

Job Description: Member Services Officer

Location: Paisley Office (with occasional support to Greenock or Port Glasgow branches)

Hours: Full-time, 35 hours per week

Salary: £23,842PA

Reports to: Management Team

About Right Way Credit Union (RWCU)

Vision:

To be a financially sustainable and successful brand, recognised and cherished by our members. A community wealth-building organisation where inclusivity and innovation are the key drivers.

Mission:

To help the communities of West Scotland by providing affordable and fair savings and loan options. To support our members' financial health and foster a valued community through trust and excellent service.

Strapline:

Save, Borrow and Plan for Tomorrow.

Purpose of the Role

The Member Services Officer is a frontline ambassador for RWCU, responsible for welcoming and supporting new and existing members throughout their journey. You will help members understand and make the most of their credit union membership, promote active participation, and encourage financial well-being.

You will also work with dormant accounts, re-engaging members with their benefits, supporting account reactivation, and encouraging full utilisation of RWCU's ethical financial services.

Key Responsibilities

Member Onboarding & Engagement:

- Guide and support new members through the registration and welcome process
- Clearly explain the benefits, responsibilities, and services available through RWCU
- Follow up with new members to ensure they feel confident and supported
- Deliver a welcoming and inclusive experience in line with RWCU values

Ongoing Member Support:

- Maintain strong member relationships through high-quality customer service
- Proactively engage with dormant or low-usage accounts to promote active participation
- Assist members with queries related to savings, loans, and digital tools

Administration & Compliance:

- Maintain accurate member records in line with GDPR and internal policies
- Ensure all interactions adhere to RWCU policies, FCA guidelines, and SM&CR principles
- Report any concerns or unusual activity to the Compliance Lead

Branch Operations Support:

- Provide assistance across branches as required (Greenock and Port Glasgow)
- Handle cash and digital transactions responsibly and securely
- Support marketing and awareness events when needed

Desirable Skills & Qualities

- Strong communication and interpersonal skills
- Ability to work independently within established policies and frameworks
- A sense of ethics, integrity, and responsibility
- Good problem-solving ability and attention to detail
- Willingness to grow and develop through training and feedback

Key Attributes

- **Resilient:** Able to manage multiple tasks and member interactions with professionalism
- **Empathetic:** Understand and relate to the varied financial needs of our members
- **Motivated:** Committed to personal development and continuous improvement
- **Team-oriented:** Able to work well with colleagues across branches

RWCU Code of Conduct

All RWCU staff are expected to:

- Always act honestly and with integrity
- Treat all members fairly, respectfully, and without discrimination
- Maintain confidentiality of member information
- Comply with all internal policies, procedures, and regulatory obligations
- Report concerns and promotes a culture of transparency and accountability

What We Offer

- We are a proud Living Wage employer.
- We offer a competitive annual leave entitlement of 25 days per year, plus 11 statutory holidays.
- Our benefits package includes a Salary Sacrifice schemes for pension and EV and more to come.
- Employee Assistance Program,
- Formal accredited training, ranging from SVQs to bachelor's degrees with UWS
- Full training and induction tailored to the credit union sector
- Opportunities for ongoing professional development
- The chance to make a meaningful impact in your local community

How to Apply

Please send the following to karen@rwcw.co.uk by **5pm Friday 29th August 2025**

1. Your CV
2. A cover letter explaining why you're interested
3. Links to your LinkedIn (if you have one)
4. A few lines about why you would be good in this role.

Shortlisted applicants will be invited for an interview the week beginning 15th September 2025.