

Reg. No 484C

21 Commercial Street, Pontypool, Torfaen. NP4 6JQ

**Job Title: General Manager**

**Reports to:** Managing Director

**Based at**: The offices of Gateway Credit Union in Pontypool.

**Primary Purpose:** To promote, further develop and manage the credit union in accordance with its Business Plan and ethos.

**Principal Duties and Responsibilities:**

1. To manage the day-to-day operations of the credit union in accordance with the requirements of the Board with due regard given to regulatory requirements including relevant conduct standards.
2. To work collaboratively with the Board in reviewing, and further improving, operational and financial performance.
3. To lead, motivate, manage and support the professional development of the credit union’s paid staff and volunteers.
4. In conjunction with the Board develop, communicate, implement and monitor compliance with an appropriate suite of policies and procedures commensurate with the credit union’s business, size and complexity.
5. Design, implement and operate an appropriate system of internal control aligned to the prudent management of its business.
6. To ensure that members are provided with a valued, accessible and reliable standard of service and suite of products commensurate with their needs.
7. To promote the work of the credit union to external stakeholders such as representatives of local and Welsh Government.
8. To liaise with other credit unions, partners, funders and other agencies for mutual benefit.
9. To manage the selection and performance of the credit union’s business partners and suppliers so as to ensure quality of service provision.
10. To keep abreast with current credit union thinking and practices and contribute to the development of national Credit Union strategy and policy.
11. To keep abreast of current regulations, ensure compliance and ensure that all reports are timely and accurate.
12. Any other reasonable instructions of the Board.

**Person Specification for General Manager**

Experience and Skills

Essential

* Basic knowledge of and empathy with the credit union movement.
* A sound understanding of consumer finance and personal lending
* Proven experience in a managerial position, preferably in the financial sector.
* The role is subject to the requirements of the Senior Managers Regime and the postholder must meet the requirements for approval and thereafter continue to comply with the conduct standards.
* Strong inter-personal skills and written and verbal communication.
* Confident user of IT and able to manage and develop the credit union’s IT systems and contracts.
* Knowledge of financial management, procedures and reporting.
* Full driving licence and use of a car for work.

Desirable

* Experience within a development/innovation role would be an advantage.
* Experience of marketing and managing publicity campaigns.
* Knowledge of HR law and practice
* Excellent presentation skills.

**Personal qualities**

* To be committed to the principles of the Credit Union Movement.
* To possess integrity and the ability to maintain total confidentiality.
* Ability to work without supervision and to lead a team.
* Innovative and able to devise solutions to challenges.
* Task oriented and able to work to tight deadlines.
* Self-starter, motivated and enthusiastic.
* People orientated.
* Commitment to equal opportunities.
* Commitment to achieving and maintaining high standards.