

GUERNSEY COMMUNITY SAVINGS LBG (GCS)

Client Services Officer job description

Guernsey Community Savings is a charity that arranges access to basic banking services for islanders who can't open a bank account and offers financial education to those who need it.

We are looking for the right person to be our Client Services Officer, helping to deliver our services to clients including in the expanding field of financial education.

Reports to: Deputy Manager

Location: GCS, 20 Mansell Street, St Peter Port

Hours: 15 hours a week – exact hours to be agreed

Salary: £15,000 pa

Responsibilities:

The Client Services Officer:

- Delivers GCS's client account opening, budget advisory and support services
- Maintains GCS and client records
- Maintains GCS policies and procedures
- Ensures compliance with all applicable laws, regulations and guidance, including in respect of AML/CFT
- Operates the IT and operational systems and liaises with the account services provider
- Delivers money management guidance and training
- Operates the loans and grants programme

Experience:

- Experience of banking or financial services
- Experience of using technology and online systems
- Ideally, experience of delivering training courses

Attributes:

- Good communication skills, verbally and in writing
- Empathetic and patient
- Good problem solver
- A good listener
- Interested in helping people who are financially excluded

January 2024