



Reg. No 484C  
21 Commercial Street, Pontypool, Torfaen. NP4 6JQ

### **Job Description**

**Job Title:** Payroll Development Officer

**Based In:** Offices of Gateway Credit Union in Pontypool and Newport Credit Union travel to other locations as required.

**Primary Function:** To establish and maintain relationships with partner employers and to recruit new payroll members, representing both Gateway Credit Union and Newport Credit Union.

### **Principal Duties and Responsibilities:**

1. To engage with new and existing payroll partner employers via phone, email, social media, by post and in person to establish and develop their relationship with the Credit Union.
2. To organise and attend promotional sessions in local workplaces.
3. To identify potential payroll partner employers and secure an initial meeting.
4. To make presentations promoting membership to staff.
5. To ensure that payroll members experience smooth, friendly and effective service, and to suggest service improvements.
6. To undertake the functions of other Customer Service Officers when required.
7. To ensure that all work undertaken is compliant and in line with the policies of both credit unions and that records are kept securely and entered onto the Curtains database.

## **Person Specification for Payroll Development Officer**

### Experience and skills

1. Strong communication skills and ability to promote the Credit Unions.
2. Able to build good relationships at all levels.
3. Experience of sales or promotional work.
4. Good literacy skills and written communication.
5. Capable of developing accurate financial skills
6. Good computer skills
7. Appreciation of and commitment to the overall aims and purposes of the Credit Union movement
8. Able to learn and communicate the products and policies of both credit unions.
9. Full driving licence and use of a vehicle

### Personal Qualities

1. To be committed to the values of the Credit Union, and able to communicate the benefits of membership.
2. To be able to work under pressure and with limited supervision
3. To work independently and organise own workload and time.
4. To be flexible, focused and resilient.
5. To be totally confidential
6. To be committed to working in a team of paid and volunteer staff
7. To participate in training
8. To be methodical and accurate