

**Member Services Officer (MSO) or Member Services Executive (MSE)--- Lending Team
Health Services Staffs Credit Union Limited – 7th September 2026**

Position: *Member Services Officer(MSO) or Member Services Executive (MSE) - Lending Team.*

Contract: *Permanent Full Time - 35 hours per week.*

Reporting To: *Assistant Lending Manager- Operations.*

Location: *5 High Street, Christchurch, Dublin 8.*

Remuneration MSO: *€31,748 to €36,520 based on relevant previous working experience & qualifications*
Annual Leave 24 days
Occupational Pension Scheme*

Remuneration MSE: *€38, 259 to €49,146 based on relevant previous Financial Sector working experience & MCC qualifications*
Annual Leave 24 days
Occupational Pension Scheme*

The Health Services Staffs Credit Union members are now regarded as one of the biggest Credit Unions in the country, with the largest Loan book. With just over 73,000 members, we offer 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.

We now have a great opportunity in our Lending team for a candidate who is looking to start a career in the credit union/financial sector or enhance their career progression in the field of Lending. We are looking for a ***Member Services Officer (MSO) or Member Services Executive (MSE)*** depending on experience and qualifications to join our Lending team.

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 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 Guide	Level (MSO)	Level (MSE)
Member Relationship Management	Very Strong	Very Strong
Communication and influencing	Strong	Strong
Teamwork and collaboration	Strong	Strong
Problem Solving and decision making	Good	Strong
Results focus	Strong	Strong
Planning and priority setting	Good	Good
IT Knowledge	Good	Good
Technical: Job Knowledge and training	Strong	Strong

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

Requirements for applicants at MSO level:

- 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.

Requirements at MSE Level:

- The successful candidate will be required to have previously satisfied the minimum competency requirements as set out in the Central Bank Guidelines for sales and related

activities (i.e. QFA or CUA or APA in Loans & Savings and Investment or Pathways CU Diploma/ACCUP).

- Ability to mentor peers who are working towards their MCC qualifications
- A minimum of 2 years' working experience in a Financial Institution is required
- 1- 2 years' working experience in a similar role would be an advantage.
- Knowledge of SCION an advantage.
- Excellent IT Skills.
- Excellent administration skills and attention to detail.

*Please apply with a cover letter and or /letter of application and full CV to the HRD Manager, by emailing recruit@hsscu.ie by **18th September 2026 1pm** with the reference in the subject line **of MSO/MSE Lending.***

Please note interviews expected to commence W/C 21st September 2026

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 phone 01 6456908. Any information that you provide will be used only for the purpose 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.