



## **VOLUNTEERING WITH HIGHLAND COMMUNITIES CREDIT UNION**

Highland Communities Credit Union is a not for profit, community cooperative, run by its members for its members.

Similar to banks, it provides a Savings and Loans service with a built in Life Insurance Policy. It differs from banks in that, all profit made on interest from loans is paid directly back into the Credit Union and no shareholders are rewarded. There are no large bonuses paid out and no risky investments.

The Credit unions main aim is to help people, by promoting saving and providing a responsible place to borrow money i.e. financial awareness. HCCU seeks to promote awareness through schools and businesses.

### **ASSISTING HIGHLAND COMMUNITIES CREDIT UNION IN THE PROVISION OF SERVICES.**

Volunteers of HCCU deal with information that is both confidential and sensitive and it is ESSENTIAL that it is treated as such.

To volunteer with HCCU you must be a member of the credit union. You will also be required to sign a declaration of secrecy form. Directors may require further investigation. This is in order to be compliant with banking rules and regulations, data protection and respect to fellow credit union members.

#### **OFFICE ASSISTANT**

Assistance is required to:

- Process payments through Credit Union banking system
- Deal with member enquiries
- Assist Manager with administrative duties
- Promote and develop Highland Communities Credit Union

#### **Commitment**

The office hours are 9am to 1pm Monday to Thursday. One consistent day would be desirable.

#### **Beneficiaries**

The people who benefit from the work carried out by volunteers are all the existing and prospective members of HCCU i.e the population of the Highlands.

HCCU believes that as a local not-for-profit organisation, we are helping the local economy as well as members who use our services.

If you would like to find out more or know someone who would benefit from this service, please get in touch.

#### **Support and Accountability**

Volunteers are supported by, and accountable to, the Office Manager, and ultimately to the Board of Directors.

Initial training will be carried out.

Training will also be periodically available to volunteers through other agencies e.g. ABCUL

## **Knowledge/Skills/Qualities/Experience**

### **Essential**

Basic numeracy skills

Ability to explain documents, and occasionally, policies.

Ability to work as part of a team

Accuracy

### **Desirable**

Cash handling experience

Organisational skills

Friendly

Approachable

### **Benefits**

- Meet new friends
- A chance to get involved in the operation of a local mutual group, and to impact policies and procedure
- Playing a worthwhile part in the local community.
- Learn new skills to enhance employability or for personal development.

For more information about Volunteering with Highland Communities Credit Union please contact Marion on 01397 700746 or [marion.lcu@outlook.com](mailto:marion.lcu@outlook.com)