right solution.

Passion to Perform - Having a passion to perform demonstrates a desire to achieve and be successful, It's not about helping to create a 'yes' culture but is about understanding and recognising the importance of why the credit union creates policies, procedures and goals, following them, and if you feel something is wrong having the confidence to speak up. Challenging the way we work and suggesting alternatives is an important part of our process for checking what we do and leads to good customer outcomes. Having the confidence to speak out, challenge and suggest alternatives without waiting for someone else to do it for you. It's about having a belief in yourself and a desire to fight for what is right and prepared to take a chance to improve not just your performance but the overall success of the credit union.

Flexibility - Having flexibility means you are willing to adapt your thinking and behaviour to suit different situations. You recognise the value of alternative views to

issues and are enthusiastic and supportive of change which will benefit our members, colleagues, and the credit union. You are prepared to listen to other people's views and take on board their comments even if sometimes it means changing your current plans or way of working.

Delivery Focused - Setting yourself high standards of work and striving to exceed your performance objectives in order to achieve quality, efficiency, accuracy and excellence in all aspects of your work. You take personal responsibility for your own time management and your focus is on getting work right first time and on time, continually checking for accuracy. You demonstrate a willingness to finalise loose ends, ordering activities that need to be undertaken to ensure a task is fully completed on time.