



Registered Office: 165 Baillieston Road,  
Glasgow, G32 0TN  
Tel: 0141 771 1314  
[info@scottishpolicecu.co.uk](mailto:info@scottishpolicecu.co.uk)

## Payment Support Officer Opportunity

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Salary range of £21,540 to £23,762 with generous benefits package including progressive pension scheme, substantial holiday entitlements, provision of corporate workwear, and the opportunity for annual performance increments.

Based within easy travelling distance of Glasgow City Centre at 165 Baillieston Road, Glasgow, G32 0TN with the opportunity to take advantage of flexible hybrid home working arrangements.

Contracted hours: 35 per week

Tenure: Permanent

The Scottish Police Credit Union (SPCU) specialises in the provision of financial services to the law enforcement community in Scotland and has an exciting opportunity for an enthusiastic Payment Support Officer to join our dynamic team and support members experiencing financial difficulties both within SPCU membership and other community credit unions.

Based within our creative and progressive Member Services & Marketing department you will help members who are struggling to make payments by visiting them and helping them to deal with their issues and help to support their financial wellbeing. The SPCU currently has over 11,600 members and within this role you will help to drive its future growth through the marketing and promotion of our ethical, compassionate, and unique approach to customer service across the country.

Applicants should be able to work on their own initiative as well as part of a team, have strong communication and IT skills and be confident in engaging with different audiences. A full driving licence is essential for the role.

Please see attached the Job Description and Person Specification for this role which provides a full resume of key responsibilities and the essential and desirable criteria.

The successful candidate will require to undergo vetting checks before being appointed.

To apply for the post, please request an application pack by contacting our offices on 0141 771 1314 or email to [info@scottishpolicecu.co.uk](mailto:info@scottishpolicecu.co.uk).

Closing date for applications is 27<sup>th</sup> May 2022 at 4pm.