

New Job Opportunity: Member Services Officer at Waterside Credit Union Ltd

Waterside Credit Union – Serving Over 10,900 Local Members

Do you have experience working with customers and handling cash? Looking for a stable, rewarding role with a community-focused employer?

Waterside Credit Union is seeking an additional **Member Services Officer** to join our busy member services team.

This is an excellent opportunity for someone with customer service or cashier experience who enjoys working with people and contributing to a friendly team environment.

What We Offer

- **Permanent, full-time office-based role – 35** hours per week
- **Salary: £24,000 per year**
- **Hours:** Tuesday – Friday (9am–5:15pm) and Saturday (9am–2:45pm)
- A supportive workplace where your skills are valued
- Opportunities to learn more about credit union services and potentially grow your career

What You'll Do

- Welcome and support members at our service counter
- Handle day-to-day transactions including lodgements and withdrawals
- Maintain accurate cash records and balances
- Assist with membership applications and account updates
- Support loan processing and general office administration
- Contribute to smooth back-office operations and compliance requirements

What We're Looking For

Essential

- 5 GCSEs at Grade C or above (including Maths and English)

- At least **1 year of customer service experience** (e.g. retail, cashier, hospitality, financial services)
- Confidence in handling money and working accurately with figures
- A professional, kind, friendly manner and strong communication skills
- Must have the right to work in Northern Ireland.

Desirable

- Experience working in a financial services or cash-handling role within the last five years
 - Relevant training or qualifications in business, finance, or customer service
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Skills That Will Help You Succeed

- Great people skills – you enjoy meeting and helping customers
 - Strong attention to detail and accuracy
 - Reliable and able to work both independently and as part of a team
 - A positive attitude and commitment to excellent service
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How to Apply

To request an application form, please email **recruitment@wcu.uk.com**.

Completed applications should be returned to the Manager either:

- By hand: 55–57 Spencer Road, BT47 6AA, or
- By email: **recruitment@wcu.uk.com**

Closing date: Friday 26th September 2025 @ 5pm.

The role does not meet the sponsorship criteria set out by the Home Office and therefore all applicants must have the right to work in Northern Ireland.

Waterside Credit Union Ltd is a Living Wage accredited and equal opportunities employer.



Waterside Credit Union Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.