

Job Description

Role Title:	Ecology Community Branch Manager
Team:	Branch/Operations
Reporting to:	Chief Operating Officer
Direct Reports:	Ecology Community Branch Specialist
Salary:	£28,000 - £30,000 per annum
Contract:	Permanent, Full Time/Part Time considered
Hours:	35 hours per week, Monday – Saturday, between the hours of 8am and 6pm (1-hour unpaid lunch) and on call responsibility
Place of Work:	Porth
Benefits:	25 days holiday (pro rata), plus bank holidays, Company Pension
Role Title:	Ecology Community Branch Manager

Ecology's Purpose

In a world that doesn't add up, daring to be different is our calling, lending our power so everyone's story gets a chance to thrive.

Role Purpose

Drive the success of the Porth Community Banc branch of Ecology. As Branch Manager taking ownership of the branch experience, ensuring support for Ecology and non-Ecology customers when visiting the branch. Delivering positive impact in the local community by focusing on activity that supports the growth and service objectives in line with Ecology mission. Driving activity to raise the profile of the branch, delivering a smooth customer service, identifying opportunities to increase value. Lead the branch team and have a presence externally in the local community to promote Ecology and its products and services. Ensuring a safe and compliant operating environment and supporting the branch team in delivering their objectives.

Main Duties & Areas of Responsibility

Examples of duties include, but are not exclusive to;

- Responsible for ensuring the branch operates in a safe and secure environment, adhering to Ecology Policies and processes
- Supporting the wider Ecology objectives by delivering on agreed market share growth and community experience standards in the branch
- Networking externally to raise the profile of Ecology and its customer proposition and in a way that positively reflects Ecology values and behaviours
- Work with Head Office teams to ensure the branch is integrated and good handovers and working relationships are in place

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- Deliver reporting and MI when required and represent the pioneer branch in future branch rollout projects
- Working with Ecology partners and local organisations to deliver positive community impact – signposting to support, delivering/facilitating community information sessions, oversight and control of the Branch Community grant process
- Overseeing customer reviews and outbound calling to deliver value and drive savings and mortgage impact in the wider area of RCT

Skills and Experience

Essential:

- A positive and can-do attitude, reflective of Ecology values and behaviours
- Strong customer focus
- Strong Communication skills, both verbal and written
- Attention to detail and accuracy to drive a 'right first time, every time' approach
- Exceptional organisational skills
- Ability to use initiative to find solutions to problems
- Experience in financial services and customer service including customer reviews and outbound calling
- Welsh speaking

Desirable:

- Good understanding of savings and mortgage products
- Proficiency in IT, including good knowledge of Microsoft, including Word and Excel

Other

- You have a legal duty to take reasonable care of your own health and safety and that of others and you are expected to be familiar with, and adhere to Ecology's Health and Safety Policy
- Ensure your work, communication and approach conforms to the values and behaviours of the Society.
- Keep up to date, and comply with Ecology's rules, Policies and Procedures.
- Undertake any reasonable duties requested by management.
- This role has a six-month probation period.
- As part of your role, you are responsible for upholding the principles of Consumer Duty by ensuring that the needs, preferences, and interests of members are at the forefront of decision-making, delivering fair outcomes, and acting in a way that promotes member trust and confidence

