



WEST CHESHIRE
CREDIT UNION

VOLUNTEER INFORMATION PACK





Thank you for showing an interest in becoming a Volunteer with West Cheshire Credit Union

We are pleased to provide you with our application pack, which will tell you more about our activities and the many different ways in which you can become involved with helping us deliver our services to the public.

After you have read through the pack, if you are still interested in becoming a volunteer then please complete the application form and return it to:

Volunteer Coordinator
West Cheshire Credit Union
Henry Place
Newtown
Chester
CH1 3HY

01244 399006

www.wccu.co.uk

info@wccu.co.uk

Introduction and Objectives

Our aim as a credit union is to provide members of the public with the facility to access low cost affordable loans, while at the same time encouraging them to save on a regular basis.

Established in 2004, the West Cheshire Credit Union works with many partner organizations that support our aims and objectives, such as housing associations, Citizens Advice Bureaus, Local Authorities and advisory organisations. We recognise that for many access to affordable finance is either restricted, or not available. For those who do find themselves in a situation where access to affordable credit is limited, they have little alternative but to resort to doorstep lenders, or in the worst case scenario rely on loan sharks.

However, the image of credit unions for many relates to, and is limited toward those mentioned above, which is totally wrong. Credit Unions are being used as an alternative to high street banking by a wide range of the population and from differing backgrounds. West Cheshire Credit Unions membership is made up from a cross section of the community ranging from those in highly paid careers through to junior savers. Credit Unions are really aimed at everyone.

Once you decide to get involved as a volunteer you will be supporting our main aims and objectives:

- ✍ Encouraging saving and prudent financial budgeting among the members of the common bond area focusing on the most deprived communities across the district and in response to local economic needs
- ✍ Providing an opportunity for all members to borrow money at a rate of interest that is not exploitive, irrespective of their previous credit history.
- ✍ Enhance awareness of financial budgeting and sensible ways of borrowing money amongst its membership
- ✍ Encourage young people to save via the development of in house school saving schemes
- ✍ Increase awareness of the dangers of using doorstep lenders and illegal sources of credit
- ✍ Work in collaboration with key stakeholders to raise awareness of the benefits of saving and borrowing from the West Cheshire Credit Union and enhance local services provided to members of the community
- ✍ Provide opportunities for members of the community to get involved via volunteering within the business thus building skills of local people

What Areas Do We Cover?

Credit Union membership is defined by a common bond (what all members have in common) and in the case of West Cheshire Credit Union this relates to anyone who lives or works in the Cheshire West and Chester Council boundaries.

Although at present we mainly operate in the Chester, Ellesmere Port and Neston districts, we still can allow membership applications from anyone across the whole area highlighted in the map below.



The Role of a Volunteer

West Cheshire Credit Union has an increasing number of volunteers who come from a variety of backgrounds and bring various skills and experience to the organisation. All are valued because they give their time and skills freely to assist in the delivery of our services

Volunteering is rewarding, as it offers the opportunity to meet new people, undertake new challenges and experiences; and provides the special pleasure that comes from making a real contribution to the Community.

When you join West Cheshire Credit Union as a volunteer you will be given a basic outline of your role. You will receive an induction into the volunteer programme and ongoing relevant training for the role.

As a volunteer you will be expected to:

- ✍ Make sure you have the necessary skills and time to carry out the activity before committing yourself.
- ✍ Discuss and agree any support you may need with our volunteer coordinator
- ✍ Abide by a strict confidentiality code
- ✍ Follow Health & Safety guidelines

Ongoing Support

You will be provided with the name and telephone number of a member of staff who will be your point of contact. They will guide you on your tasks and give feedback on your activities. They will also be available to discuss any problems or issues that you may have. Training will be provided to support you in the activities you undertake as a volunteer.

What Areas You Can Get involved In?

West Cheshire Credit Union has many diverse volunteer positions on offer and aims to provide those who volunteer their time with a rewarding position.

