**London Capital Credit Union**

**CEO Recruitment Pack**

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| **JOB TITLE**  | Chief Executive Officer |
| **CONTRACT** | Permanent  |
| **RESPONSIBLE TO**  | The Board of Directors |
| **REPORTS TO**  | Chair |
| **DIRECT REPORTS**  | 4 |
| **SALARY RANGE**  | £72,000 - £85,0000 TBC + 6% matched pension contribution |
| **HOLIDAYS** | 25 days per year (pro rata) plus Bank Holidays, rising by one day for each full year of service to a maximum of 30 days |
| **LOCATION** | Archway, London |

**Overview**

We are a member owned Financial Services provider. Our current CEO has reached retirement so we are looking for an experienced **Chief Executive Officer** to lead our Credit Union**.** The person appointed will be responsible fordeveloping and implementing a strategy which meets our aims, serves our nearly 20,000 members and helps us to maintain our track record of growth.

**Background**

London Capital Credit Union exists to provide financial services to our members including savings and loan products which serve their needs and support them in managing their money wisely. We are based in Archway in TFL Zone 2, and operate predominantly across North London and the City of London.

The Credit Union can trace its roots back to 1962 when it started to provide low-cost loans and secure savings accounts. It is a cooperative created by members of the community to provide financial services in an ethical and community focused manner.

Our primary objective is to encourage people to save, but we also provide low-cost loans when people need to borrow. We are now one of the largest and fastest growing community credit unions in the UK. We have grown from some 400 hundred members and £0.5million in assets in 2006 to nearly 20,000 members with a balance sheet of £24 million at the end of our last financial year. Last year our loan book increased by 17%. We aim to continue our track record of growth while maintaining a sustainable, professional and ethical business which provides service excellence.

**Responsibilities of the CEO**

**Strategic Activity**

Lead our organisation overseeing the development and implementation of strategy to drive business growth and service excellence.

Work closely with the board in shaping the long-term strategic vision for the credit union.

Work with the board to develop our product offering to meet the needs of our members and our business and social objectives.

Work with the board to develop policies that support the achievement of strategic and operational goals and promote good governance.

Provide accurate and timely information to the board including maintaining and updating the Business Plan

With the board identify and establishing future sources of project funding for the continued growth and development of the credit unions social and commercial objectives.

**Leadership & Management**

Create a positive and pleasant working atmosphere for staff and volunteers promoting their commitment to delivering the credit union objectives and supporting their development.

Build an effective management team to maintain effective operations and service excellence.

Oversee the management of staff and volunteers, including the development and implementation of the organisation’s HR Policies and Procedures.

**Operational Leadership**

Have operational oversight ensuring day to day excellence in service delivery combined with efficient processes and operational resilience in the face of potential disruptions.

Achieve the results set out in the agreed budget and Business Plan.

Ensure that the credit union remains financially sustainable.

Expand the business of the credit union through the effective delivery of existing services and the implementation of new services and procedures.

Maintain clear updated operating procedures and controls that are fit-for-purpose, well documented and adhered to by staff and volunteers.

Ensure that the IT and digital capability of the organisation is used and developed within budget to maintain operational efficiency and security and enhance members access to technological advances where appropriate

Be responsible for regulatory compliance and risk management including meeting the requirements of our regulators and ensuring data security and fraud prevention.

Ensure effective loan decision making, credit control and management of the loan book.

Ensure the effective management of the finances of the organisation and appropriate financial controls.

Ascertain the demands of members and ensuring the resources of the credit union are adequate and sufficient to meet those demands.

Support the supervisory committee in its internal audit work

**Public Relations and Marketing**

Develop and deliver, in partnership with the Board, a marketing strategy to promote the credit union and meet its operational targets.

Promote activities of the Credit Union through developing and maintaining effective relationships with relevant individuals and organisations, social media and media coverage

**External Engagement**

Engage with our stakeholders as the external face of the credit union promoting the organisation’s mission, and ensuring we remain a trusted and valued financial provider.

Develop key organisational relationships locally and more widely to enhance the service
offering and develop further growth opportunities.

Maintain good working relationships with our regulators and be their main point of contact.

Any other duties that may from time to time arise in line with the purpose of the post and the aims of the credit union.

**Person Specification**
**Essential**

1. Ability to think and operate strategically.
2. Operational management capability and experience including managing and developing functions, individuals and teams.
3. Experience of managing a retail loans portfolio including effective credit control
4. Experience of managing customer facing services.
5. A proactive approach to problem solving and process improvement.
6. A friendly and empathetic manner, able develop positive relationships and motivate individuals from diverse backgrounds.
7. Good understanding and appreciation of marketing and publicity, including the variety of channels available.
8. Ability to communicate effectively both verbally and in writing, with all members, stakeholders, staff, and volunteers.
9. Excellent numeracy and experience of developing business plans and managing budgets
10. Knowledge of the Financial Services Industry and the role of its regulators
11. Able to meet the Approved Person requirements for a Credit Union Chief Executive in respect of Prudential Regulation Authority and Financial Conduct Authority.

**Desirable**

1. An understanding of the issues faced by those who are financially excluded.
2. Knowledge of credit unions and commitment to cooperative working.
3. Familiarity with the principles of employment law.
4. Relevant professional financial or managerial qualification.
5. Practical experience of partnership working and stakeholder involvement.
6. Experience of working at a senior level in the financial services industry.
7. Experience of developing and implementing policies and procedures.
8. Previous engagement with a credit union as an employee or volunteer