

## JOB TITLE

# Chief Operating Officer

REPORTING TO: CEO

RESPONSIBLE FOR: ALL DEPARTMENTS

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### **JOB DESCRIPTION**

Cara Credit Union is the largest community-based credit union in Munster, with over 43,000 local members. Headquartered in Tralee with offices in Castleisland and Killorglin, the organisation boasts total assets of €233 million with over €84 million loaned to members and employing 70 staff.

Cara Credit Union is embedded in the local community and our vision is to provide for the financial needs of members in a co-operative and professional manner. Our core mission is to enhance benefit and choice for our members through the range of financial services we offer, whilst continuing to lead and promote best practice in everything we do.

A unique opportunity has arisen within Cara Credit Union to appoint a Chief Operating Officer ('COO'). The credit union is providing an opportunity to join a dynamic and prosperous financial institution which is dedicated to delivering exceptional value and service to its members.

### **PRINCIPAL RESPONSIBILITIES OF THE CHIEF OPERATING OFFICER ROLE**

The Chief Operations Officer (COO) will report to the CEO and will have primary responsibility for the supervision of the member services, the HR function and day-to-day administration of the Credit Union's offices, including facilities, ensuring that it performs and operates to the highest standards.

The COO will be part of the Executive team and will hold one of the key roles within CCU.

The COO will be responsible for the strategic planning in the areas of IT, Training and HR and will also be responsible for Strategic management of services to members as well as the support and development of operational staff across CCU branches, in compliance with the Strategic Plan and operational business goals.

The COO will always act within the policies as laid down by the Board, the governance and the rules of the Credit Union, the Credit Union Act 1997 (as amended) and within the ethos / philosophy of the Credit Union with minimum possible risk to the business of the credit union.

# KEY RESPONSIBILITIES

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## Management

- Serve as principal advisor to CEO and Board of Directors on all issues associated with Operational strategies by providing overall direction and leadership in the management of the operations of CCU to ensure that the necessary targets set out in the strategy are achieved.
- Ensure that processes and procedures for operations are documented and easily understood. In addition, ensure that adequate systems and internal controls are in place so that risks are appropriately mitigated.
- As part of the credit union's management team, participating in executive level discussions and in making recommendations regarding major policy decisions.
- Overall responsibility for effectively resolving member complaints / queries.
- Oversee the training and development of staff in Credit Union operations and policies, procedures and legal requirements.
- Serve as primary point of contact, and liaise with key stakeholders of the business such as Internal and External Auditors and Risk and Compliance department ensuring that the Credit Union is compliant with legal, statutory and regulatory requirements.
- Report to the CEO in a timely manner on operations budgets and any trends or deviations in the level of services or any other matters of concern.
- Attendance at Board and executive meetings as required.

## General

- As a key part of the executive team, contribute to and champion the strategic plan of CCU.
- Developing and enhancing relationship with Key Stakeholders.
- Encourage and support initiatives that will constantly improve services to members.
- Report on and assist in the creation of process improvements to ensure relevant systems are implemented.
- Manage and maintain the property assets, including facilities of CCU, and to be aware of and comply with all Health and Safety regulations as directed by the credit union.
- Generate detailed monthly reports to CEO and Board of Directors.
- To undertake such other reasonable and lawful duties as may be directed from time to time by the CEO.

## Human Resources

- Overall responsibility for the human resource function of the Credit Union ensuring compliance with approved HR policies and procedures that fully conform to current legislation.
  - Lead, develop and motivate the team by managing the key objectives and performance of each team member through agreed KPI's and ensuring half yearly appraisals and performance reviews are undertaken for the organisation. Report to the CEO with an analysis of the findings from the year end appraisals.
  - Provide support and training to staff to ensure the successful implementation of targets, goals and objectives from the strategic plan through positive engagement, coaching, acknowledgment, candid feedback and teamwork.
  - Promote a culture that reflects the Credit Union's values and encourages good performance.
  - Manage specified personnel and deal with any HR issues that may arise.
- The above list is not exhaustive and may be subject to change in line with the needs of the business.*

## Minimum Criteria for the role:

The ideal candidate will be committed to achieving high standards and should have:

- Ideally have a Business or Finance related Degree at a minimum, preferably in business or management.
- services, banking or credit union sectors, ideally in an operations position.
- Have a minimum a QFA or equivalent qualification
- Strong analytical and financial reporting expertise
- Strong knowledge of Human Resources management and best practice.
- Ability to assess, critically evaluate and interpret complex information and to identify key operational & HR risk drivers.
- Excellent communication expertise together with the necessary interpersonal expertise for team working including information technology literacy
- Logical thinking with capability to problem solve and to act decisively
- Strong leadership abilities and the capability to motivate a team
- Flexibility with an emphasis on delivery and growth with a proven track record of achieving business results.

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**Applications including CV and cover letter must be emailed to: [jobs@thehrsuiteonline.com](mailto:jobs@thehrsuiteonline.com)**

**The closing date for applications is 26th April 2019.**

**Cara Credit Union Ltd is an Equal Opportunities Employer.**