



## Job Description

### ACE Credit Union Services

**JOB TITLE**      **Business Development Manager**

#### **JOB DESCRIPTION**

##### **Terms and Conditions**

Hours            35 hours per week (averaged), worked flexibly.  
Salary            £28,378

Work pattern   9-5 although some duties are out with these times.

Holidays        23 days in holiday year plus 8 Public Holidays = 31days

Location        Working from Home

Report to        ACE Board of Directors

Start date: 30/10/2023

**Responsible for:**      The Development and Growth of ACE Credit Union Services.

**Purpose:**                To work with the Board of ACE Credit Union Services in their resolve to grow the association.

##### **Responsibilities:**

1. To promote ACE Credit Union Services and to act on its behalf in its dealing with members, partner organisations and the general public.
2. To manage and co-ordinate the day-to-day operations of ACE, ensuring that the membership is provided with a prompt and reliable standard of service at all times.
3. Effective and efficient promotion of ACE's products and services
4. To maintain and develop the ACE website, associated social media and communication, training and education material.
5. To develop, maintain and administer all operating policies and procedures and factsheets for member credit unions and to update on a regular basis.

6. Ascertain the demands of members and ensuring the resources of ACE are adequate and sufficient to meet these demands.
7. To implement ACE Business Plan and monitor it on a regular basis to ensure that Board agreed operational and strategic goals are achieved
8. To identify future sources of available funding for the continued growth and development of ACE.
9. To communicate with member credit unions on a regular basis and ensure that all queries are responded to as quickly as possible.
10. To prepare a Quarterly Newsletter for ACE members.
11. To organise and deliver the ACE Annual Conference and AGM.

### **Duties**

- To possess a thorough knowledge of all ACE systems and procedures.
- To establish and issue plans, policies and procedures governing the performance of assigned activities.
- To service the Board and Committees; develop and provide general advice and present matters requiring the decision of the Board.
- To prepare, implement and review the Business/Strategic Action Plan; to provide input and advice to the Treasurer in preparation of the annual operating and financial budgets and forecasts for the organisation.
- Achievement of the results set out in the agreed Budget and Business/Strategic Plan; to expand the business of ACE through the effective delivery of existing services and the implementation of new services and procedures.
- To ensure the resources of the organisation are adequate to meet the demands of members.
- To determine and implement training programme for the Board and for member credit unions; to advise and assist any staff and Board members in the fulfilment of their respective functions.
- To foster favourable public relations between ACE, all partners, general public, government (local, devolved and national), all other stakeholders
- Ensure all statutory and board reports are accurately and promptly completed
- To ensure your personal development within the role
- Any other related duties that may be assigned from time to time.

## Essential Skills

- a) Plans ahead and organises work tasks effectively.
- b) Finds and implements appropriate solutions to practical problems
- c) Able to work on own initiative as well as part of a team.
- d) Able to use computer software packages.
- e) Takes a strategic approach to decision making.
- f) Able to analyse information and financial data
- g) Able to work outside normal office hours when required. May include some weekend working.
- h) Some understanding of the ethos and objectives of a credit union and the wider co-operative movement.
- i) Willingness to undertake training.

## Competencies and Experience

- Knowledge of CU operations, and regulations is desirable
- Best practise operating policies and systems
- Able to successfully maintain and update website information / willing to learn to do so
- Good Communicator
- Experienced in - operation and governance of an organisation
- Capable of developing business plan and scenario costings.
- Able to analyse information from multiple sources and articulate key themes or patterns to the Board and members.

## Location

Working from Home

The post holder will be required to work occasionally outside normal office hours.

## Salary and Benefits

Salary – £28,378 for 35hrs

Pension – Variable contributory

