

Member Services Officer--- Lending Team - Health Services Staffs Credit Union 1st September 2025

Position:	Member Services Officer-Lending Team
Contract:	Permanent Full Time - 35 hours per week
Reporting To:	Assistant Lending Manager- Operations
Location:	High Street Dublin 8
Remuneration:	€30,824- €35,457, depending on relevant working experience & qualifications* Annual Leave 24 days Occupational Pension Scheme

The Health Services Staffs Credit Union is once again hiring as we continue to be a front leader in the Credit Union sector. Health Service Staffs Credit Union (HSSCU) is one of the largest credit unions, currently with the largest loan book in the country. If you would like to join an organisation that is dedicated to delivering the best possible service to over 70,000 members, offering a wide range of financial products and services to at competitive rates and attractive terms.

We now have an exciting opportunity in our Lending team for a candidate who is looking to start a career in the credit union/financial sector and have opportunities to enhance career progression.

The primary role of the team is to deal with the underwriting, processing and approval / referral of loan applications received from members. The team also deals with overdraft applications, reschedule applications and mortgage applications (when available). Staff from the team constitute the Combined Authority and decide on applications as required by policy. The Team also provides support to the Credit Committee and Board of Directors in relation to loan applications and lending related issues .

The main function of the Member Services Officer – Lending Team is to provide support to members of the Team, both administrative and technical

The contracted hours for this post are 35 per week: Monday to Friday 9am to 5pm

Role Description:

- Promptly dealing with and responding to queries received from members with a courteous, pleasant and professional service via post/phone/email/electronic system.
- Mail box administration, loan paperwork matching and recording, call backs to members, when required.
- Amendments to loan applications to reflect Loans Officers / Committees' decisions. Call backs on these decisions.
- When required, preparing loan applications for assessment by other Senior Loans Officer/ Loans Officers in Lending Team.
- Administration of Combined Authority and Credit Committee loan applications and minutes – maintaining records of same.
- Administrative support in areas of rescheduling, overdraft and mortgage application assessments.
- Assisting / supporting Loans Officers in Lending Team.
- Approval of loan applications, subject to policy, and as deemed appropriate by Lending Team Management
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient Credit Union.
- Any other duties that may be required

Persons Specification

The successful candidate will have

- Excellent communication and interpersonal skills.
- Ability and confidence to communicate effectively, both orally and in writing.
- Ability to deal with challenging calls from, and to members, with confidence, politeness and clarity.
- Ability to work under own initiative with minimal direction.
- Ability to work to deadlines and targets, can prioritise tasks under pressure.
- Willingness to take on new tasks and projects.

(A full job description is available on request – email recruit@hsscu.ie)

Competency	Level
Member Relationship Management	Very Strong
Communication and influencing	Strong
Teamwork and collaboration	Strong
Problem solving and decision making	Good
Results focus	Strong
Planning and priority setting	Good
IT knowledge	Good
Technical: Job knowledge and training	Strong

Qualifications & Experience

- The successful candidate will be required to satisfy the minimum competency requirements as set out in the Central Bank Guidelines for the sale of insurance products. (QFA/CUA incl Loans or APA in Loans & Savings & Investments /Pathways CU Diploma/ACCUP).
- The Credit Union will provide financial support for the successful candidate to obtain this qualification, if they do not have it currently.
- Good IT Skills
- Excellent Member/Customer Service Skills
- Excellent administration skills and attention to detail.
- 1 to 2 years' experience in a similar role would be an advantage.

Please apply with a cover letter and or /letter of application and full CV to the HRD Manager, by emailing recruit@hsscu.ie by Thursday 11th September 3pm, with the reference in the subject line of MSO Lending.

Please note interviews are expected to be held week beginning 15th September 2025.

We encourage applications from candidates with different backgrounds, experiences, and perspectives as it strengthens us, as individuals and as an organization. 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 6456908. 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.