

JOB DESCRIPTION

1. IDENTIFICATION OF JOB

JOB TITLE	Loans Officer
WORKING BASE	Nottingham City/Mansfield
TEAM	Operations
RESPONSIBLE TO	Operations Manager
SALARY	£18,000 pro rata
HOURS	18 over Tuesday, Wednesday & Thursday

2. OVERALL PURPOSE OF JOB

You will be responsible for the prudent and responsible consideration of loan applications using a variety of tools and techniques, such as affordability assessments, scoring, credit-checking and other underwriting activities.

3. MAIN RESPONSIBILITIES

LOAN APPLICATION RESPONSIBILITIES AND TASKS

To have responsibility for the decision making of loans, up to the value set by your limits of authority, under the supervision of the Operations Manager. Tasks include, but are not limited to:

- Assessing the risk of each application and making decision based on the Nottingham CU Loan Policy and ethical and responsible lending practices expected of a Credit Union
- To maintain targets set, including competencies relating to timescales with precision
- Ensuring the team carries out credit checks accurately and on time
- Processing on-line loan applications and updating direct credits
- Communicating decisions to members and preparing the loan paperwork
- Following up deferred decisions directly with the member where possible

You will be the main point of reference for members' enquiries over their loan applications and decision and as such you will work closely with the member services team. Tasks include, but are not limited to:

- Responding to info@ emails querying loan and following through to satisfactory conclusion
- Point of contact for staff needing clarification on loan decisions

DEVELOPMENT AND TRAINING

You will also work with the operations team where needed to ensure that loan book growth targets are met. This will include tasks such as:

- Contributing to loan policy and procedure development
- Assistance in training of staff on taking quality loan applications and refreshers
- Collaborating with other staff work such as arrears

JOB SPECIFICATION

1. Management and supervision

This role requires minimal supervision of volunteers and the general management of the Mansfield Branch premises. There may be cash handling including balancing the tills and safe although it is our intention to only carry minimal cash on the premises. This role requires co-operation in assisting and training colleagues and volunteers with advice and information on loan processing and decision making

2. Accountability and Resources

There are individual and shared responsibility and accountability for significant resources such as loan decision making where quality decision making is essential. The limit of your individual authority is set by your limits of authority, which may increase over time. The post-holder is required to ensure these resources are used wisely and effectively. The role has some shared accountability with senior colleagues for higher end loans.

3. Job Impact

The efficient and accurate processing and decision making of loan applications is very important - lack of adequate control could result in financial loss, the loss of member confidence and on our reputation externally. This role requires the post holder to work closely with the member service team to ensure standards of service are set and maintained

4. Independence and Judgement

This role requires independent decision making on a daily and individual basis within specific guidelines of the Loans Policy. Any borderline decisions are referred to the Operations Manager for advice.

5. Creativity and Innovation

The role is largely made up of routine tasks and does not require daily creative thinking, although it is expected that the role will identify areas of improvement and development of the Loan Policy and application processes.

6. People and Contacts

The role requires regular important contact with members involving sensitive information where tact and discretion may be required. The subject may be routine in nature, but may require interviewing in person or other means to determine their suitability for a loan of the amount they require.

7. Working conditions

This job is offered as a part- time role. It will be initially based in Nottingham during induction and training period of up to 3 months but it's permanent base will be Mansfield.

Normal full time hours for this post are 9:00 to 5:00 with an hour for lunch (unpaid). During quieter times a half hour lunch break and earlier departure or later start may be permitted at the discretion of the Operations manager

Will occasionally be required to work evenings or weekends for training and other purposes

In order for the organisation to work effectively you may be required to assist with other areas of work and, therefore, you should be prepared to undertake other duties appropriate to the post, as delegated by your line manager.

PERSON SPECIFICATION

JOB TITLE	Loans Officer
FUNCTION	Financial Services

This section details the experience, skills, knowledge and personal qualities required for the post.

Area A EXPERIENCE

- Experience of making loan decisions on a daily basis advantageous through a variety of means including credit scoring, credit history, affordability analysis
- Significant experience of administering or delivering a customer centred product or service
- Experience of working to tight deadlines within a daily routine
- Some experience of training staff and keeping colleagues updated on any change to policy or procedure
- Experience of banking or financial services would be advantageous

Area B KNOWLEDGE

- Understanding of what makes a quality loan decision
- Knowledge of credit unions and their role in delivering financial services
- Understanding of the importance of financial procedures, documentation and administration

Area C SKILLS

- Use a range of IT tools effectively, including: financial and administrative software, word processing, spreadsheets, databases and communications
- Self-motivation, with the ability to work effectively on your own and in a team
- Skilled communicator with an ability to relate to all people from all backgrounds
- Collate, summarise, interpret and present financial information verbally and in writing
- Organise and prioritise workloads and keep to deadlines
- Work co-operatively as part of a team

Area D PERSONAL QUALITIES

- Ability to work under own initiative
- Ability to work regularly in a methodical and routine manner with excellent attention to detail
- Ability to work effectively under pressure and remain focussed at all times
- Ability to take ownership and pride in their areas of responsibility and keep high standards
- Ability to maintain self-motivation and work well on their own initiative and as part of a team

June 2015

Please sign and date this document to confirm its accuracy at the present time.

Job Holder: Date:

Line Manager: Date:

General Manager: