

JOB DESCRIPTION	
JOB TITLE	Chief Executive Officer
RESPONSIBLE TO	The Board of Directors
REPORTS TO	Chair
RESPONSIBLE FOR	Credit Union Staff & Volunteers
DIRECT REPORTS	9
SALARY RANGE	£57,000 – £60,000

JOB ROLE
<p>To provide leadership, direction and management of the London Community Credit Union 'LCCU' to ensure that it meets the Business Objectives as set out by the Board of the LCCU within the framework of the prevailing regulations</p> <p>The CEO will have responsibility for the successful operation and development of the credit union and for promoting, developing and delivering the Credit Union's business plans, products and services to ensure ongoing improvements to member services. The CEO will be expected to develop networks and activities to maximise LCCU's opportunities and corporate image within the local community.</p> <p>The CEO will be responsible for compliance with all regulatory and financial controls and for maintaining effective working relationships with the Board of Directors.</p> <p><small>London Community Credit Union Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (registration Number 640C). Registered address 473 Bethnal Green Road, London, E2 9QH</small></p>
RESPONSIBILITIES
<p>Strategic Direction</p> <ul style="list-style-type: none"> • Design and achievement of the strategic plan and financial sustainably • Advise the Board in the determination of the business strategy and direction of the Credit Union in order for it to achieve the Business Objectives, Strategic Plans and financial sustainability. • Advise the Board on the development of policies consistent with the achievement of the Business Objectives and Strategic Plans and ensure all policies are fully implemented. • Ensure that all operational objectives, plans and procedures are congruent with the Credit Union's Business Objectives, Strategic Plans and are financial sustainable. • Conduct regular reviews of the Credit Union's trading position and implement appropriate measures to ensure that its performance aligns with the Business Objectives and Strategic Plans. • Ensure that management constantly seeks out and where appropriate, seizes business opportunities that contribute to the Business Objectives and Strategic Plans. <p>Leadership</p> <ul style="list-style-type: none"> • Lead the development and execution of LCCU'S overall long- and short- term plans with the goal of delivering value for members and staff.

- Implement the strategies agreed by the board; identify and develop key objectives for the success of the credit union and ensure their achievement through successful plans for business, growth and customer service.
- Oversee all operations and ensure they align with the overall Strategic Plans.
- Maintain a thorough understanding of the sector to ensure business strategies are current, realistic and relevant.
- To nurture the Equality and Diversity policy of the Credit Union and ensure this is reflected in all working practices and relationships.

Staffing

- Effectively manage, lead and motivate the Senior Management Team in a culture of trust to devise and deliver plans around budgeting, loan growth and operations.
- Identify and maintain succession plans and deliver personal professional development.

Business operations

- Take overall responsibility for the creation and maintenance of effective controls, policies and procedures, as well as for reviews of their effectiveness and compliance
- Take overall responsibility for the delivery of essential functions through delegation, including: accounting, AML, business development, compliance, property management, finances, human resources (HR), investments, lending, marketing, operations, customer service, risk management and security.
- Manages the performance and direction of the whole HR function and ensures all HR systems and policies are in place to comply with employment law and governance requirements. Investigates and advises on very complex employment and organisational development issues and has corporate responsibility for organisation policy
- Ensures efficiency, effectiveness, integrity and business focus of financial systems and processes. Investigates and advises on highly complex issues and leads on corporate reporting/providing strategic financial and business planning advice.
- Ensures all statutory/LCCU accounts and returns represent a true and fair view and meet financial timescales and legal requirements, interpreting these where necessary.
- Work with the Internal Auditor, Money Laundering Officer and Audit Committee to ensure appropriate internal controls to mitigate risk; and ensure regular reviews.
- Effectively manage the credit union's business properties, both rented and owned, with regard to operational, financial, legal and health and safety risks and opportunities.

Governance

- Ensure delivery of high-quality information from the SMT to the Board.
- Work with the Board on marketing strategies and business development to maximise benefits and raise the profile of the credit union in a safe and sustainable way.
- Ensure the Board is kept informed of all relevant information, risks and opportunities
- Develop and maintain successful stakeholder relations.

Legal and Regulatory

- Ensure the credit union is in compliance with all regulations, changes to policy and requirements of the PRA, FCA and all supervisory bodies; and ensure staff training.

- To represent the credit union at external events and act as an effective spokesperson.
- To undertake any other duties as may be directed by the Board.
- To perform the Chief Executive Officer (*SMF8*) role under the Senior Managers Certification Regime as set out by the FCA.

Senior Managers Certification Regime (SMCR)

SMCR prescribed responsibilities as and when allocated

- Subject to assessment : Honest, Integrity and Reputation
 Competence and Capability
 Financial soundness

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the LCCU as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.
- Everyone has a responsibility for contributing to the reduction of infections
- The CEO is responsible for the implementation throughout the LCCU of suitable arrangements to ensure the health, safety and welfare of all employees, members, directors at work and the health and safety of other persons who may be affected by their activities

General

- To promote Diversity and Inclusion across the LCCU and ensure staff, members, directors are treated with dignity and respect.
- Ensure GDPR is fully integrated and adhered to across LCCU
- IT skills and excellent communication skills
- Maintain an updated CPD
- To undertake any other duties in pursuance of the above overall objective as Chief executive Officer (CEO) or as the LCCU Board of Directors may from time to time reasonably require commensurate with the post of CEO
- Undertake hours of work as may reasonably be required of you, commensurate with your post of CEO.

COMPETENCIES

- Corporate Governance
- Leadership and stakeholder relations
- Strategy
- Finance
- Strategic thinking
- Decision Making
- Communications
- Behaviours – Ethical, Professional, Awareness of self and others

This job description is an outline of the postholder's duties and responsibilities. It is not intended to be an exhaustive list and may change from time to time in order to meet the changing needs of LCCU. This job description should not be considered an employment contract. All employment is employment at-will. We reserve the right to modify job duties or descriptions at any time.

Person Specification

	D – Desirable E - Essential I – Interview A – Application T - Test
Educated to Masters level or equivalent level of experience	E A
Professional qualifications and memberships	D A
Evidence of continuous professional development at a specialist level in areas such as governance, finance, HR or other specialism	D A
A Company Secretary qualification or part-qualified and working towards full qualification	D
Formal management qualification and/or proven and significant leadership experience	E A I
An understanding of credit unions, financial inclusion and community responsibility.	E A I
Track record as a senior manager within financial services, ideally at a credit union.	E A
Experience of developing and delivering strategic business plans	E I
Experience of managing cross functional / multi-disciplinary business support functions promoting best practice	E A I
A comprehensive understanding of financial reporting, risk management, credit union regulations, corporate governance and PRA and FCA compliance requirements	E A I T
Working knowledge of lending, collections, member services, cash operations, accounting, IT, security, investments, compliance, human resources and marketing.	E A I
Strong people skills; significant experience of people management; a proactive approach to problem-solving; and conflict management skills.	E A I
Excellent communication skills, both written and verbal.	E A I
A significant understanding of credit unions.	E A I
Financially literate with a comprehensive understanding of financial risk management	E A I
Competencies <ul style="list-style-type: none"> • Corporate Governance • Leadership and stakeholder relations • Strategy • Finance • Strategic thinking • Decision Making • Communications 	E I T
Behaviours <ul style="list-style-type: none"> • Ethical, Professional, Awareness of self and others 	E I T