

Exciting Opportunity: Member Services Officer at Waterside Credit Union

Are you ready to join a thriving financial institution and make a real impact? Waterside Credit Union, with over 11,000 members, is seeking a dynamic Member Services Officer to enhance our member services team.

Position Overview

As our new Member Services Officer, you'll be the friendly face of our credit union, providing exceptional frontline service to our valued members. This role offers a perfect blend of financial operations and administrative duties, reporting directly to the Manager. If you are member-focused, skilled in customer service, cash handling, and teamwork we want you to apply!

What We Offer

- Full-time, temporary position: 35 hours per week, Salary £24,000 p.a.
- Work schedule: Tuesday - Friday (9am - 5:15pm) and Saturday (9am - 2:45pm)
- Opportunity to grow with a leading and expanding credit union

Key Responsibilities

Handle member transactions and enquiries with professionalism and efficiency

Process lodgements, withdrawals, and maintain accurate cash balances

Assist with new membership applications and account management

Support loan processing and documentation within authorised limits

Contribute to back-office operations and regulatory compliance

Minimum criteria

Essential Qualifications: 5 GCSEs (Grade C or above), including Maths and English Language

Experience of working in financial services

At least 1 year of customer service experience.

Desirable Qualifications

Relevant higher-level qualification in business/finance

1+ years cash handling experience in the last five years

Any relevant financial or customer service qualifications.

Key Skills and Attributes

- Exceptional communication and interpersonal abilities
- Strong organisational skills, initiative and attention to detail
- Ability to work effectively in a team and independently
- Commitment to delivering outstanding customer service

Join our team and be part of a financial institution that values its members and employees. Apply now to start your journey with Waterside Credit Union!

Note: Essential criteria may be enhanced based on the volume of applications received.

HOW TO APPLY

Please send your CV to recruitment@wcu.uk.com by **5pm on Friday 18th September 2026**.

Alternatively, you can drop a copy into our office at:

Waterside Credit Union

55–57 Spencer Road
Derry-Londonderry
BT47 6AA

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.