Acceptance

Print Name: _____

Signature: _____

Date: _____

Behaviours and Values

Behaviour	Our Collective Commitments	Examples of Bringing My Best Self to Work		
Deliver Together	<p>We've always believed that, together we can achieve more. Working with our stakeholders and Members to create incredible impact.</p> <p>That's why Deliver Together is the heartbeat of everything we do. By combining our unique strengths, perspectives, and talents, we know there is no challenge too great, no goal too ambitious. Together, we're unstoppable.</p> <p>Deliver Together means learning from one another, recognising that every person brings something valuable to the table. We know the best solutions emerge when we combine our insights, learn from our differences, and respect each other's expertise.</p> <p>When we Deliver Together, we tackle challenges as a united front, sharing our successes, learning from our setbacks, and always supporting each other to be better. Creating something that's greater than the sum of our parts.</p> <p>Let's Deliver Together. Because together, we can achieve the extraordinary.</p>	<ul style="list-style-type: none"> I collaborate with others, considering the bigger picture and doing the right thing for Ecology and our Members I deliver on our collective commitments, providing amazing service to our Members, and to my fellow colleagues I am purposeful in my actions, respecting people's time and using it wisely I choose the right communication tools and methods to align with the goals, complexity, and urgency of the activity I evaluate the strengths of the team, ensuring that the right individuals are involved I welcome diverse perspectives and encourage inclusivity 		
Lead With Care	<p>At Ecology we care deeply about our planet, the people we work with and the Members we serve.</p> <p>Lead With Care means being honest and supportive - the cornerstones of strong relationships and lasting success. It's about being authentic, patient, compassionate and understanding. It's appreciating that everyone's journey is unique and taking time to encourage, uplift and help each other.</p> <p>We recognise the power of words and the responsibility we carry when we communicate, offering feedback that is constructive and kind – and always keeping the well-being of others in mind. We share our thoughts clearly and respectfully, without fear of judgment.</p> <p>To Lead With Care is to embrace openness with courage, even when it's difficult, knowing that honesty drives meaningful change that makes a difference.</p> <p>Let's Lead With Care. In every action, every word, and every step we take.</p>	<ul style="list-style-type: none"> I am kind to myself, asking for help when needed I build trust through consistency and reliability I help when needed, stepping in with a willingness to support I share truth with care, offering feedback that is constructive and kind, and delivering it in a way that helps others grow, without judgment or blame I am mindful of how my actions, decisions, and communication affect people and our planet I actively listen and seek to understand the needs of others, being present in the moment I celebrate successes, offering thanks and praise for a job well done 		
Values				
Fairness: Treating everyone individually and with respect	Openness: Listening to each other's views and opinions	Responsibility: Doing what we say we'll do. Making pragmatic decisions, staying true to our values	Co-operation: Working together, receptive to the knowledge and opinions of others	Activism: Empowering colleagues to be advocates for change

Behaviours and Values

Behaviour	Our Collective Commitments	Examples of Bringing My Best Self to Work		
Own Your Impact	<p>At Ecology, we make an incredible impact on our environment and the communities around us. And we all play a part in making this happen.</p> <p>Own Your Impact is a promise to ourselves to take full ownership of our actions, our commitments, and the outcomes we create. It means delivering on our promises and taking accountability for the results we achieve.</p> <p>To Own Your Impact is to make considered decisions, even when the path isn't easy. It's about achieving a high standard of excellence and recognising that our individual actions contribute to the collective success of our team. We do what we say we will – and we do it to the best of our ability.</p> <p>Own Your Impact means being proactive by anticipating challenges, taking the initiative to find solutions, and owning the process from start to finish. We lead by example, knowing that true accountability means creating positive impact that drives the right results.</p> <p>Let's Own Our Impact. Let's be accountable for our actions and for our future.</p>	<ul style="list-style-type: none"> I take ownership of my performance and development, achieving my objectives and building the skills I need for future success I own the process from start to finish, taking responsibility for every step I have clarity over my role and know what's expected of me I do what I say I will, managing stakeholder expectations with clear communication and deadlines I consider risks carefully, seeking feedback to guide my path and being mindful of possible outcomes. I embrace feedback and use it to improve, seeking opportunities to learn from others I am self-aware, reflecting on my own actions and impact, and I believe in my own abilities 		
Dare To Be Different	<p>Ecology started from a brave decision to do something that others wouldn't. Pioneer the possible.</p> <p>Dare To Be Different means stepping into the unknown with confidence, challenging the status quo, taking considered risks that may lead to incredible impact. It's about having the courage to voice new ideas, even when they seem bold or unconventional.</p> <p>To Dare To Be Different means making tough decisions, when others won't, and being brave enough to change course if it's the right thing to do. We are strong enough to own our mistakes, being resilient in the face of setbacks. We embrace failure, seeing it is a stepping stone to success, sharing what we learn to help each other.</p> <p>We lead with confidence to inspire others to greatness.</p> <p>Let's Dare To Be Different. Let's inspire the world around us.</p>	<ul style="list-style-type: none"> I speak up and challenge respectfully, with a focus on finding solutions I'm positive and inspiring, strong in the face of adversity and resilient when facing setbacks I don't let fear or disappointment derail my efforts I'm brave enough to step out of my comfort zone, challenging the status quo to achieve the right results I lead with humility, accepting my mistakes, listening to others, and being brave enough to change course when it's the right thing to do I champion sustainability, pushing for positive change so we can create a better world 		
Values				
Fairness: Treating everyone individually and with respect	Openness: Listening to each other's views and opinions	Responsibility: Doing what we say we'll do. Making pragmatic decisions, staying true to our values	Co-operation: Working together, receptive to the knowledge and opinions of others	Activism: Empowering colleagues to be advocates for change