**Job Evaluation**

# **ACE Credit Union Services**

**JOB TITLE Chief Executive Officer**

**JOB DESCRIPTION**

**Terms and Conditions**

Hours 30 hours per week (averaged), worked flexibly.

**Salary – £28,378 for 30hrs**

**Based on £35,000 full-time rate**

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: 04/09/2023

**Responsible for:** Line Management of all other ACE staff and volunteers (as appropriate)

**Purpose:** To provide overall management of the day-to-day running of ACE Credit Union Services

**Responsibilities:**

1. **To promote ACE Credit Union Services and to act on its behalf in its dealing with members, regulators, partner organisations and the general public**
2. **To manage and co-ordinate the day-to-day operations of the main office, to ensure the membership is provided with a prompt and reliable standard of service at all times**
3. **Promotion of products and services of ACE in such a way that the company is seen as an effective and efficient organisation and a leader in the credit union movement.**
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. **The development and implement the ACE Business Plan to be monitored and reviewed by the Board of Directors on a regular basis to ensure the achievement of agreed operational and strategic goals**
8. **To assist and work with the Board in identifying and establishing future sources of funding for the continued growth and development of ACE**
9. **To represent ACE at meetings with the credit union regulators and with political parties**
10. **To communicate with member credit unions on a regular basis and ensure that all queries are responded to as quickly as possible**
11. **To prepare a Quarterly Newsletter for ACE members**
12. **To organise and deliver the ACE Annual Conference and AGM**

**Duties**

* **The effective control of ACE finances and financial controls.**
* **To possess a thorough knowledge of all 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 Acton Plan; to provide input and advice to the Treasurer in preparation of the annual operating and financial budgets and forecasts for the organisation. To review, and provide advice regarding annual budget proposals and business plan with the Board of Directors.**
* **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 determine human resource requirements to perform assigned functions; to assist in selecting and maintaining qualified personnel in all positions. 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**
* **The stewardship, effective management and security of the assets including premises and contents. The management and control of cash and other resources and the provision to the Board**
* **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.**

**Competencies and Experience**

* **Knowledge of CU operations, regulations, best practise operating policies and systems**
* **Skilled with website maintenance and governance.**
* **Understand financial planning, reporting and reporting**
* **Communicator via personal contact, phone, email, newsletters or meetings**
* **Experienced in the operating and governance of a CU, and liaison with regulator.**
* **Able to manage & develop staff, contractors and suppliers including the recruitment, performance management and requirement setting with delivery confirmation.**
* **Analyse the changing regulatory environment to determine Board and staff training requirements.**
* **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.**

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| --- | --- | --- | --- | --- | --- |
|  | **No relevant experience** | **Some experience** | **Considerable experience** | **Expert** | **Score** |
| **Knowledge of CU operations, regulations, best practise operating policies and systems** | **1** | **2** | **3** | **4** |  |
| **Skilled with website maintenance and governance, social media and new financial systems technology.** | **1** | **2** | **3** | **4** |  |
| **Understand financial planning, reporting and reporting** | **1** | **2** | **3** | **4** |  |
| **Communicator via personal contact, phone, email, newsletters or meetings** | **1** | **2** | **3** | **4** |  |
| **Experienced in the operating and governance of a CU, and liaison with regulator.** | **1** | **2** | **3** | **4** |  |
| **Able to manage staff, contractors and suppliers including the recruitment, performance management and requirement setting and delivery confirmation.** | **1** | **2** | **3** | **4** |  |
| **Analyse the changing regulatory environment to determine Board and staff training requirements.** | **1** | **2** | **3** | **4** |  |
| **Capable of developing business plan and scenario costings.** | **1** | **2** | **3** | **4** |  |
| **Able to analyse information from multiple sources and articulate key themes or patterns to the Board and members.** | **1** | **2** | **3** | **4** |  |

**Candidate must score above 3x22 to be acceptable for employment.**

**Location**

Working from Home

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

**Salary and Benefits**

**Salary – £28,378 for 30hrs**

**Based on £35,000 full-time rate**

**Pension – Variable contributory**

**Medical Insurance -**