

GUERNSEY COMMUNITY SAVINGS LBG (GCS)

Deputy Manager 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 the deputy to our Manager, Liz Pirouet-Douglas, who is becoming increasingly involved in expanding our provision of financial education.

Reports to: Manager

Location: GCS, 20 Mansell Street, St Peter Port

Hours: 20 hours a week – exact hours to be agreed

Salary: £24,000 pa

Responsibilities:

The Deputy Manager:

- Plans, manages and delivers GCS's client account opening, budget advisory and support services
- Administers GCS's operations, including maintaining GCS and client records
- Maintains GCS policies and procedures
- Organises and oversees the work of the Client Service Officer and volunteers, including providing training
- Ensures compliance with all applicable laws, regulations and guidance, including in respect of AML/CFT
- Oversees the IT and operational systems and liaises with the account services provider
- Manages the GCS budget and prepares financial and other reports in conjunction with the accountant
- Manages the loans and grants programme

Experience:

- Good experience of banking or financial services
- Good experience of managing people
- Experience of using technology and online systems

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