

HSSCU-Team Coordinator, High St Branch

Position:	Team Coordinator, Inputting Team
Contract:	Permanent Full Time (35 hours -9am to 5pm))
Reporting To:	Inputting Manager
Location:	High St Inputting Department
Starting Salary:	€43,389 -€49,476 (or relevant point on scale depending on experience & qualifications)
A/L:	26 days
Pension:	Defined Contribution Occupational Pension

The Health Services Staff's Credit Union is growing from strength to strength and has over 70,000 members, offering a wide range of financial products and services to our members at competitive rates and attractive terms. We endeavour to be the most reliable, respected, and preferred financial institution for our members, providing good value, modern, accessible and tailored services and support on a nationwide basis. The Inputting department looks after the processing of member data, processing payments received from employer deductions, direct debits, current account etc.

The contract hours for this post will be:

Monday - Friday: 9am to 5pm

Role Description:

This position will have a variety of duties including;

- Provide the members of the Credit Union with a courteous, pleasant and professional service. This can be via the phone, face to face interaction, through our website / email or by providing back-office support.
- To assist the Department Manager
- Supervise the workflow within the team and oversee the processing and management of members data, transactions and file are completed promptly and efficiently.
- Supervise that all members are dealt with promptly, efficiently and in a friendly manner by member services staff.
- You will also be required to provide supervision, direction and motivation to staff who work in the team.
- Act as a point of escalation whereby staff require assistance with any of the following: processing payrolls, managing internal transactions, direct debits, external payments from accounts, assisting members with their account management.
- External engagement with payroll departments, to include management of the payroll log, ensure payrolls are received from payroll departments, process in a timely manner as per procedure, monitor and manage payments of processed payrolls as per procedure, send statements to payroll departments monthly
- Set up and monitor current accounts and budget accounts, process payments and engage with members to manage same
- Manage the applications, card ordering and file processing for PAYAC current accounts. Engage with PAYAC in relation to fraud/member issues.
- Engage with external parties such as, CUSOP, Well-IT, Wizuda

- Ensure the teams equipment and software are up to date
- To prioritise all tasks required to be completed according to their urgency.
- Complete dept tasks within the prescribed policies and procedures
- Provide support to the Branch Manager if required during busy periods. Including processing of loan applications, assisting members with their account management, acting as teller, assisting members with Credit Control queries, and assisting members with any of the range of services offered by HSSCU
- Providing leadership, supervision, direction and motivation to the Inputting team
- Fostering an effective, productive team, through ongoing, regular and open two-way communication with team members
- Managing the ongoing performance management cycle for all staff on the team or under your supervision including:
 - Translating functional objectives into performance criteria for individual members of the staff
 - Assessing members of staff against agreed performance objectives on a regular basis,
 - Providing timely and constructive feedback to staff members on their performance on an ongoing basis.
 - Assisting in the creation of development plans for staff in the team.
 - Reporting regularly to the Inputting Manager on team performance and operational activities, including recommendations or requests for change/assistance.
- Ensure all staff under your supervision are adequately trained to carry out their duties effectively and that they adhere to HSSCU policies and procedures.
- Communicate and address any concerns in relation to staff to the line manager and/or HR Manager.
- To manage the annual leave and any other leaves of the team to ensure that the team is sufficiently staffed and to highlight in a timely manner any expected staffing level deficiency identified.
- Provide mentoring & coaching to peers, line reports and new staff
- Back office administrative / operational duties as the needs of the office dictate.
- Any other duties that may be required

Persons Specification

- The successful candidate will have:
- Minimum Competency Qualification in line with the Central Bank of Ireland's Minimum Competency Code suitable for lending and sale of Payment Protection Insurance
- Excellent interpersonal & communications skills – both written and verbal
- Excellent organisational skills
- Excellent analytical & decision-making skills
- Excellent administration skills and attention to detail
- Ability to work on own initiative

- Strong leadership skills
- Strong coaching & mentoring skills
- Good information technology skills
- Willingness to be flexible and partake in ongoing training

Competency Guide	Level
Member Relationship Management	Strong to Expert
Communication and influencing	Very Strong
Strategic thinking and commercial acumen	Good to very good
Teamwork and collaboration	Strong to Expert
People management and leadership	Strong
Planning and priority setting	Strong to Expert
Problem solving and decision making	Very Strong
Results focus	Strong
IT, digital and social media	Good

Requirements

1. Must hold at a minimum of a APA in Loans or equivalent that also satisfies the Minimum Competency Qualification in line with the requirements of the Central Bank of Irelands Minimum Competency Code
2. They will also require to achieve APA in Saving & Investments if they do not currently hold this. The HSSCU will provide financial support to achieve this
3. Meet & Satisfy Fitness & Probity requirements
4. 2-3 years' experience working in a similar role is desirable
5. Current Account & Fraud experience is an advantage
6. Previous experience in a supervisor & people management role an advantage.
7. Strong IT skills required

(A full Job Description is available on request)

Please apply with an up to date CV by emailing same to recruit@hsscu.ie for the attention of the HRD Manager by **Friday 14th June by 1pm**. Please put Team Coordinator Inputting in the subject line of the e-mail.

Expected Shortlisting/ Interviews : 17th June 2024

We encourage applications from candidates with different backgrounds, experiences, and perspectives as it strengthens us, as individuals and as an organisation. We are committed to positively supporting candidates with disabilities. If we can make any reasonable accommodations for you in the recruitment process to give you the opportunity to perform to your best, please email recruit@hsscu.ie or 01 6456925. Any information that you provide will be used only for the purposes of providing relevant support and will have no bearing on how your application will be viewed.

Health Services Staffs Credit Union is an equal opportunities employer, canvassing will disqualify If you would like a copy of our Recruitment Privacy Statement please request same by e-mailing recruit@hsscu.ie