Membership Centre Volunteers

West Cheshire Credit Union has a number of Membership Centers in and across the common bond area. These centers allow members to pay in monies to their savings, or to repay loans locally. The centers also act as a communication point, where questions can be asked about loan applications, withdrawals and how to become a member of the credit union.

Hour's commitment: 2 – 3 hrs per week

Locations: Ellesmere Port
Neston
Kingsway (Chester)
Blacon (Chester)
Lache (Chester)
Chester City Centre

Administration Support

Our head office is located in the district of Newtown in Chester, close to the city centre. At this location we process all members' payments and deal with the day to day activities associated with running a thriving credit union, such as answering customer enquiry's, through to dealing with new applications. We are always looking for those who have the relevant skills and experience of office work to support our Administration team.

Hour's commitment: 6 – 10 hrs per week

Location: Chester

Finance Team

As the credit union is a financial cooperative a great deal of responsibility is placed upon the treasurer and finance team to ensure all accounting procedures and reconciliation's are checked on a daily, weekly and monthly basis.

To undertake this role you will need relevant accounts handling experience combined with a good understanding of Microsoft Excell.

Hours Commitment: 2- 6 hrs per week

Location: Chester

Marketing and Promotion

As with any business West Cheshire Credit Union relies on a marketing strategy to attract new members to the business. This is a vital element of ensuring the future growth and sustainability is achieved. This may involve promoting our services to the general public via attending events with our display stands, helping out with designing marketing material or organizing promotional days.

We would like to hear from anyone with relevant marketing and PR experience, however this is not a key criteria, as more important is the ability to communicate with the public

Hour's Commitment: 2 – 6 hrs per week

Location: Chester and Surrounding Areas

Training Officer (Volunteers)

Due to the numbers of volunteers we have assisting with the running of the business it is necessary for the appropriate training and development to be in place. We are seeking someone who is prepared to keep training records up to date, deliver one to one coaching and group session to volunteers across the business, but more importantly to those at our membership centers. Ideally applicants will have experience of training or coaching and should possess good interpersonal skills.

Hour's commitment: 2 – 6 hrs per week

Location: Chester and surrounding areas

Our Recruitment Process

On receipt of your application our volunteer coordinator will review your details with a senior member of our team.

If you are selected to progress to the next stage, you will be advised as soon as possible outlining the next stage of the process.

We will give you at least one weeks notice prior to an interview and we will make any special arrangements needed to enable you to attend.

We will not contact your referees unless you give your permission. We will however need to obtain references before offering you any position.

A decision will be made as soon as possible after your interview and you will be informed of the outcome normally within 1 week.

Unsuccessful applicants will be offered feedback.

Completing your application

You may submit either a typed or hand written application. If you hand write your application please ensure that your handwriting is clearly legible. Online applications are also available on our website: www.wccu.co.uk

We require **2 referees** who will not be contacted without your permission, but will be required before you can be offered a role as a volunteer.

All applicants are required to disclose details of any unspent convictions in accordance with the **Rehabilitation of Offenders Act 1974**. Any disclosure of an unspent conviction will not automatically disqualify your application unless the nature of the offence renders you unsuitable for the role. All such disclosures will be considered on an individual basis.

**WEST CHESHIRE CREDIT UNION
VOLUNTEER APPLICATION**

Name:	Position Applied For:
Address:	Tel Number:
	Tel Number Mobile:
	Email:

Please use this section to tell us why you wish to volunteer with the West Cheshire Credit Union?

Please provide details of your employment history (if applicable) over the last three years, or any other voluntary work you have been involved in.

Please use this space to tell us a little more about any relevant skills and experience.

Rehabilitation of Offenders Act 1974

Do you have any criminal convictions – spent or unspent?

Are you registered disabled?

Reference One

Name:

Address:

Tel Number:

Email:

Reference Two

Name:

Address:

Tel Number:

Email:

Thank you for taking the time to complete this application.