



Job Title: Member Service Manager

Reports To: Chief Operating Officer (COO)

Location: Glasgow

Job Purpose

The Member Service Manager is responsible for leading the Member Service function across telephony, unsecured and secured lending, and administration. Reporting to the COO, the role ensures excellence in member service delivery, staff development, compliance, and cross-functional collaboration. The post holder will support the implementation of strategic improvements that enhance efficiency, innovation, and member satisfaction.

Key Responsibilities

Member Services Leadership

Lead and manage the Member Service function to ensure consistent, high-quality support for all members.

Champion a member-first approach to operations and promote the Credit Union's products, services, and values.

Oversight and Operational Delivery

Supervise Team Leaders responsible for lending and telephony, providing strategic guidance and performance oversight.

Ensure optimal resource allocation, reviewing team coverage levels and supporting workload balancing across the department.

Maintain high standards of service delivery, and quality assurance.

Contact Centre and Escalations

Oversee inbound and outbound contact centre operations and member-facing interactions.

Support Team Leaders in implementing effective call-handling practices and standards.

Act as an escalation point for complex complaints, handling member concerns in a timely, constructive manner.

Lending & Compliance

Oversee and underwrite unsecured lending within authorised limits, ensuring regulatory compliance.

Promote and monitor adherence to data protection, anti-money laundering, and FCA obligations.

Collaboration & Business Improvement

Work cross-functionally to support service improvement, technology projects, and change implementation.

Contribute frontline insights to organisational planning and help lead operational readiness for change.

Support digital innovation that enhances member experience.

**Team Development**

Provide ongoing coaching, mentoring, and performance management for Team Leaders and staff.
Lead regular one-to-ones, appraisals, and personal development planning.
Promote a collaborative, inclusive culture aligned with Scotwest's values.

Skills & Attributes

Highly organised, proactive, and adaptable
Project or change delivery support
Naturally curious and improvement-minded
Clear communicator with excellent interpersonal skills
Strong presentation and influencing skills
Member-focused and collaborative leadership style
Strong alignment with co-operative principles