



# Hastings & Rother Credit Union Ltd

**Role Description:** Office Volunteer/Information Point Volunteer

**Managed by:** Senior Manager

## **Purpose:**

You will work with the HRCU team to ensure the smooth running of the credit union for its members. As a small organisation we rely on volunteers to help keep our membership fees down and deliver an excellent service to our members. As we seek to expand our work and enable more residents in our area to join us volunteers provide a vital role in the running of the Credit Union.

## **Main Activities:**

Some or all of the following:

- Perform general administrative duties, including word-processing of documents and electronic information
- Set up new membership and maintain membership records
- Reconciling bank entries to accounts
- Running information points around the HRCU area

## **You will need:**

- Knowledge of administrative procedures and systems, such as filing, record keeping and databases
- Good computer skills, including Word and Excel
- Good literacy and communication skills
- To maintain confidentiality of information acquired about members and the organisations we work for
- To understand the purpose of Credit Unions and their ethos including supporting members who need extra support to manage their account
- To be available at least two hours a week

## **Training:**

Training will be provided to help you familiarise yourself with our work in the office and at information points.